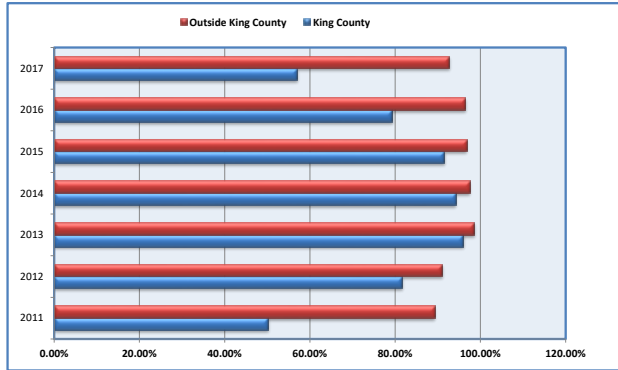
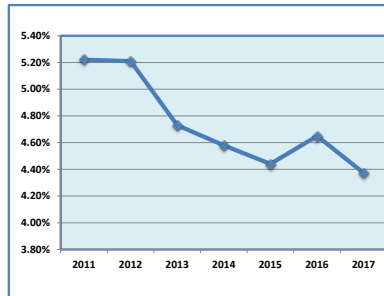


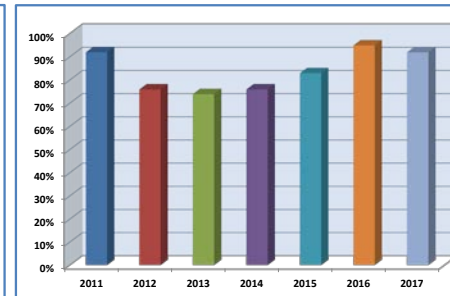
80% of incoming phone calls will be answered in an average of 7 minutes



Population Reached

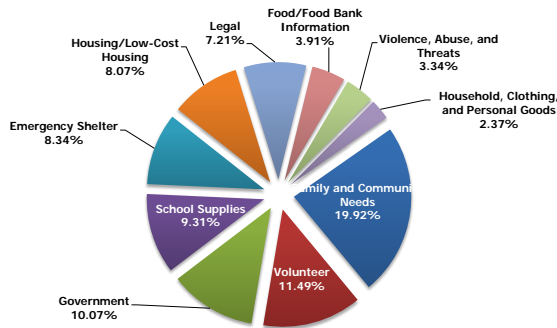


Database updates

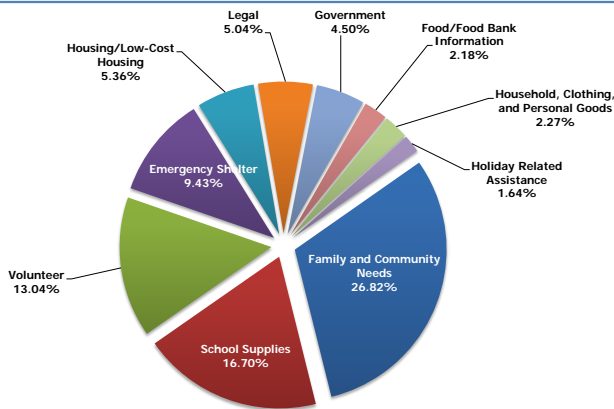
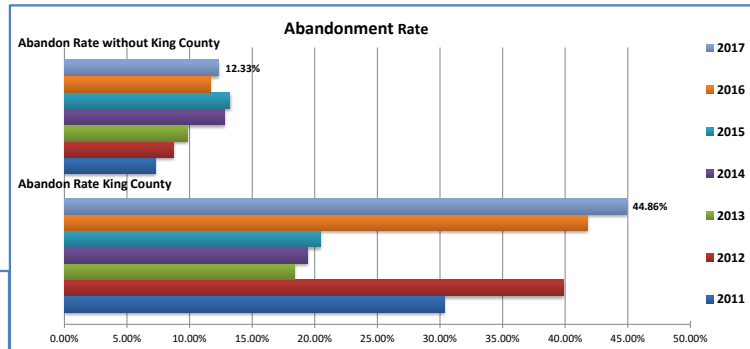


As of 4th QTR 2017 Unmet goals by call center:

