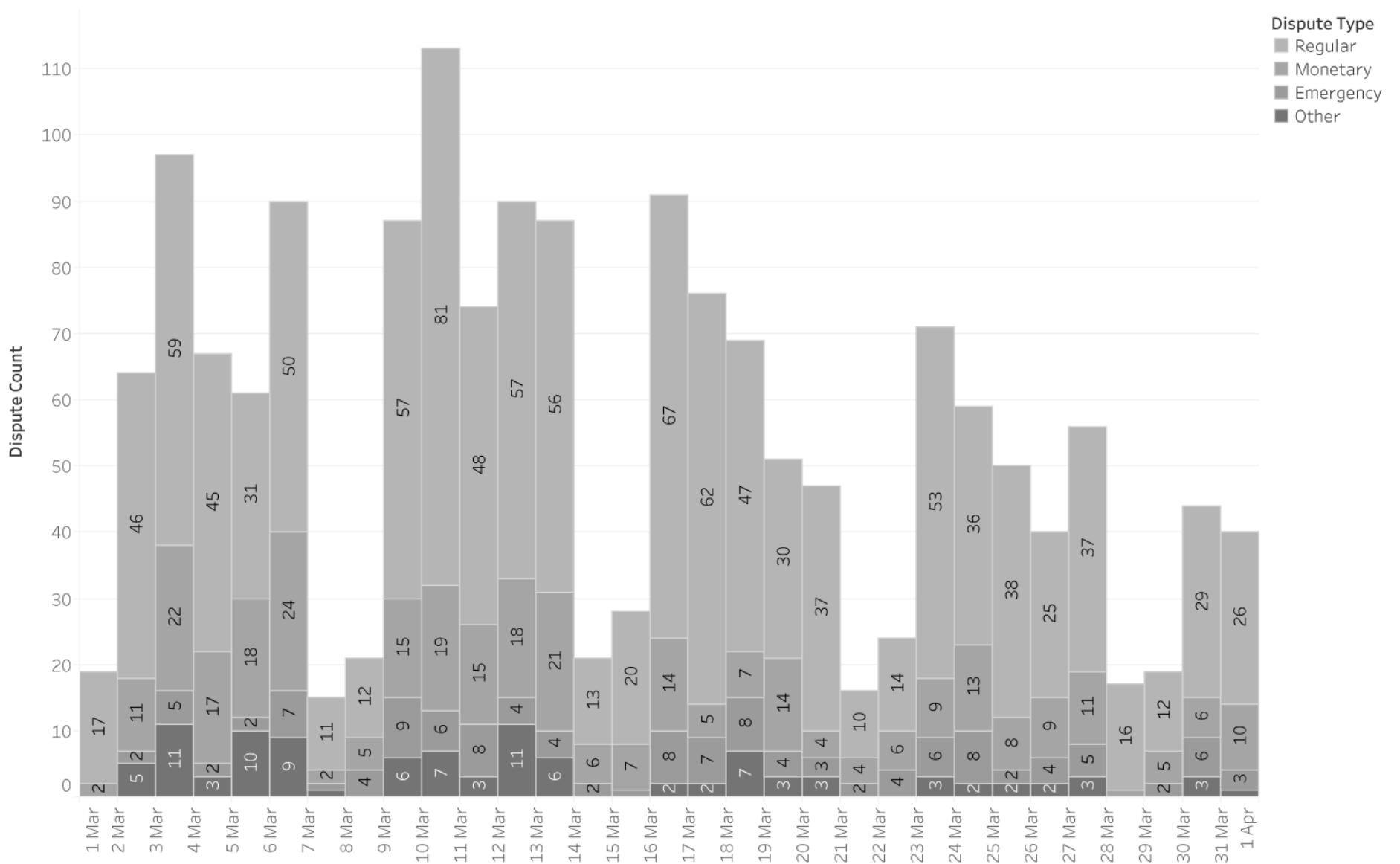
