**41,012 contacts from
2012 through 2014**

34,285 contacts in 2015

25,709 contacts in 2016

**101,006– total number of contacts
(As of July 31, 2016)**

Breakdown of Contacts Per Month

No. of contacts	Month	No. of working days	Average per day
2,910	August 2015	21	139
3,024	September 2015	21	144
3,105	October 2015	22	141
2,932	November 2015	19	154
3,073	December 2015	20	154
3,610	January 2016	19	190
3,549	February 2016	21	169
3,755	March 2016	23	163
3,588	April 2016	21	171
3,496	May 2016	21	166
3,804	June 2016	22	173
3,670	July 2016	20	184
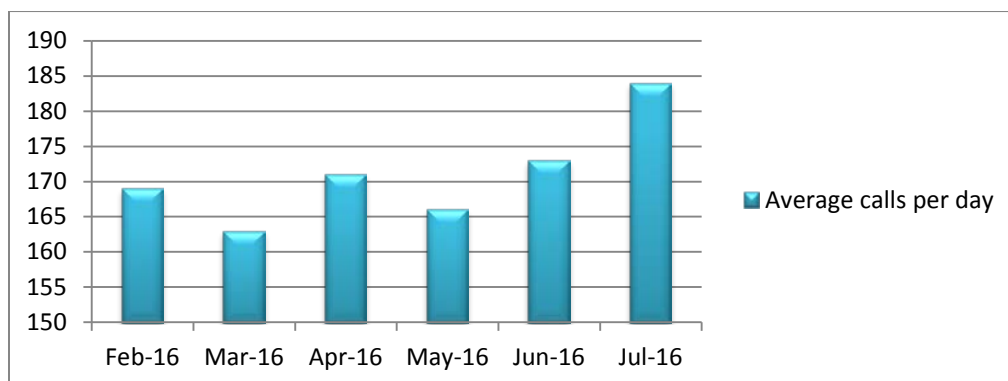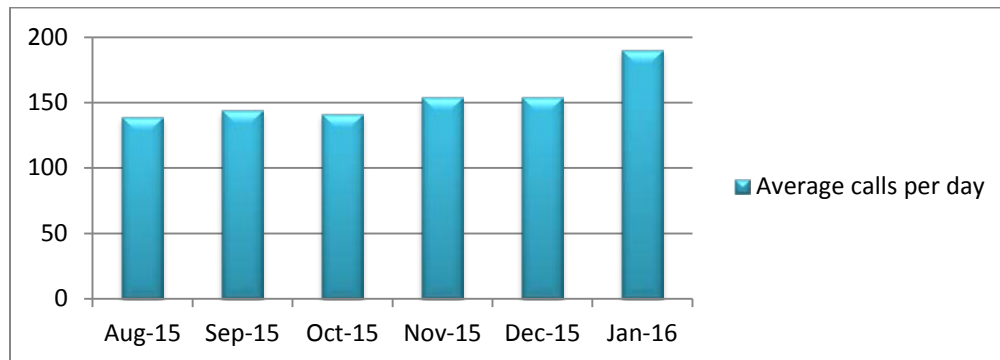
Consumer Age Groups

36,805	Age 18-59
59,571	Age 60 plus
4,630	Not reported by customer

4,630, 5%

36,805, 36%

59,571, 59%

- Age 18-59
- Age 60 plus
- Not reported by customer
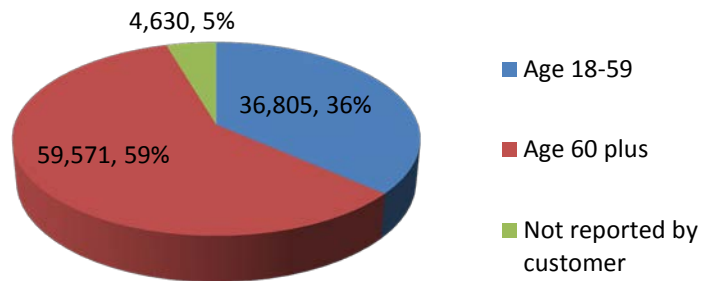
Target Group:

9,435	Developmental Disability
55,308	Elderly
14,291	Mental Health
34,188	Physical Disability
1,735	Substance Use/AODA
6,012	Not reported by customer

