

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			100
Non-Jurisdictional	0	2	4	1	1	0	3	2	2	2			17
Cases Opened	6	10	15	12	11	8	8	4	3	7			84
Cases Closed	17	15	14	9	16	10	6	10	8	4			109
Resolved Complaints	0	0	0	0	0	0	0	0	0	0			0
Resolution \$ Returned	0	0	0	0	0	0	0	0	0	0			0
Under Investigation	27	32	23	26	21	19	21	17	12	15			15
Admin Sanctions	3	4	4	4	5	3	1	5	2	0			31
Total \$ Fined	750	1000	1000	2000	1750	750	250	1250	750	0			9500
Referred To Hearing	0	0	0	1	1	0	0	0	0	0			0
Pending Hearing	4	4	4	5	5	8	8	8	2	2			2
Incoming Calls	233	201	187	207	202	203	281	163	171	168			2016
Outgoing Calls	133	137	142	108	93	102	143	64	65	68			1055
Walk-ins	1	2	1	2	0	2	3	0	2	0			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			1945
Non-Jurisdictional	42	41	31	36	33	32	42	46	43	30			376
Cases Opened	137	147	143	131	145	129	166	143	183	142			1466
Cases Closed	123	163	146	131	139	151	133	158	155	145			1444
Resolved Complaints	11	9	10	5	14	5	12	20	7	13			106
Resolution \$ Returned	20,750	10,168	17,379	800	79130	2,816	2,760	1,700	3,000	3,066			141569
Under Investigation	232	217	215	216	219	200	238	218	231	226			226
Admin Sanctions	140	119	125	97	120	107	145	112	146	112			1223
Total \$ Fined	35,850	35,600	41,500	32,500	46,000	30,850	44,700	39,500	46,500	46,000			399000
Referred To Hearing	1	10	2	12	11	3	5	1	6	7			58
Pending Hearing	51	64	63	75	86	87	110	108	108	115			115
Incoming Calls	534	531	437	436	379	359	442	467	644	628			4857
Outgoing Calls	436	374	312	313	296	277	338	405	503	466			3720
Walk-ins	47	44	50	42	25	33	60	63	55	53			472
Request For Records	21	18	13	25	16	14	24	20	53	25			229
Reconciliations Reviewed	371	482	114	623	208	322	423	418	301	392			3654