

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.

Resident Permits, Licences and Fees

Parking

2017



2,077

Total number of municipal parking spaces downtown



\$919,703

Revenue from downtown parking (January - June 2018)



22,458

Parking tickets issued in the City of Greater Sudbury (2017)

Licences Issued

2017



198

Private property Parking Control Officers licenced by the City



812

Home occupation business licences issued



699

Taxi drivers licenced



177

Lottery licences (January-June 2017)

Provincial Offences Act (POA)

2017



23,157

Parking tickets, filed with the POA office

11,084

Minor and major charges, but not parking tickets, filed with the POA office (speeding, driving without insurance, driving without a licence, etc.)



220

Average number of days from filing of charge to resolution by trial

794

Number of hours POA court was in session

Freedom of Information (FOI)

2017



270

Number of FOI requests received

\$791

Average operating costs to process each FOI request

85%

Percentage of FOI requests completed within 30 days

Business Licences

2017



225

Businesses registered a Master Business Licence



70

Businesses started



78

Jobs created

Marriage



697

Marriage licences issued in 2010

742

Marriage licences issued in 2014

724

Marriage licences issued in 2018



49

Marriage ceremonies performed in 2010

85

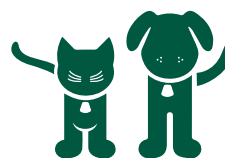
Marriage ceremonies performed in 2014

108

Marriage ceremonies performed in 2017 (total revenue \$16,740)

Animal Care

2017



1,048

Intakes

627

Adoptions

TAGS	SOLD	REVENUE
Dogs	4,821	\$132,680
Cats	939	\$25,400
Total	5,760	\$158,080

311 - Citizen Service

July 2018

19,329
Calls answered by 311



1,092
Heaviest Day
August 7
(Day after long weekend)



74.7%
of calls answered
within 20 seconds

59%
of calls were resolved
by the 311 operator



Top 5 Citizen Requests

- Blue Box Requests
- Pot holes, Heaves and Dips
- Green Cart Requests
- Garbage Collection
- Parking and Traffic

Social Media and Website Statistics

August 7 - September 2, 2018

Connecting with our community through two-way communication

Facebook

▼ 59,213
People have seen a post from the
City of Greater Sudbury's page

▼ 29,752
Is the number of times someone
has either liked a City post
or commented on one



13,337
Total people have liked our page
(Since October 2010)



▼ 6,937
Is the number of times
someone has viewed
a video the City has posted

Top Video Views

622
Is the most minutes
viewed on one video
(Zipper merge video)

Twitter

▲ 10,800
Different people
follow the City
on Twitter since
October 2010

▼ 80
Is how many times
the City tweeted
in 28 days



▼ 129,000
Tweet
Impressions
(How many times a
CGS Tweet appeared
on a screen)

▼ 400
Is how many
times someone
mentioned the
City in their tweet



LiveStream

Last 28 days

▼ 1,545
Live viewers



▲ 421
Different people
watched a
City video

▼ 8,407
Total minutes
viewed



▼ 24:17
Average minutes
of watch time

GreaterSudbury.ca

▼ 124,944
Times someone
viewed our website

▼ 75,567
Different people
viewed our website

▲ 278,594
Pages were viewed

▲ 2.23
Average pages people viewed
each time they visited

▼ 1:47
Average time someone has spent
on our website per visit



Top 5 page popularity

- Jobs
- Transit
- Fire Services
- Tenders
- Election Candidates

Get in touch with us: www.greatersudbury.ca



3-1-1 Service *At Your Service*

