

**Customer Service Bureau
Monthly Statistics Report
Phone and Tally Sheet Contacts
2008**

	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>TOTALS</u>
Phone Contacts (684-CITY)	4,515	3,885	4,175	4,344	4,104	4,566	5,142	**N/A	3,628	4,167	3,052	3,752	45,330
Complaint Line (233-1080)	853	756	864	888	983	1,143	1,313	**N/A	900	757	475	699	9,631
Contacts - methods other than phone	390	329	329	348	293	407	500	337	328	360	274	324	4,219
TOTAL ALL CONTACTS	5,758	4,970	5,368	5,580	5,380	6,116	6,955	337	4,856	5,284	3,801	4,775	59,180
Complaints	75	78	50	70	50	68	98	85	60	71	76	57	838
Service Requests	136	83	106	116	89	102	130	84	82	109	81	108	1,226
Walk-ins	91	100	88	85	82	137	147	92	102	135	26	92	1,177
Referrals from Mayor's Office	124	63	143	102	161	369	279	258	261	258	136	87	2,241
Referrals from Council	3	4	2	5	3	2	2	0	4	1	2	2	30
Letters	6	14	12	12	20	21	22	17	9	10	8	11	162
Emails	39	8	23	23	12	11	15	10	10	13	9	9	182
Online webform	246	185	185	220	177	220	295	198	181	201	165	208	2,481
TTY/Relay 711	4	3	1	2	0	2	0	1	2	1	0	0	16
Complaint Form	0	0	0	0	0	0	0	0	0	0	0	0	0
Language Bank	0	4	2	3	11	1	2	0	2	0	0	1	26
Language Line	4	5	1	5	3	2	4	0	6	4	3	1	38