

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	14	106
Non-Jurisdictional	1	1	0	1	0	0	0	0	0	0	4	4	11
Cases Opened	5	3	4	3	5	11	4	8	10	24	9	9	95
Cases Closed	11	3	6	5	8	2	5	16	18	15	16	23	128
Resolved Complaints	0	0	0	0	0	0	0	0	0	0	0	1	1
Resolution \$ Returned	0	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	30	30
Admin Sanctions	0	1	0	0	0	0	0	0	0	12	7	3	23
Total \$ Fined	0	250	0	0	0	0	0	0	0	2800	1500	0	4550
Referred To Hearing	0	0	0	0	0	0	0	0	0	0	0	2	2
Pending Hearing	7	7	3	2	2	2	2	2	2	2	2	4	4
Incoming Calls	25	21	30	40	35	23	0	64	118	132	214	244	946
Outgoing Calls	23	27	27	37	32	25	0	63	60	37	113	116	560
Walk-ins	0	0	0	0	0	0	0	1	3	0	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	265	2908
Non-Jurisdictional	22	27	38	24	42	23	27	14	30	52	58	43	400
Cases Opened	164	204	192	271	182	163	181	178	165	217	179	211	2307
Cases Closed	168	194	173	281	186	222	181	165	165	196	177	254	2362
Resolved Complaints	12	21	18	19	19	16	11	14	17	16	16	11	190
Resolution \$ Returned	15,139	1,700	1,350	13,070	25,211	1,800	18,279	3885	11,903	21,772	35,910	734	150753
Under Investigation	222	232	246	249	246	188	188	211	211	232	234	216	216
Admin Sanctions	129	137	182	237	149	130	149	158	110	177	147	117	1822
Total \$ Fined	27,200	27,650	36,950	34,500	24,600	23,250	30,400	24,200	22,200	32,000	31,300	30,300	344550
Referred To Hearing	3	4	3	3	2	3	5	2	4	4	3	9	45
Pending Hearing	51	57	53	50	49	44	48	47	49	53	50	61	61
Incoming Calls	692	578	564	592	509	475	651	621	566	533	485	546	6812
Outgoing Calls	469	444	424	493	372	358	455	470	420	428	327	411	5071
Walk-ins	16	37	32	38	36	44	21	46	31	48	43	41	433
Request For Records	16	18	10	10	24	16	15	13	16	23	15	20	196