Fiscal Year 2019 645 Enforcement Report NORTH

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Totals
Complaints Received	12	7	12	16									47
Non-Jurisdictional	0	2	1	1									4
Cases Opened	13	4	10	15									42
Cases Closed	11	9	12	10									42
Resolved Complaints	0	1	1	0									2
Resolution $ Returned	0	0	0	0									0
Under Investigation	**26**	**21**	**19**	**24**									**24**
Admin Sanctions	3	4	1	1									9
Total $ Fined	1,500	2,500	500	500									5000
Referred To Hearing	0	1	0	0									1
Pending Hearing	**6**	**7**	**7**	**7**									**7**
Incoming Calls	169	115	154	127									565
Outgoing Calls	40	29	37	27									133
Walk-ins	0	1	2	4									7

Fiscal Year 2019 645 Enforcement Report SOUTH

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Totals
Complaints Received	144	154	124	149									571
Non-Jurisdictional	55	71	66	60									252
Cases Opened	77	63	71	81									292
Cases Closed	58	69	87	59									273
Resolved Complaints	12	20	8	8									48
Resolution $ Returned	3,700	15,390	600	100									19790
Under Investigation	**275**	**256**	**226**	**249**									**249**
Admin Sanctions	39	46	22	53									160
Total $ Fined	14,750	26,000	12,500	30,250									83500
Referred To Hearing	4	6	8	4									22
Pending Hearing	**106**	**112**	**90**	**90**									**90**
Incoming Calls	375	386	401	448									1610
Outgoing Calls	245	237	229	269									980
Walk-ins	76	80	84	81									321
Reconciliations Reviewed	210	182	205	167									764