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%
- 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