

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	19	13	12	8	11	6	5	9	5	7	112
Non-Jurisdictional	0	2	4	1	1	0	3	2	2	2	3	4	24
Cases Opened	6	10	15	12	11	8	8	4	3	7	2	3	89
Cases Closed	17	15	14	9	16	10	6	10	8	4	0	0	109
Resolved Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Resolution \$ Returned	0	0	0	0	0	0	0	0	0	0	0	0	0
Under Investigation	27	22	23	26	21	19	21	17	12	15	17	17	17
Admin Sanctions	3	4	4	4	5	3	1	5	2	0	0	0	31
Total \$ Fined	750	1000	1000	2000	1750	750	250	1250	750	0	0	0	9500
Referred To Hearing	0	0	0	1	1	0	0	0	0	0	0	0	0
Pending Hearing	4	4	4	5	5	8	8	8	2	2	2	2	2
Incoming Calls	233	201	187	207	202	203	281	163	171	168	50	52	2118
Outgoing Calls	133	137	142	108	93	102	143	64	65	68	50	48	1153
Walk-ins	1	2	1	2	0	2	3	0	2	0	0	3	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	184	172	196	161	218	209	233	185	283	219	2447
Non-Jurisdictional	42	41	31	36	33	32	42	46	43	30	47	37	460
Cases Opened	137	147	143	131	145	129	166	143	183	142	213	168	1847
Cases Closed	123	163	146	131	139	151	133	158	155	145	162	188	1794
Resolved Complaints	11	9	10	5	14	4	12	20	7	13	23	14	142
Resolution \$ Returned	20,750	10,168	17,379	800	79,130	2,816	2,760	2,700	3,000	3,066	35,659	4,100	182328
Under Investigation	232	217	215	216	219	200	238	218	231	226	280	254	254
Admin Sanctions	140	119	125	97	120	107	145	112	146	112	187	129	1539
Total \$ Fined	35,850	35,600	41,500	32,500	46,000	30,850	44,700	39,500	46,500	46,000	61,750	40,500	501250
Referred To Hearing	1	10	2	12	11	3	5	1	6	7	8	16	82
Pending Hearing	51	64	63	75	86	87	110	108	108	115	106	110	110
Incoming Calls	534	531	437	436	379	359	442	467	644	628	681	629	6167
Outgoing Calls	436	374	312	313	296	277	338	405	503	466	517	425	4662
Walk-ins	47	44	50	42	25	33	60	63	55	53	73	82	627
Request For Records	21	18	13	25	16	14	24	20	53	25	*ADMIN	*ADMIN	229
Reconciliations Reviewed	371	482	114	623	208	422	423	418	301	392	389	456	4599