Citizens Service Bureau
Monthly Statistics Report
Phone and Tally Sheet Contacts
DECEMBER 2006

	January	February	March	April	May	June	July	August*	September	October*	November	December	TOTALS
Phone Contacts (phone operators-ACD lines)	2,044	2,140	2,904	2,119	2,395	2,514	2,382	3,451	2,415	2,711	2,206	2,512	29,793
Phone Contacts (complaint investigators-ACD lines)	1,000	1,258	1,355	1,292	1,733	1,122	1,133	1,260	1,059	1,028	735	954	13,929
Contacts - methods other than ACD phone	465	482	381	333	351	366	342	413	334	445	296	308	4,516
TOTAL ALL CONTACTS	**3,509**	**3,880**	**4,640**	**3,744**	**4,479**	**4,002**	**3,857**	**5,124**	**3,808**	**4,184**	**3,237**	**3,774**	**48,238**
Complaints	58	33	60	66	56	96	81	108	83	85	47	54	827
Service Requests	33	39	60	65	59	78	61	61	64	65	54	59	698
Walk-ins	139	112	158	134	189	139	123	152	138	174	129	106	1,693
Referrals from Mayor's Office	125	163	148	139	110	105	126	147	128	108	84	104	1,487
Referrals from Council	0	1	1	2	5	3	4	1	2	1	1	1	22
Letters	3	0	6	10	8	15	12	14	6	19	12	5	110
Emails	0	2	1	1	8	2	2	3	0	2	4	9	34
Online webform	179	186	179	204	256	243	226	245	196	307	189	211	2,621
TTY	0	0	0	0	0	0	0	0	0	1	0	0	1
Complaint Form	0	0	1	0	0	0	0	0	0	0	0	0	1
Language Bank	0	2	1	0	0	0	0	2	1	0	0	1	7
Language Line	0	1	0	0	0	1	0	0	2	1	3	4	12
Public Defender	0	0	0	1	1	0	1	1	0	0	0	0	4

*Five weeks in this month