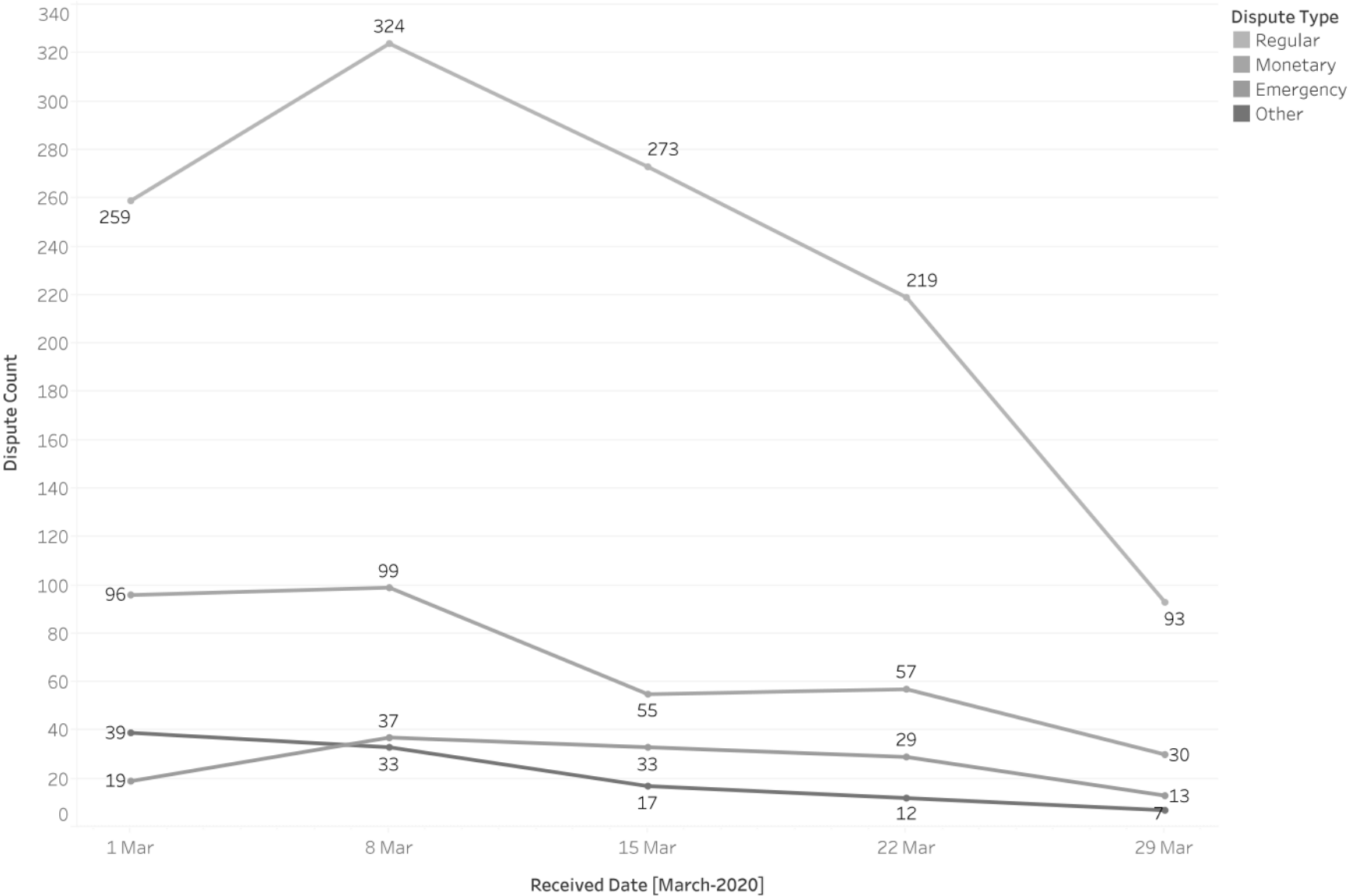


