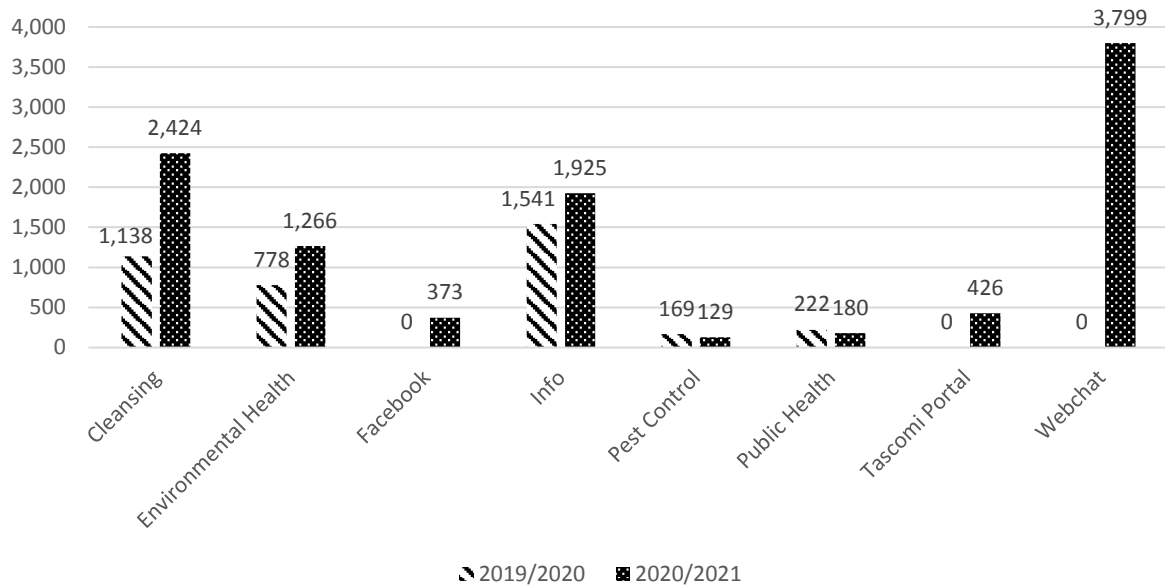


Appendix 3

Arun District Council Webchat & E-Mail Figures 2019 - 2021



1. This is the total number of E-Mails and Webchat interactions handled by Arun Direct & Customer Services between 2019 – 2021.
2. Some services, such as Facebook, Tascomi Portal & Webchat, were only taken over, or created, by Arun Direct & Customer Services in 2020/2021 so we only have information for the last year.