

Total Number of Calls Received By Method of Receipt Fiscal Year 2005

Call Type	Number of Calls	%
Internet	59,225	7.3%
Mail/Fax	24,365	2.8%
Other	1,337	0.2%
Phone *	720,608	89.4%
Walk-in	264	0.0%
State Total	805,799	100.0%

* Average Hold time of reports taken by phone is 5.2 minutes