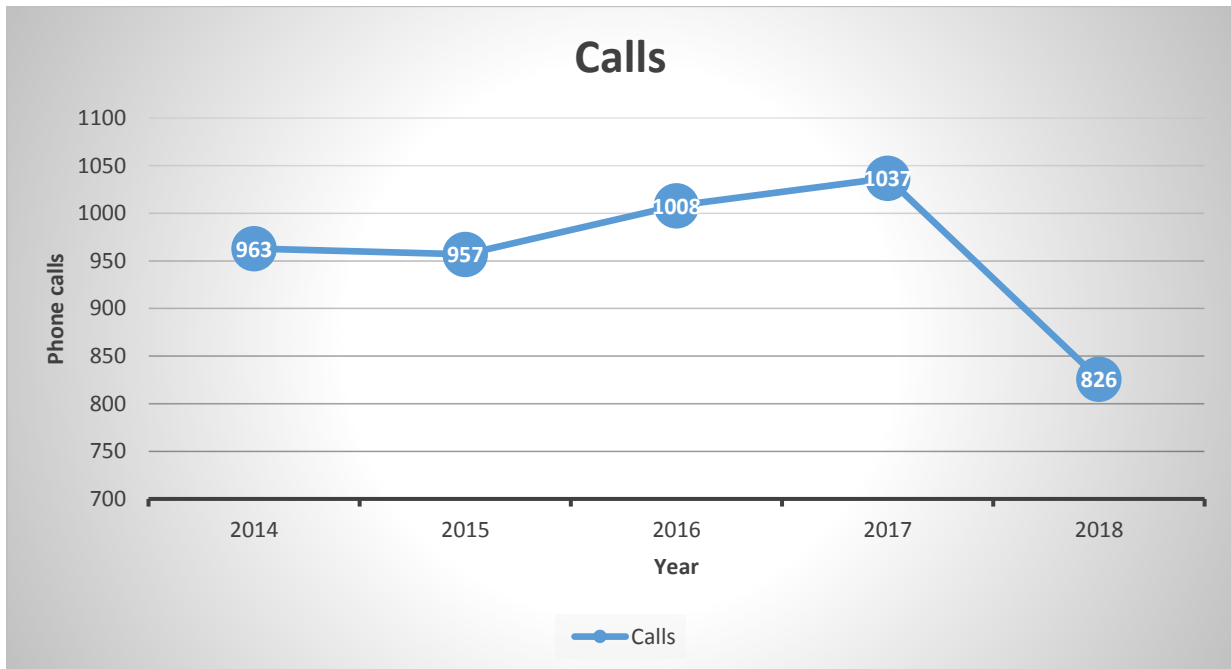


## Complaint and Case Statistics

Phone calls received:

|             |      |
|-------------|------|
| <b>2014</b> | 963  |
| <b>2015</b> | 957  |
| <b>2016</b> | 1008 |
| <b>2017</b> | 1037 |
| <b>2018</b> | 826  |

