

Source	2018-19	2017-18	2016-17	2015-16	2014-15	2013-14	2012-13
Walk-up	4,435	5,884	4,928	7,619	12,314	10,618	9,982
Email	6,396	6,196	8,337	6,870	5,471	4,481	4,147
Chat	765	864	758	805	776	760	1,500
Web Submission	1,182	1,271	1,831	1,516	1,775	1,734	1,892
Calls	13,992	18,066	23,278	17,345	18,967	21,989	22,461
<b>Total</b>	<b>26,770</b>	<b>32,281</b>	<b>39,132</b>	<b>34,155</b>	<b>39,303</b>	<b>39,582</b>	<b>39,982</b>