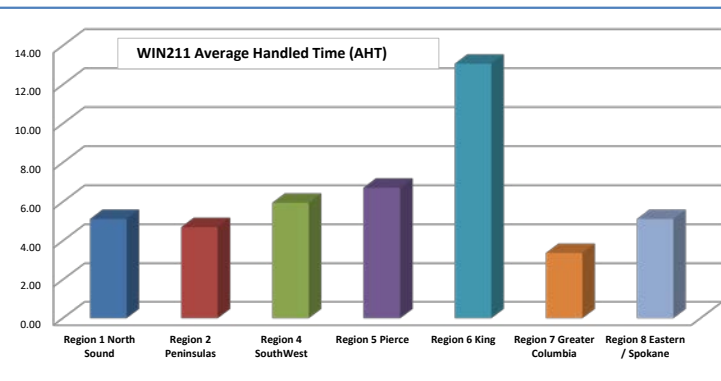
Serving less than 3% of local population :
SouthWest 1.65%, Peninsulas 2.11% and Greater Columbia 2.32%
 Abandonment above 30% & 15%
King County 33.44% & South Sound 16.23%
 Service Level 80% in 7 minutes
King County 52.60% & South Sound 68.53%



Top Needs Met YTD 2017



Top Needs Un-Met YTD 2017

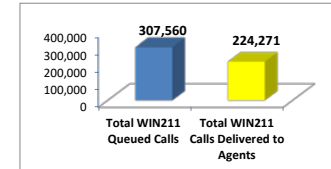


Demographics Report

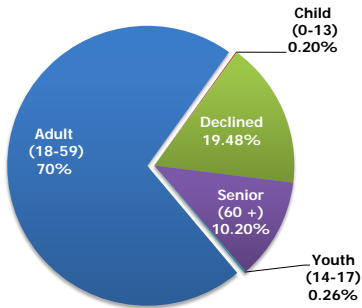
WIN211 YTD 2017

Report Start Date: 1/1/2017

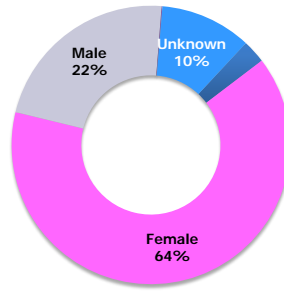
Report End Date: 12/31/2017



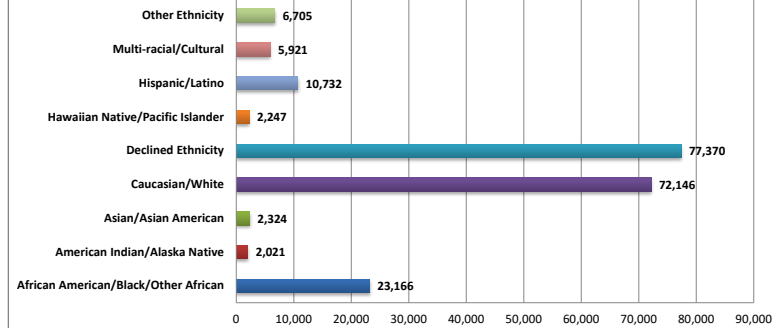
Age of 211 Callers



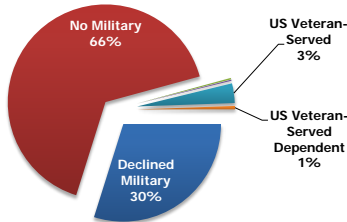
Gender



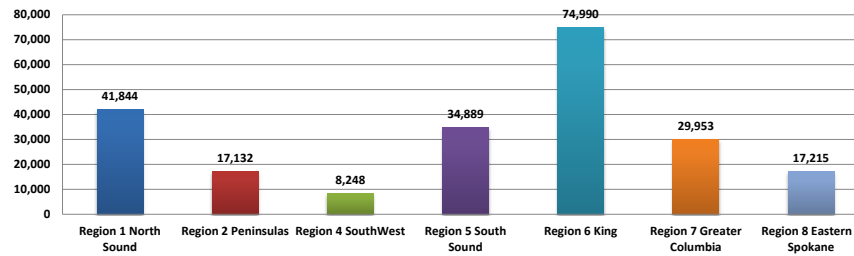
Ethnicity



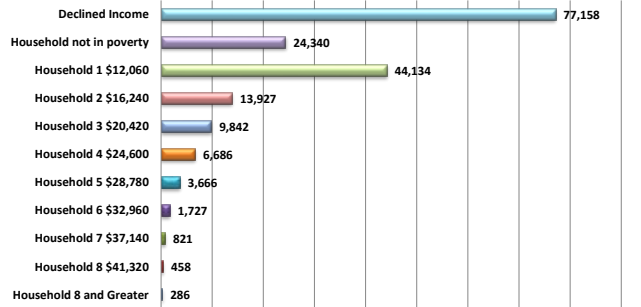
Military



WIN211 Delivered Calls by Call Center



Household Income



How did you hear about 211