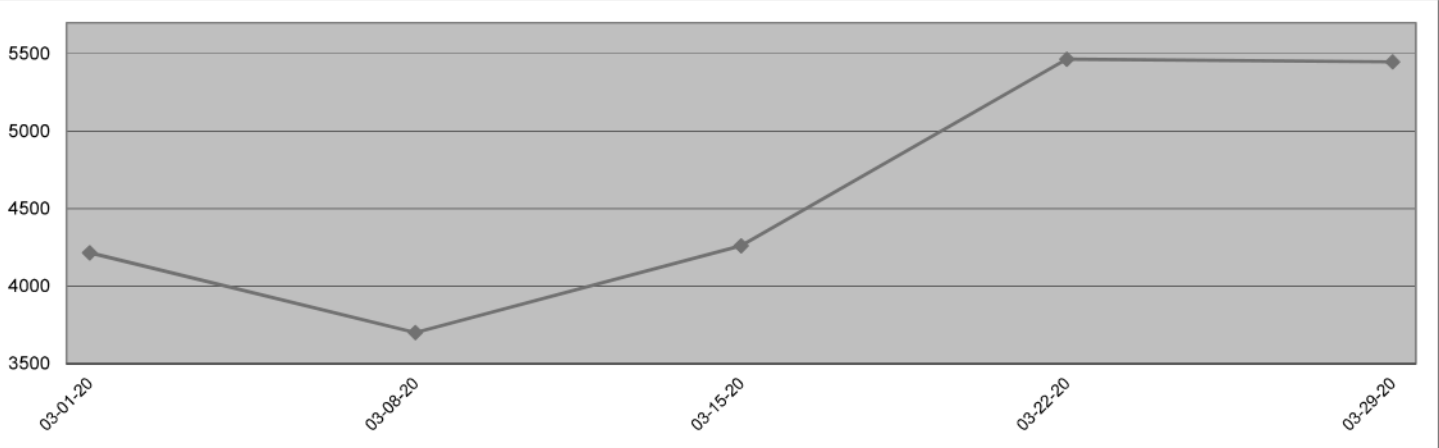
Weekly View: Case Received at RTB



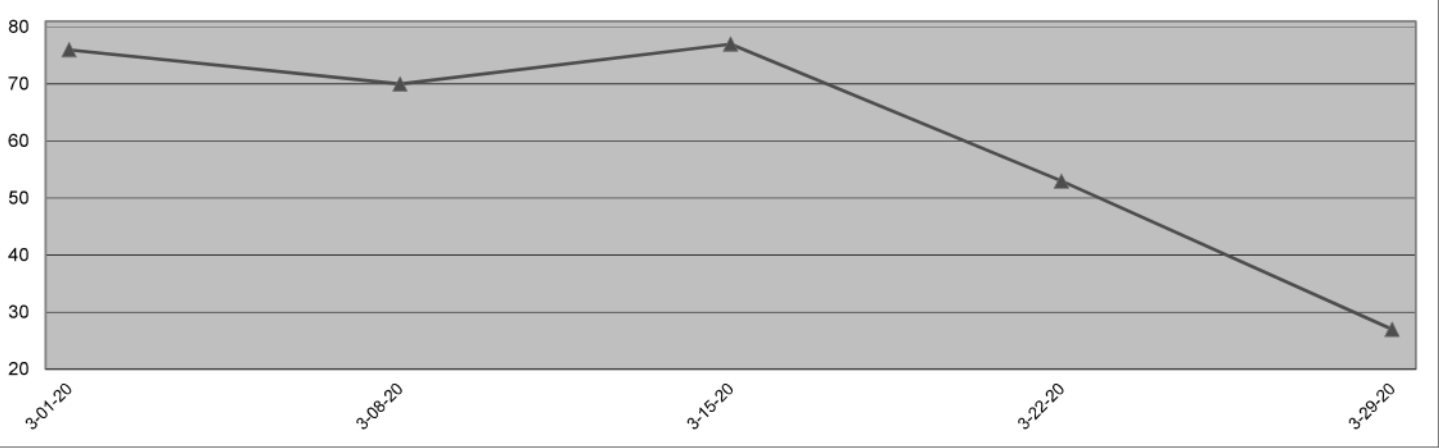
Weekly View: Case Received at RTB



C.1. Call Volume - RTB General Line*



C.2. Call Volume - SBC/Advocacy Line



* Call volume for the week of December 22nd 2019 has been excluded for esthetical reasons

B.1. Call Volume*/**

Weeks beginning on	Combined	RTB General Line
March 1, 2020		4216
March 8, 2020		3701
March 15, 2020		4261
March 22, 2020		5466
March 29, 2020		5448

B.2. Call Volume*/**

Variation	Variation	Variation	Weeks beginning on	Service BC Line
			March 1, 2020	76
			March 8, 2020	70
			March 15, 2020	77
			March 22, 2020	53
			March 29, 2020	27