

City of Greater Sudbury – Working for You

A Collection of Greater Sudbury statistics to help assess and measure performance over time and across service areas.

Pioneer Manor | 2017

Residents



433

Residents at Pioneer Manor



4

Residents over the age of 100



7

WWII Veterans



100

Residents in their 90s

Employees and Volunteers



253

Full-time employees

292

Part-time employees



138

Volunteers



56,633

2017 Volunteer hours

Resident Care



90%

of residents, and 100% of those surveyed, would recommend Pioneer Manor



98%

of residents, and 96% of family, are satisfied with overall care

91%

Resident satisfaction with Pioneer Manor

95%

Family satisfaction with Pioneer Manor

Food and Nutrition Services



474,000

Resident meals served/year at a cost of \$1.4M and 100% funded by the Ministry of Health and Long-Term Care

Therapeutic Services



910

Programs and activities offered per month



931

Pioneer Manor Internal Physiotherapy Referrals

1,689

Occupational Therapy (OT) Referrals

Laundry Services



1.46M

Total lbs of laundry/year
4,000 lbs/day



800

lbs of personal laundry clothing/day
Equal to 50 loads at home



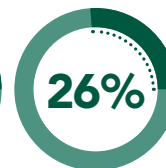
3,200

lbs of linen laundry/day
Equal to 178 loads at home

Funding Breakdown



Provincial funding



Resident co-payments



Municipal contribution



Other

311 - Citizen Service

June 2018

19,157
Calls answered by 311



1,152
Heaviest Day
June 11



78%
of calls answered
within 20 seconds

42%
of calls were resolved
by the 311 operator



Top 5 Citizen Requests

- Potholes
- Blue Box Request
- Clearing of Yards
- Parking and Traffic
- Green Cart Request

Social Media and Website Statistics

June 1, 2018 to June 28, 2018

Connecting with our community through two-way communication

Facebook

▲ 104,752

People have seen a post from the City of Greater Sudbury's page

▼ 25,890

Is the number of times someone has either liked a City post or commented on one



▲ 12,681

Total people have liked our page
(Since October 2010)



▲ 28,421

Is the number of times someone has viewed a video the City has posted

Top Video Views

2,100

Is the most minutes viewed on one video

(June 12, 2018 City Council Meeting)

Twitter

▲ 10,700

Different people follow the City on Twitter since October 2010

▲ 120

Is how many times the City tweeted in 28 days



▲ 280,000

Tweet Impressions
(How many times a CGS Tweet appeared on a screen)

▼ 390

Is how many times someone mentioned the City in their tweet



LiveStream

Last 28 days

▲ 5,740

Live viewers



▲ 337

Different people watched a City video

▲ 7,334

Is how many times a live City broadcast was watched



▼ 19:18

Average minutes of watch time

GreaterSudbury.ca

▼ 117,191

Times someone viewed our website

▼ 69,237

Different people viewed our website

▼ 267,946

Pages were viewed

▲ 2.29

Average pages people viewed each time they visited

▲ 1:69

Average time someone has spent on our website per visit



Top 5 page popularity

- Jobs
- Transit
- Municipal Election
- Tenders
- Arena Events

Get in touch with us: www.greatersudbury.ca



3-1-1 Service *At Your Service*

