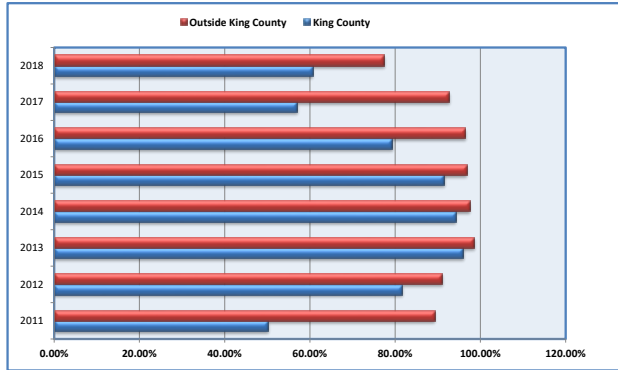
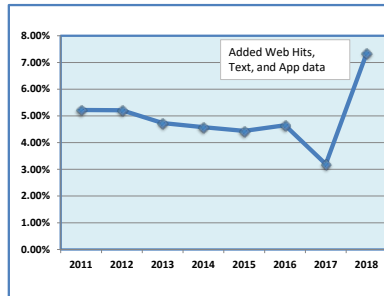


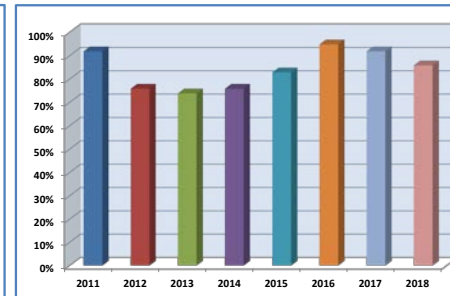
80% of incoming phone calls will be answered
in an average of 7 minutes



Population Reached

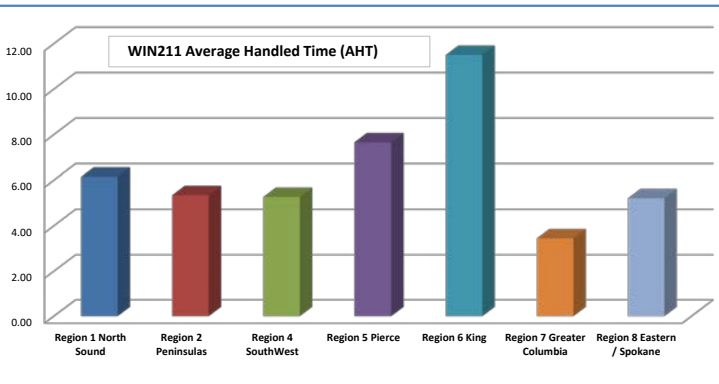
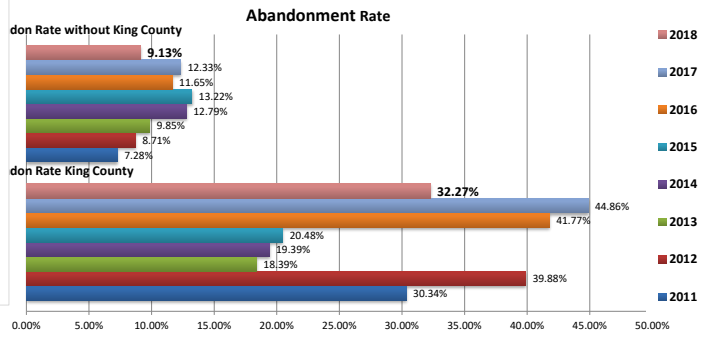
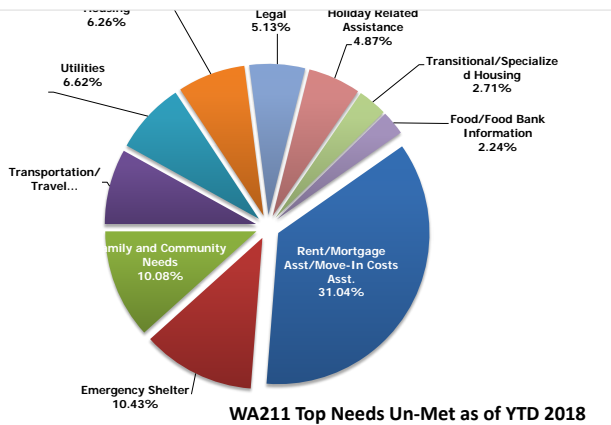
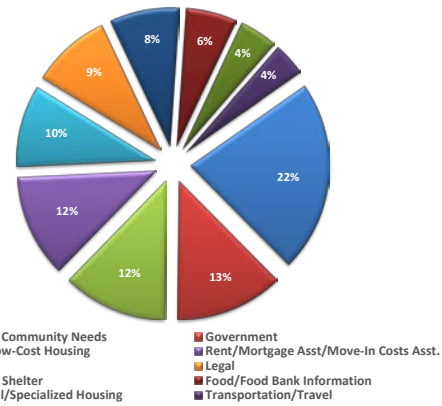


Database updates



YTD 2018 Unmet goals by call center:

Serving less than 3% of local population: SouthWest 2.71%
Abandon Rate will not exceed 15% and King County 30% SouthSound 211 15.23% and King County 32.27%
Service Level 80% in 7 minutes King County 60.67% & SouthSound 211 75.13%
Database 80% updated NorthSound 211 58%



Demographics Report

WA211 YTD 2018

Report Start Date: 1/1/2018

Report End Date: 12/31/2018

