

# **EXECUTIVE COUNCIL OFFICE**



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## EXECUTIVE COUNCIL OFFICE

## STRATEGIC CORPORATE SERVICES Communications

### SUPPLEMENTARY INFORMATION

	<b>2019-20 ESTIMATE</b>	<b>2018-19 ESTIMATE</b>	<b>2016-17 ACTUAL</b>
<b>Inquiry Centre</b>			
<b>Total (#)</b>			
Telephone Calls Answered (including 1-800)	10,000	17,340	11,666
Counter Inquiries Responded	3,000	5,610	4,148
Written Requests Responded	500	816	905
Building Tours Provided (tours/people)	25 / 100	130/360	14 / 125
<b>Services Provided in French (#)</b>			
Telephone Calls Answered (including 1-800)	50	60	100
Counter Inquiries Responded	50	90	66
Written Requests Responded	25	15	12

Notes: Number of services provided in French are included in total numbers.