Fiscal Year 2017 645 Compliance Report NORTH

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Totals
Complaints Received	5	12											17
Non-Jurisdictional	0	2											2
Cases Opened	6	10											16
Cases Closed	17	15											32
Resolved Complaints	0	0											0
Resolution $ Returned	0	0											0
Under Investigation	**27**	**32**											**32**
Admin Sanctions	3	4											7
Total $ Fined	750	1000											1750
Referred To Hearing	0	0											0
Pending Hearing	**4**	**4**											**4**
Incoming Calls	233	201											434
Outgoing Calls	133	137											270
Walk-ins	1	2											0

Fiscal Year 2017 645 Compliance Report SOUTH

	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Totals
Complaints Received	190	197											387
Non-Jurisdictional	42	41											83
Cases Opened	137	147											284
Cases Closed	123	163											286
Resolved Complaints	11	9											20
Resolution $ Returned	20,750	10,168											30918
Under Investigation	**232**	**217**											**217**
Admin Sanctions	140	119											259
Total $ Fined	35,850	35,600											71450
Referred To Hearing	1	10											11
Pending Hearing	**51**	**64**											**64**
Incoming Calls	534	531											1065
Outgoing Calls	436	374											810
Walk-ins	47	44											91
Request For Records	21	18											39
Reconciliations Reviewed	371	482											853