

24.62% general archives information

20.62% general history questions

17.85% questions regarding donations

17.23% request photographs or videos

13.54%

genealogy questions

4% building/property history



## **311 Citizen Service**

## July 2019





## 779 July 4 heavy construction season



**52%** of calls answered within 20 seconds

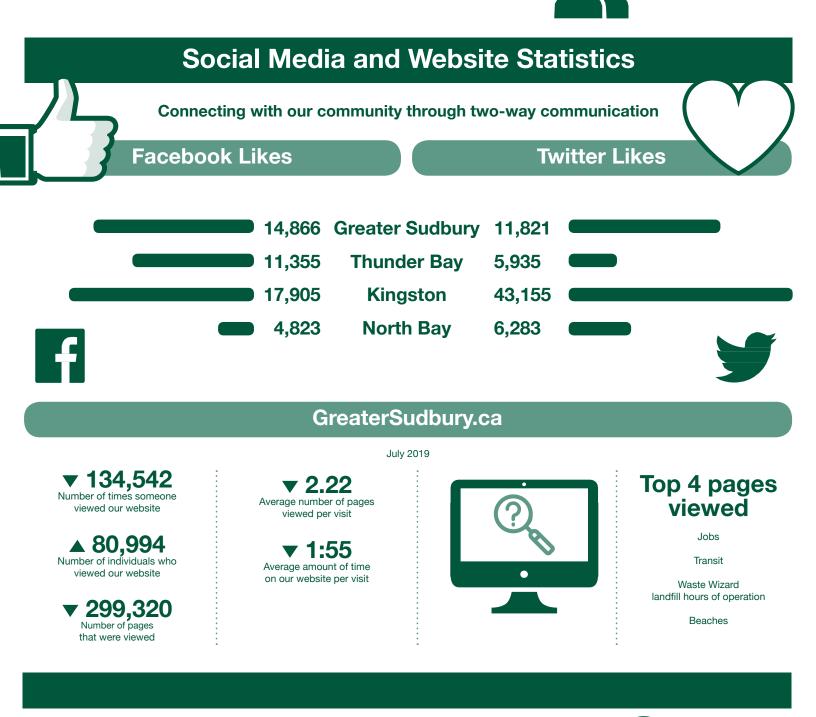
71% of calls were resolved by the 311 operator

## **Top 3 calls**

Grading

Dust control

Garbage collection





3-1-1 Service

@greatersudbury

