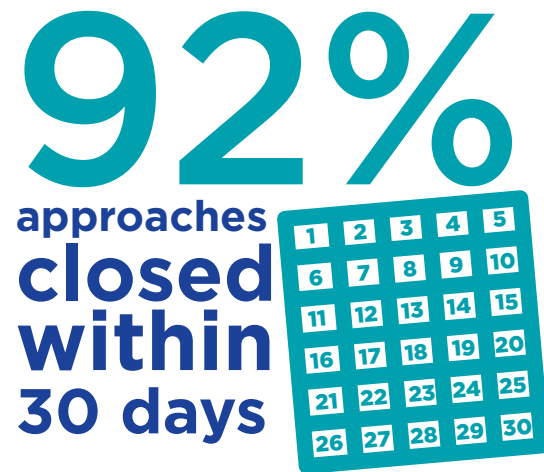


Year at a glance 2014-15



approaches to our office increased to **38,980**



6% more approaches within our jurisdiction



74% of approaches were made by phone

