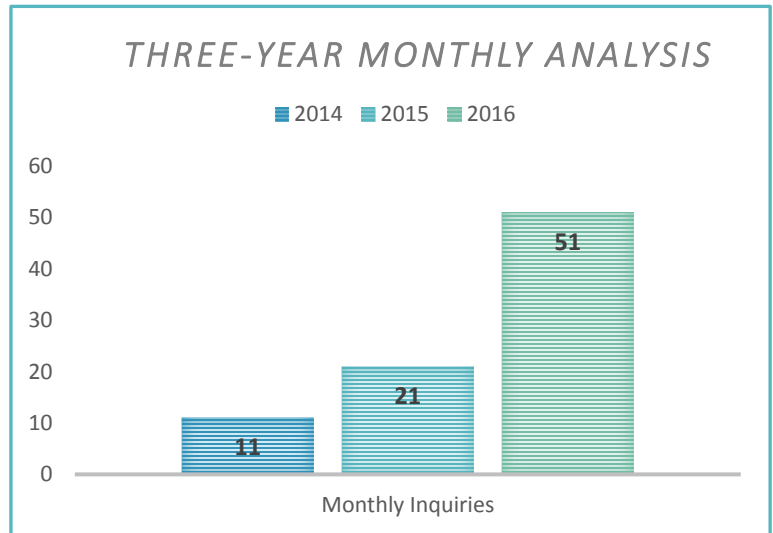


*Mid-Year Progression of Complaints and Inquiries Received*

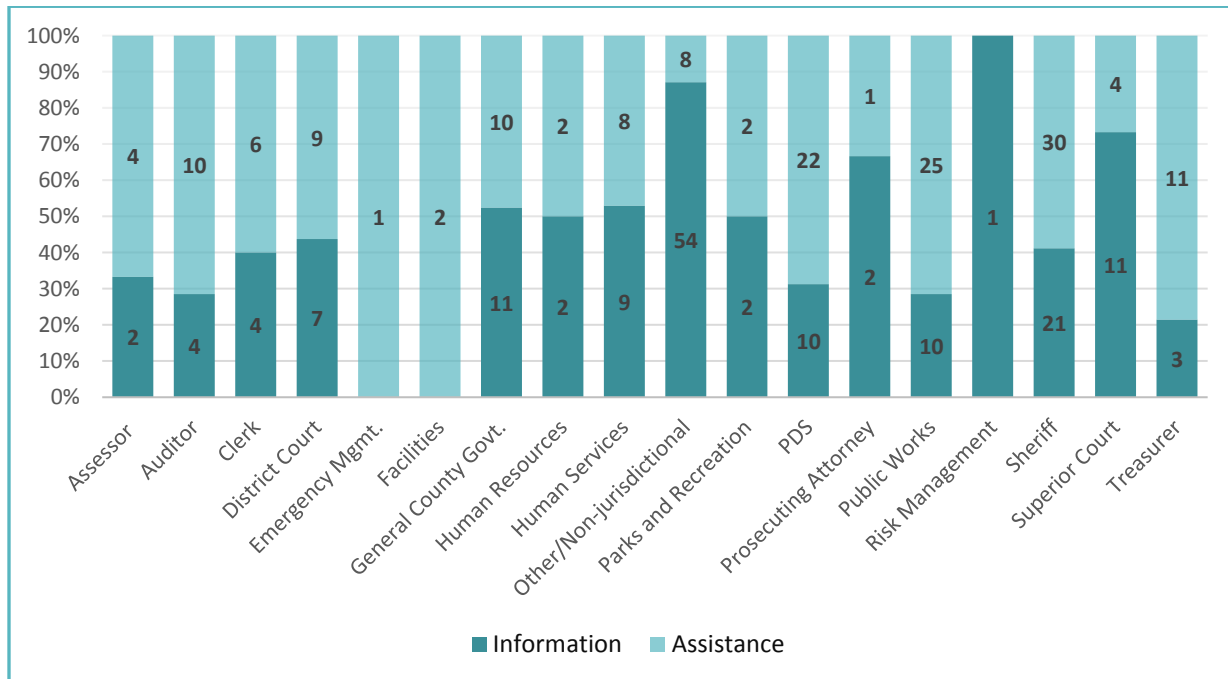
Between January 1<sup>st</sup> and June 30<sup>th</sup> of 2016, the Office of the Public Advocate received 308 complaints and inquiries from County residents or people conducting business with Snohomish County.

This number is an increase of over 366% from the same time frame in 2014, the first year the Public Advocate office was in operation, when they received 66 inquiries.

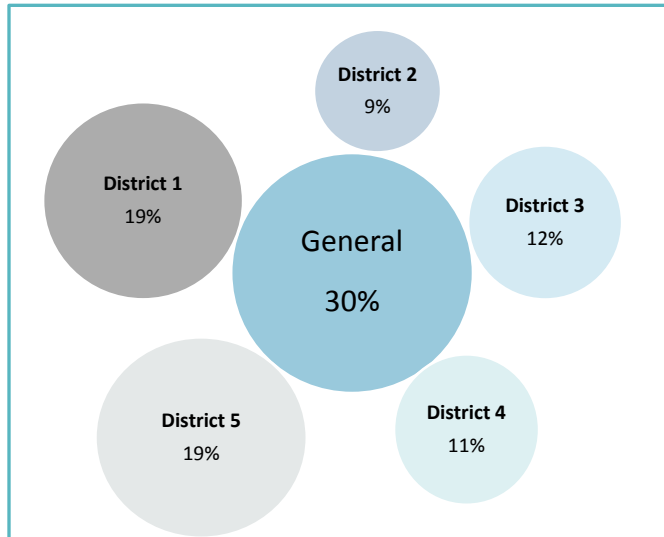


*Average monthly inquiries and complaints continue to rise steadily each year.*

*Complaint/Inquiry Classification and Departmental Interfacing*



### *Geographical Origination of Inquiries and Complaints*



*Inquiries remain relatively balanced between county council district boundaries.*

As expected, the most rural districts generated slightly higher numbers of inquiries and complaints.

The “General” category includes contacts from people who did not identify where they reside, as well as those who live out of the county but have dealings with some aspect of Snohomish County government.

### *Forecasting of Inquiries and Complaints*

Granted, complaint-driven workloads present accurate forecasting challenges. Given this, if current trends persist, the Office of the Public Advocate may expect to see continued growth as more constituents gain increased awareness of our services and realize their benefits.

#### **Contact the Snohomish County Public Advocate Office**

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