

Fiscal Year 2016 645 Compliance Report NORTH

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Totals
Complaints Received	6	4	4	4	5	11	3	8	10	24	13		92
Non-Jurisdictional	1	1	0	1	0	0	0	0	0	0	4		7
Cases Opened	5	3	4	3	5	11	4	8	10	24	9		86
Cases Closed	11	3	6	5	8	2	5	16	18	15	16		105
Resolved Complaints	0	0	0	0	0	0	0	0	0	0	0		0
Resolution \$ Returned	0	0	0	0	0	0	0	0	0	0	0		0
Under Investigation	53	53	51	49	44	53	52	41	32	43	36		36
Admin Sanctions	0	1	0	0	0	0	0	0	0	12	7		20
Total \$ Fined	0	250	0	0	0	0	0	0	0	2800	1500		4550
Referred To Hearing	0	0	0	0	0	0	0	0	0	0	0		0
Pending Hearing	7	7	3	2	2	2	2	2	2	2	2		2
Incoming Calls	25	21	30	40	35	23	0	64	118	132	214		702
Outgoing Calls	23	27	27	37	32	25	0	63	60	37	113		444
Walk-ins	0	0	0	0	0	0	0	1	3	0	0		4

Fiscal Year 2016 645 Compliance Report SOUTH

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Totals
Complaints Received	198	252	248	314	243	202	210	226	212	285	253		2643
Non-Jurisdictional	22	27	38	24	42	23	27	14	30	52	58		357
Cases Opened	164	204	192	271	182	163	181	178	165	217	179		2096
Cases Closed	168	194	173	281	186	222	181	165	165	196	177		2108
Resolved Complaints	12	21	18	19	19	16	11	14	17	16	16		179
Resolution \$ Returned	15,139	1,700	1,350	13,070	25,211	1,800	18,279	3885	11,903	21,772	35,910		150019
Under Investigation	222	232	246	249	246	188	188	211	211	232	234		234
Admin Sanctions	129	137	182	237	149	130	149	158	110	177	147		1705
Total \$ Fined	27,200	27,650	36,950	34,500	24,600	23,250	30,400	24,200	22,200	32,000	31,300		314250
Referred To Hearing	3	4	3	3	2	3	5	2	4	4	3		36
Pending Hearing	51	57	53	50	49	44	48	47	49	53	50		50
Incoming Calls	692	578	564	592	509	475	651	621	566	533	485		6266
Outgoing Calls	469	444	424	493	372	358	455	470	420	428	327		4660
Walk-ins	16	37	32	38	36	44	21	46	31	48	43		392
Request For Records	16	18	10	10	24	16	15	13	16	23	15		176