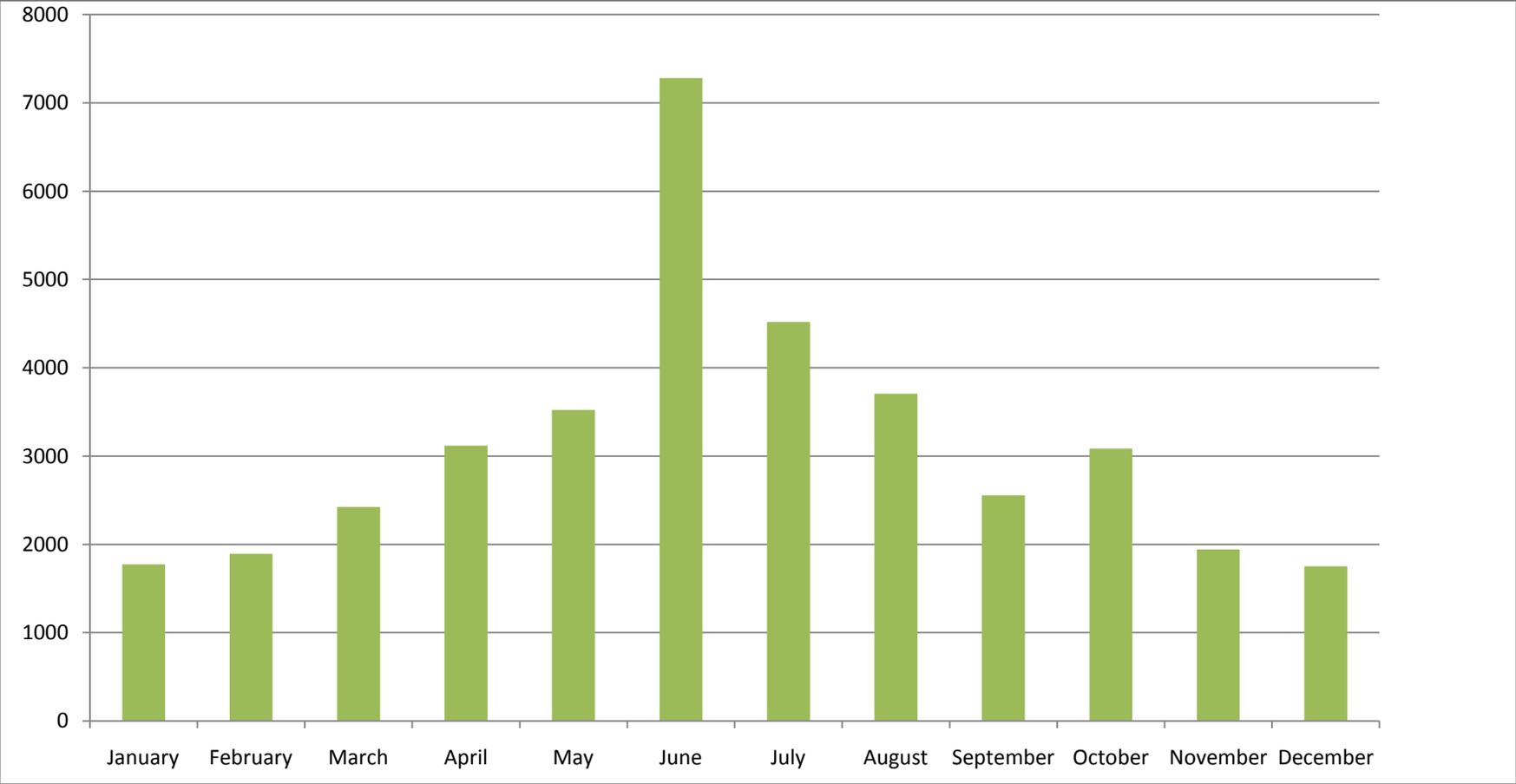


# Mayor's 311 Call and Resolution Center

Emails sent out over the last 24 months



Cost per letter

Envelope	0.02
Postage	0.43
Letter head	0.03
Printing	0.03
<b>Total</b>	<b>0.51</b>



Total of emails	39,581
Cost to send letter	0.51
<b>TOTAL SAVINGS</b>	<b>\$20,186.31</b>