

**Fiscal Year 2018 645 Enforcement 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	9	12	7		177
<b>Non-Jurisdictional</b>	3	3	0	1	1	1	3	2	2	3	1		20
<b>Cases Opened</b>	25	33	7	7	7	9	7	6	7	9	6		123
<b>Cases Closed</b>	7	14	21	4	11	5	5	11	2	17	12		109
<b>Resolved Complaints</b>	0	0	0	0	0	0	0	0	0	0	0		0
<b>Resolution \$ Returned</b>	0	0	0	0	0	0	0	0	0	0	0		0
<b>Under Investigation</b>	32	42	28	31	27	34	35	30	35	29	23		23
<b>Admin Sanctions</b>	18	20	0	0	1	2	1	0	2	2	0		46
<b>Total \$ Fined</b>	4,500	5,000	0	0	1,500	1,500	250	0	1500	1000	0		15250
<b>Referred To Hearing</b>	1	0	1	0	0	0	1	1	1	0	1		6
<b>Pending Hearing</b>	3	3	4	4	4	4	5	5	6	6	7		7
<b>Incoming Calls</b>	43	136	100	70	164	105	152	120	107	123	87		1207
<b>Outgoing Calls</b>	28	107	50	33	85	39	68	40	54	45	46		595
<b>Walk-ins</b>	0	3	0	0	0	1	0	0	0	0	1		5

**Fiscal Year 2018 645 Enforcement 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	109	136	172		1624
<b>Non-Jurisdictional</b>	70	81	16	36	44	19	50	50	45	61	50		522
<b>Cases Opened</b>	109	120	92	120	88	52	93	52	60	62	86		934
<b>Cases Closed</b>	113	132	81	128	78	94	74	63	65	59	58		945
<b>Resolved Complaints</b>	13	12	9	10	15	16	5	10	4	13	14		121
<b>Resolution \$ Returned</b>	150	0	0	295	0	1,000	3,000	0	0	58,194	7,500		70139
<b>Under Investigation</b>	248	234	245	243	251	215	234	218	215	198	229		229
<b>Admin Sanctions</b>	74	79	59	68	47	32	44	28	40	38	43		552
<b>Total \$ Fined</b>	28,500	33,250	25,000	27,750	20,250	19,000	19,750	7,850	35,800	17,250	19,350		253750
<b>Referred To Hearing</b>	5	4	5	10	4	4	3	2	0	4	2		43
<b>Pending Hearing</b>	138	131	123	112	118	115	118	113	114	118	118		118
<b>Incoming Calls</b>	693	645	441	638	549	497	510	355	513	397	473		5711
<b>Outgoing Calls</b>	412	421	284	389	269	285	293	205	302	259	303		3422
<b>Walk-ins</b>	44	46	53	75	82	126	118	100	114	97	114		969
<b>Reconciliations Reviewed</b>	389	384	288	434	364	338	489	50	56	25	386		3203