

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.

Municipal water / wastewater services have value:



Let's compare that to some daily purchases

By the Numbers



118,000 tonnes of biosolid material has been recovered that was used for soil remediation in re-greening efforts, mostly at decommissioned mine tailing ponds.



107 Plumbing Subsidy applications have been received. With an allocation of **\$141,000**



32 billion litres of wastewater has been treated and that's equivalent to about **3.5 million** litres an hour.

5,290 Fire Hydrants

992km of watermains

861km of sewer mains



8

Water distribution systems
David, Dowling, Falconbridge, Garson, Onaping, Valley, Vermillion, Wahnapiatae

14

Wastewater Collection systems
Azilda, Capreol, Chelmsford, Coniston, Copper Cliff, Dowling, Falconbridge, Garson, Levack/Onaping, Lively, Sudbury, Valley East, Wahnapiatae, Walden

9,281

City-owned and maintained Watermain valves

12,090 Man holes

67,708 households with water connections

Water Related 311 Calls

4,170

Total water-related calls to 311 in 2017

2,029

Jan 1 to May 31, 2018

90

Frozen water service calls
Winter 2017/2018



88

Watermain breaks in 2017

48

Watermain breaks so far in 2018

311 - Citizen Service

May 2018

21,613

Calls answered by 311



1,143

Heaviest Day
May 7



68%

of calls answered
within 20 seconds

49%

of calls were resolved
by the 311 operator



Top 5 Citizen Requests

- Potholes
- Blue Box Request
- Curb Box/Service Box
- Green Cart Request
- Parking and Traffic

Social Media and Website Statistics

May 7, 2018 - June 3, 2018

Connecting with our community through two-way communication

Facebook

May 7, 2018 - June 3, 2018

▼74,700

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

▼26,342

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



▲12,564

Total people have liked our page
(Since October 2010)



▲12,289

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

Top Video Views

2,800

is the most minutes viewed
on one video. May 29, 2018
City Council Meeting

Twitter

Last 28 Days – Ending June 4, 2018

▲10,596

Different people
follow the City
on Twitter since
October, 2010

▼91

Is how many
times the City
tweeted
in 28 days



▼140,000

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

▲456

Is how many
times someone
mentioned the
City in their tweet



LiveStream

▲5,648

Live viewers



▼306

Different people
watched a
City video

▼5,265

Is how many
times a live City
broadcast was
watched



▼32:11

Average
minutes of
watch time

GreaterSudbury.ca

May 7, 2018 - June 3, 2018

▼125,317

Times someone
viewed our website

▼74,851

Different people
viewed our website

▼281,012

Pages were viewed

▼2.24

Average pages people viewed
each time they visited

▼01:45

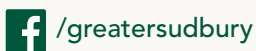
Average time someone has spent
on our website per visit



Top 5 page popularity

- Jobs
- Transit
- Garbage and Recycling
- Tenders
- Arena Events

Get in touch with us: www.greatersudbury.ca



311 Service At Your *À votre*

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Sudbury
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