Fiscal Year 2018 645 Compliance Report NORTH

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Totals
Complaints Received	28	35	42	8									113
Non-Jurisdictional	3	3	0	1									7
Cases Opened	25	33	7	7									72
Cases Closed	7	14	21	4									46
Resolved Complaints	0	0	0	0									0
Resolution $ Returned	0	0	0	0									0
Under Investigation	**32**	**42**	**28**	**31**									**31**
Admin Sanctions	18	20	0	0									38
Total $ Fined	4500	5000	0	0									9500
Referred To Hearing	1	0	1	0									2
Pending Hearing	**3**	**3**	**4**	**4**									**4**
Incoming Calls	43	136	100	70									349
Outgoing Calls	28	107	50	33									218
Walk-ins	0	3	0	0									3

Fiscal Year 2018 645 Compliance Report SOUTH

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Totals
Complaints Received	192	213	117	156									678
Non-Jurisdictional	70	81	16	36									203
Cases Opened	109	120	92	120									441
Cases Closed	113	132	81	128									454
Resolved Complaints	13	12	9	10									44
Resolution $ Returned	150	0	0	295									445
Under Investigation	**248**	**234**	**245**	**243**									**243**
Admin Sanctions	74	79	59	68									280
Total $ Fined	28,500	33,250	25,000	27,750									114500
Referred To Hearing	5	4	5	10									24
Pending Hearing	**138**	**131**	**123**	**112**									**112**
Incoming Calls	693	645	441	638									2417
Outgoing Calls	412	421	284	389									1506
Walk-ins	44	46	53	75									218
Reconciliations Reviewed	389	384	288	434									1495