

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					45
Non-Jurisdictional	1	1	0	1	0	0	0	0					3
Cases Opened	5	3	4	3	5	11	4	8					43
Cases Closed	11	3	6	5	8	2	5	16					56
Resolved Complaints	0	0	0	0	0	0	0	0					0
Resolution \$ Returned	0	0	0	0	0	0	0	0					0
Under Investigation	53	53	51	49	44	53	52	41					41
Admin Sanctions	0	1	0	0	0	0	0	0					1
Total \$ Fined	0	250	0	0	0	0	0	0					250
Referred To Hearing	0	0	0	0	0	0	0	0					0
Pending Hearing	7	7	3	2	2	2	2	2					2
Incoming Calls	25	21	30	40	35	23	0	64					238
Outgoing Calls	23	27	27	37	32	25	0	63					234
Walk-ins	0	0	0	0	0	0	0	1					0

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					1893
Non-Jurisdictional	22	27	38	24	42	23	27	14					217
Cases Opened	164	204	192	271	182	163	181	178					1535
Cases Closed	168	194	173	281	186	222	181	165					1570
Resolved Complaints	12	21	18	19	19	16	11	14					130
Resolution \$ Returned	15,139	1,700	1,350	13,070	25,211	1,800	18,279	3885					80434
Under Investigation	222	232	246	249	246	188	188	211					211
Admin Sanctions	129	137	182	237	149	130	149	158					1271
Total \$ Fined	27,200	27,650	36,950	34,500	24,600	23,250	30,400	24,200					228750
Referred To Hearing	3	4	3	3	2	3	5	2					25
Pending Hearing	51	57	53	50	49	44	48	47					47
Incoming Calls	692	578	564	592	509	475	651	621					4682
Outgoing Calls	469	444	424	493	372	358	455	470					3485
Walk-ins	16	37	32	38	36	44	21	46					270
Request For Records	16	18	10	10	24	16	15	13					122