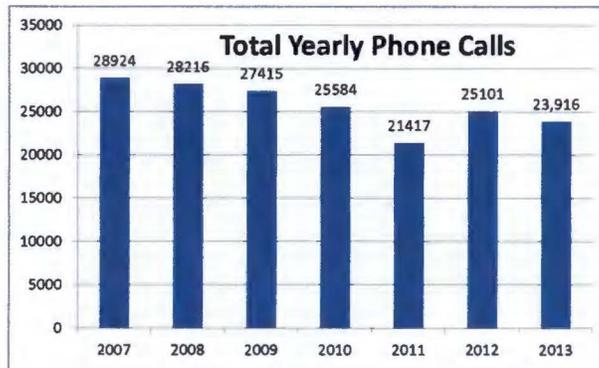


**City of Sanibel  
Main Switch Board  
Phone Calls 2007 - 2013**



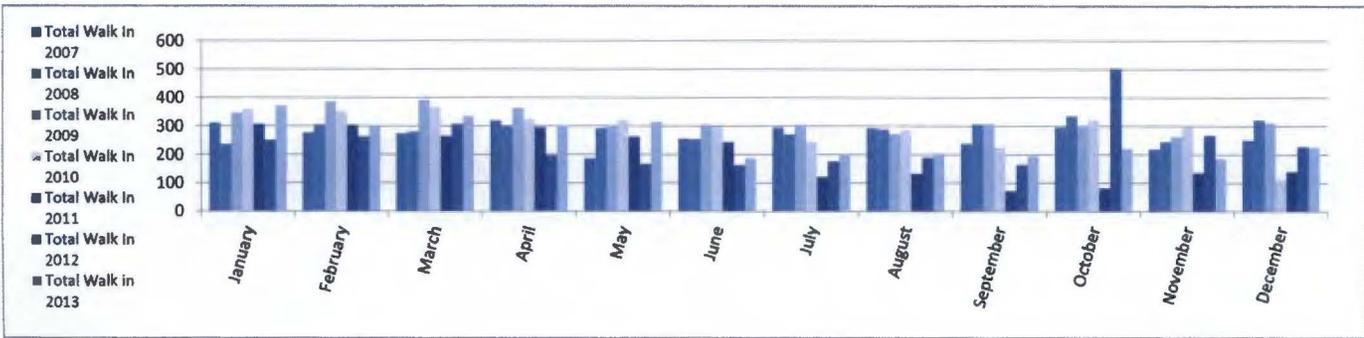
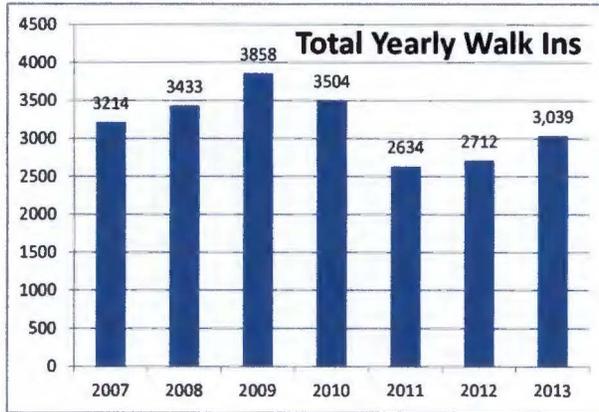
<u>Total Calls Per Month 2007</u>		<u>Total Calls Per Month 2008</u>		<u>Total Calls Per Month 2009</u>		<u>Total Calls Per Month 2010</u>	
January	2,536	January	2,719	January	2,525	January	2,393
February	2,766	February	2,390	February	2,650	February	2,255
March	2,696	March	2,363	March	2,658	March	2,491
April	2,491	April	2,427	April	2,510	April	2,478
May	1,917	May	2,364	May	2,149	May	2,260
June	2,304	June	2,366	June	2,169	June	2,282
July	2,470	July	2,304	July	2,224	July	2,139
August	2,455	August	2,366	August	2,152	August	2,248
September	2,091	September	2,345	September	2,258	September	1,828
October	2,729	October	2,459	October	2,335	October	2,306
November	2,428	November	2,040	November	1,896	November	2,070
December	2,051	December	2,083	December	1,889	December	854

<b>Total Calls 2007:</b>	<b>28,924</b>	<b>Total Calls 2008:</b>	<b>28,216</b>	<b>Total Calls 2009:</b>	<b>27,415</b>	<b>Total Calls 2010:</b>	<b>25,584</b>
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<u>Total Calls Per Month 2011</u>		<u>Total Calls Per Month 2012</u>		<u>Total Calls Per Month 2013</u>	
January	2,172	January	1,994	January	2,147
February	2,377	February	2,513	February	2,206
March	2,376	March	2,747	March	2,279
April	2,214	April	2,106	April	1,980
May	2,194	May	2,112	May	2,054
June	2,289	June	1,942	June	1,856
July	1,650	July	2,111	July	2,173
August	1,172	August	2,302	August	2,056
September	1,039	September	1,549	September	1,842
October	1,093	October	2,217	October	2,082
November	1,483	November	1,821	November	1,787
December	1,378	December	1,687	December	1,474

<b>Total Calls 2011</b>	<b>21,417</b>	<b>Total Calls 2012</b>	<b>25,101</b>	<b>Total Calls 2013</b>	<b>23,916</b>
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**City of Sanibel  
Front Desk  
Public Walk-Ins 2007-2013**



<u>Total Public Walk Ins 2007</u>		<u>Total Public Walk Ins 2008</u>		<u>Total Public Walk Ins 2009</u>		<u>Total Public Walk Ins 2010</u>	
January	312	January	236	January	346	January	359
February	277	February	305	February	386	February	351
March	273	March	279	March	391	March	366
April	319	April	300	April	363	April	324
May	187	May	291	May	304	May	322
June	255	June	254	June	305	June	298
July	295	July	271	July	305	July	245
August	292	August	289	August	272	August	286
September	238	September	306	September	308	September	224
October	296	October	335	October	303	October	322
November	219	November	245	November	263	November	297
December	251	December	322	December	312	December	110
<b>Total Walk Ins 2007</b>	<b>3,214</b>	<b>Total Walk Ins 2008</b>	<b>3,433</b>	<b>Total Walk Ins 2009</b>	<b>3,858</b>	<b>Total Walk Ins 2010</b>	<b>3,504</b>
<u>Total Public Walk-Ins 2011</u>		<u>Total Public Walk-Ins 2012</u>		<u>Total Public Walk-Ins 2013</u>			
January	307	January	251	January	372		
February	304	February	263	February	301		
March	264	March	307	March	334		
April	296	April	197	April	302		
May	263	May	168	May	315		
June	244	June	163	June	186		
July	122	July	177	July	197		
August	133	August	190	August	205		
September	72	September	164	September	195		
October	82	October	504	October	220		
November	136	November	268	November	186		
December	141	December	228	December	226		
<b>Total Walk Ins 2011</b>	<b>2,364</b>	<b>Total Walk Ins 2012</b>	<b>2,880</b>	<b>Total Walk Ins 2013</b>	<b>3,039</b>		

**EMAIL LOG  
WEEK ENDING 12/20/2013**

EMAIL LOG	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	TOTALS
DATE	12/16/2013	12/17/2013	12/18/2013	12/19/2013	12/20/2013	
SAN COUNCIL	28	15	15	17	28	103
INTEROFFICE	24	32	22	16	28	122
OUT OF OFFICE	15	7	6	8	21	57
	67	54	43	41	77	282