Customer Service Bureau
Monthly Statistics Report
Phone and Tally Sheet Contacts
DECEMBER 2007

	January	February	March	April	May	June	July	August	September	October	November	December	TOTALS
Phone Contacts (admins-ACD lines)	2,771	2,190	2,632	2,731	2,655	2,761	2,713	3,149	2,731	3,216	2,656	2,636	32,841
Phone Contacts (complaint investigators-ACD lines)	923	939	755	869	1,099	1,026	1,159	913	562	529	1,025	970	10,769
Contacts - methods other than ACD phone	323	255	317	368	359	348	422	543	348	414	298	274	4,269
TOTAL ALL CONTACTS	**4,017**	**3,384**	**3,704**	**3,968**	**4,113**	**4,135**	**4,294**	**4,605**	**3,641**	**4,159**	**3,979**	**3,880**	**47,879**
Complaints	60	51	60	67	59	68	81	100	88	84	82	67	867
Service Requests	63	58	66	62	74	74	76	146	84	103	67	74	947
Walk-ins	127	136	156	147	155	127	118	142	85	120	60	69	1,442
Referrals from Mayor's Office	167	181	188	114	207	197	259	264	199	204	134	119	2,233
Referrals from Council	0	1	0	1	2	2	2	2	2	0	1	0	13
Letters	5	11	16	8	23	8	15	17	11	16	10	6	146
Emails	1	4	2	4	5	9	10	12	7	12	16	27	109
Online webform	197	129	163	184	157	170	206	319	213	238	171	159	2,306
TTY/Relay 711	1	0	0	2	1	0	0	2	1	0	1	2	10
Complaint Form	0	0	0	0	0	0	1	1	2	0	0	0	4
Language Bank	0	1	3	5	2	1	2	4	1	3	1	1	24
Language Line	2	1	1	4	1	3	2	4	0	1	3	3	25