*Some customers fall in multiple target groups

6,012, 5% 9,435, 8%

1,735, 1%

34,188, 28%

55,308, 46%

14,291, 12%

- Developmental Disability
- Elderly
- Mental Health
- Physical Disability
- Substance Use/AODA
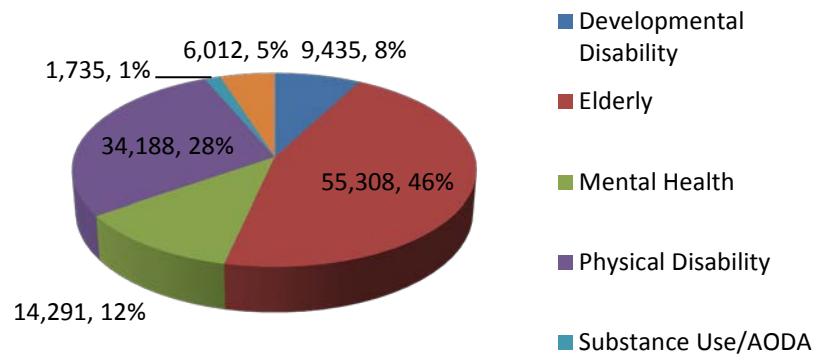
Walk-Ins:

# of walk-ins	Time spent with walk-ins (Total Hours:Minutes for the month)	Month
121	74:22 (average 37 minutes per customer)	August 2015
138	87:36 (average 38 minutes per customer)	September 2015
129	88:53 (average 41 minutes per customer)	October 2015
101	70:21 (average 42 minutes per customer)	November 2015
113	65:39 (average 35 minutes per customer)	December 2015
128	84:01 (average 39 minutes per customer)	January 2016
113	72:49 (average 39 minutes per customer)	February 2016
119	75:6 (average 38 minutes per customer)	March 2016
109	60:23 (average 33 minutes per customer)	April 2016
135	87:41 (average 39 minutes per customer)	May 2016
124	76.26 (average 37 minutes per customer	June 2016
99	64:34 (average 39 minutes per customer)	July 2016
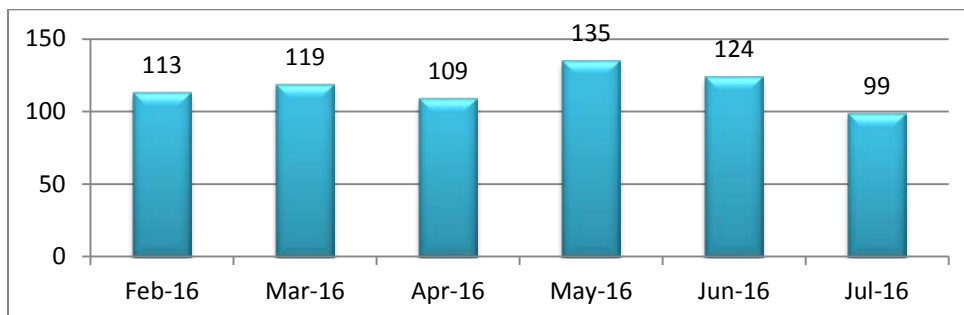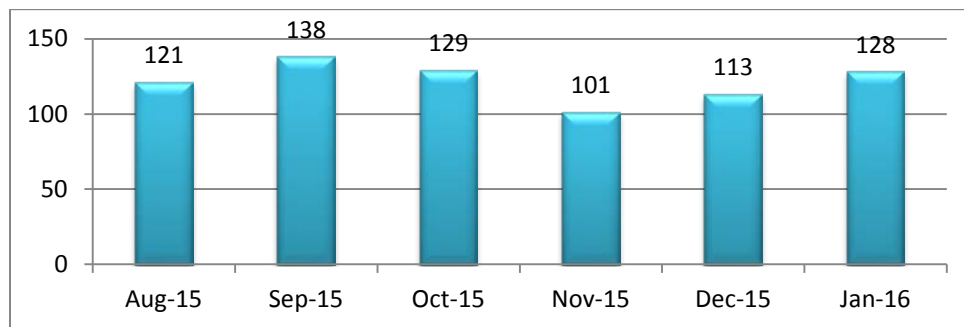
Email Inquiries:

# Email Inquiries	Month
22	August 2015
27	September 2015
29	October 2015
26	November 2015
19	December 2015
35	January 2016
25	February 2016
34	March 2016
26	April 2016
35	May 2016
31	June 2016
23	July 2016