

**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
<b>Complaints Received</b>	12	7	12	16	11	24	11	12	5	9			119
<b>Non-Jurisdictional</b>	0	2	1	1	2	0	2	0	3	2			13
<b>Cases Opened</b>	13	4	10	15	9	24	8	12	2	7			104
<b>Cases Closed</b>	11	9	12	10	4	4	17	4	7	15			93
<b>Resolved Complaints</b>	0	1	1	0	0	0	1	0	0	0			3
<b>Resolution \$ Returned</b>	0	0	0	0	0	0	0	0	0	0			0
<b>Under Investigation</b>	<b>26</b>	<b>21</b>	<b>19</b>	<b>24</b>	<b>29</b>	<b>49</b>	<b>40</b>	<b>50</b>	<b>45</b>	<b>39</b>			<b>39</b>
<b>Admin Sanctions</b>	3	4	1	1	2	15	1	4	1	1			33
<b>Total \$ Fined</b>	1,500	2,500	500	500	2,000	5,500	3,950	2000	500	1000			19950
<b>Referred To Hearing</b>	0	1	0	0	0	0	0	1	1	1			4
<b>Pending Hearing</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>			<b>9</b>
<b>Incoming Calls</b>	169	115	154	127	84	78	100	88	126	148			1189
<b>Outgoing Calls</b>	40	29	37	27	43	34	58	30	51	45			394
<b>Walk-ins</b>	0	1	2	4	2	3	1	4	3	2			22

**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
<b>Complaints Received</b>	144	154	124	149	99	108	114	139	104	180			1315
<b>Non-Jurisdictional</b>	55	71	66	60	48	43	47	53	51	86			580
<b>Cases Opened</b>	77	63	71	81	46	58	58	68	49	83			654
<b>Cases Closed</b>	58	69	87	59	61	34	23	56	64	49			560
<b>Resolved Complaints</b>	12	20	8	8	5	8	8	18	8	11			106
<b>Resolution \$ Returned</b>	3,700	15,390	600	100	0	4,700	28,000	3,500	430	0			56420
<b>Under Investigation</b>	<b>275</b>	<b>256</b>	<b>226</b>	<b>249</b>	<b>236</b>	<b>278</b>	<b>252</b>	<b>249</b>	<b>212</b>	<b>269</b>			<b>269</b>
<b>Admin Sanctions</b>	39	46	22	53	21	58	28	37	23	52			379
<b>Total \$ Fined</b>	14,750	26,000	12,500	30,250	30,500	23,500	17,950	18,500	9,500	25,500			208950
<b>Referred To Hearing</b>	4	6	8	4	5	5	8	2	0	3			45
<b>Pending Hearing</b>	<b>106</b>	<b>112</b>	<b>90</b>	<b>90</b>	<b>94</b>	<b>95</b>	<b>96</b>	<b>102</b>	<b>102</b>	<b>102</b>			<b>102</b>
<b>Incoming Calls</b>	375	386	401	448	400	328	391	410	402	412			3953
<b>Outgoing Calls</b>	245	237	229	269	226	193	207	252	202	226			2286
<b>Walk-ins</b>	76	80	84	81	115	130	95	118	131	135			1045
<b>Reconciliations Reviewed</b>	210	182	205	167	106	312	325	220	200	258			2185