

EXECUTIVE COUNCIL OFFICE



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**STRATEGIC CORPORATE SERVICES
Communications**

SUPPLEMENTARY INFORMATION

	2018-19 ESTIMATE	<i>Comparable</i>		
		2017-18 FORECAST	2017-18 ESTIMATE	2016-17 ACTUAL
Inquiry Centre				
Total (#)				
Telephone Calls Answered (including 1-800)	17,340	17,000	17,000	14,370
Counter Inquiries Responded	5,610	5,500	5,500	3,674
Written Requests Responded	816	800	800	778
Building Tours Provided (tours/people)	130/360	80/160	80/160	71/151
Services Provided in French (#)				
Telephone Calls Answered (including 1-800)	60	100	100	79
Counter Inquiries Responded	90	50	50	82
Written Requests Responded	15	50	50	15

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