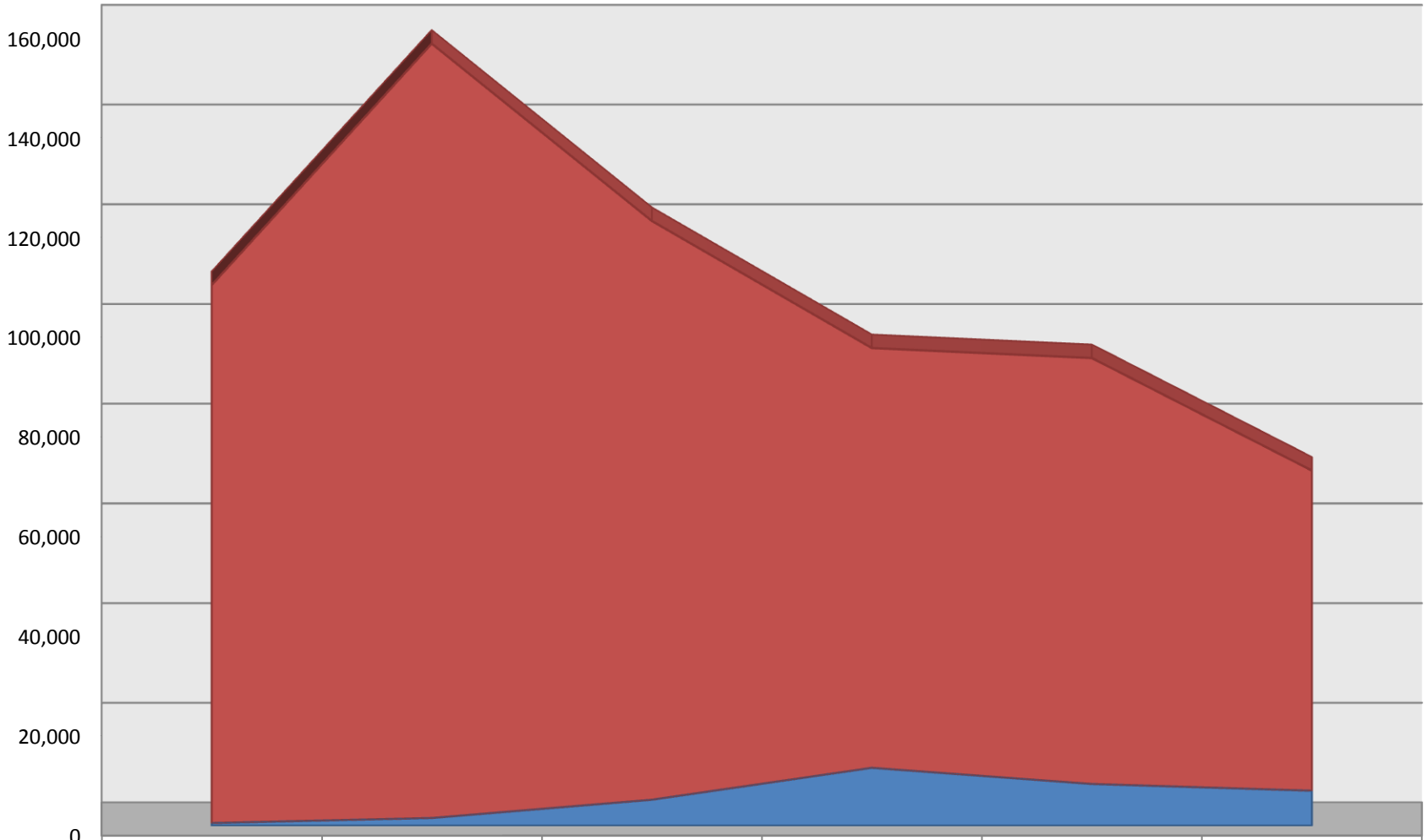
Mayor Brown's 311 service request call volume



	2010	2009	2008	2007	2006	2005
Calls	107,871	155,309	116,092	84,188	85,419	64,208
Lost	544	1,544	5,208	11,612	8,373	7,019

* as of 9/1/2010