

**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
<b>Complaints Received</b>	28	35	42	8	8	10	10	8					149
<b>Non-Jurisdictional</b>	3	3	0	1	1	1	3	2					14
<b>Cases Opened</b>	25	33	7	7	7	9	7	6					101
<b>Cases Closed</b>	7	14	21	4	11	5	5	11					78
<b>Resolved Complaints</b>	0	0	0	0	0	0	0	0					0
<b>Resolution \$ Returned</b>	0	0	0	0	0	0	0	0					0
<b>Under Investigation</b>	<b>32</b>	<b>42</b>	<b>28</b>	<b>31</b>	<b>27</b>	<b>34</b>	<b>35</b>	<b>30</b>					<b>30</b>
<b>Admin Sanctions</b>	18	20	0	0	1	2	1	0					42
<b>Total \$ Fined</b>	4,500	5,000	0	0	1,500	1,500	250	0					12750
<b>Referred To Hearing</b>	1	0	1	0	0	0	1	1					4
<b>Pending Hearing</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>					<b>5</b>
<b>Incoming Calls</b>	43	136	100	70	164	105	152	120					890
<b>Outgoing Calls</b>	28	107	50	33	85	39	68	40					450
<b>Walk-ins</b>	0	3	0	0	0	1	0	0					4

**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
<b>Complaints Received</b>	192	213	117	156	147	122	148	112					1207
<b>Non-Jurisdictional</b>	70	81	16	36	44	19	50	50					366
<b>Cases Opened</b>	109	120	92	120	88	52	93	52					726
<b>Cases Closed</b>	113	132	81	128	78	94	74	63					763
<b>Resolved Complaints</b>	13	12	9	10	15	16	5	10					90
<b>Resolution \$ Returned</b>	150	0	0	295	0	1,000	3,000	0					4445
<b>Under Investigation</b>	<b>248</b>	<b>234</b>	<b>245</b>	<b>243</b>	<b>251</b>	<b>215</b>	<b>234</b>	<b>218</b>					<b>218</b>
<b>Admin Sanctions</b>	74	79	59	68	47	32	44	28					431
<b>Total \$ Fined</b>	28,500	33,250	25,000	27,750	20,250	19,000	19,750	7,850					181350
<b>Referred To Hearing</b>	5	4	5	10	4	4	3	2					37
<b>Pending Hearing</b>	<b>138</b>	<b>131</b>	<b>123</b>	<b>112</b>	<b>118</b>	<b>115</b>	<b>118</b>	<b>113</b>					<b>113</b>
<b>Incoming Calls</b>	693	645	441	638	549	497	510	355					4328
<b>Outgoing Calls</b>	412	421	284	389	269	285	293	205					2558
<b>Walk-ins</b>	44	46	53	75	82	126	118	100					644
<b>Reconciliations Reviewed</b>	389	384	288	434	364	338	489	50					2736