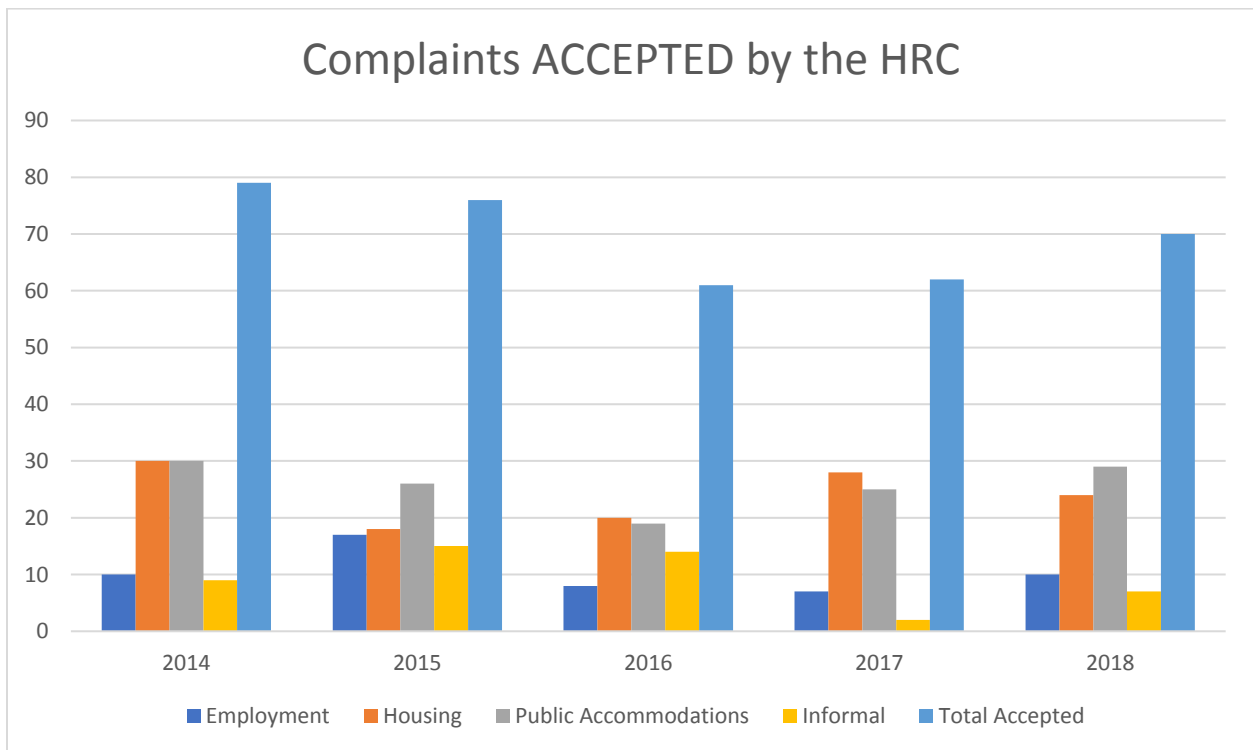


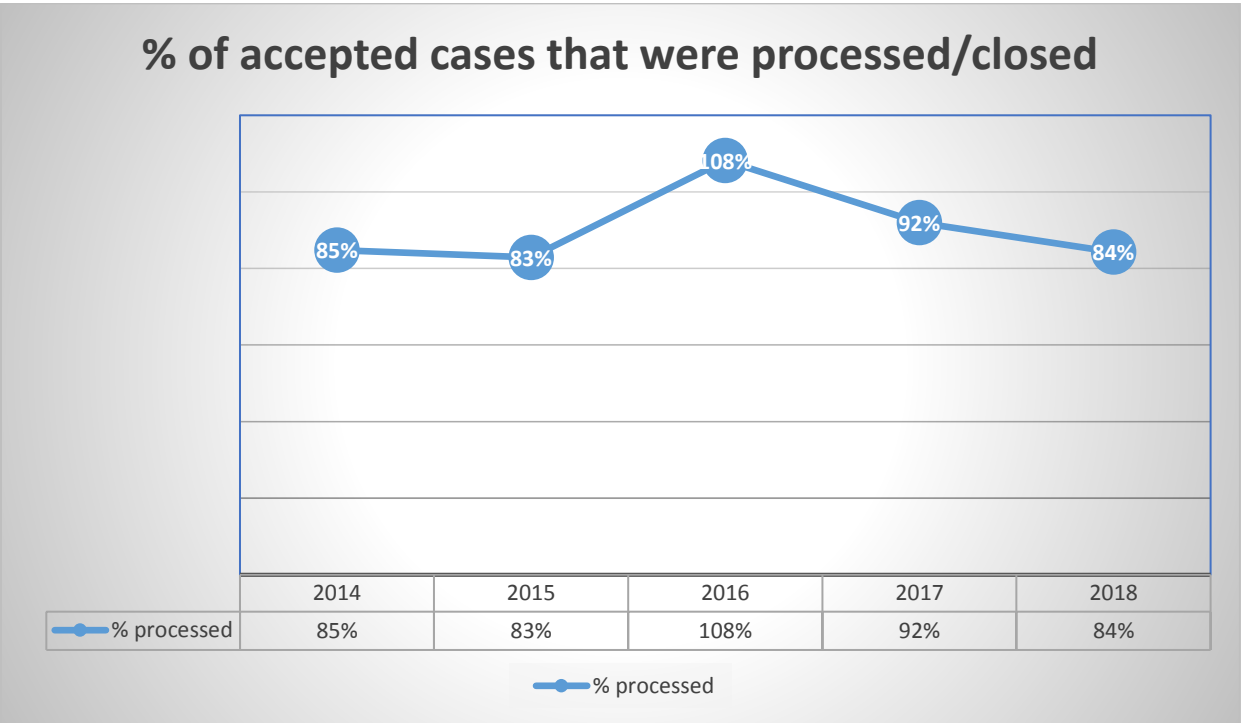
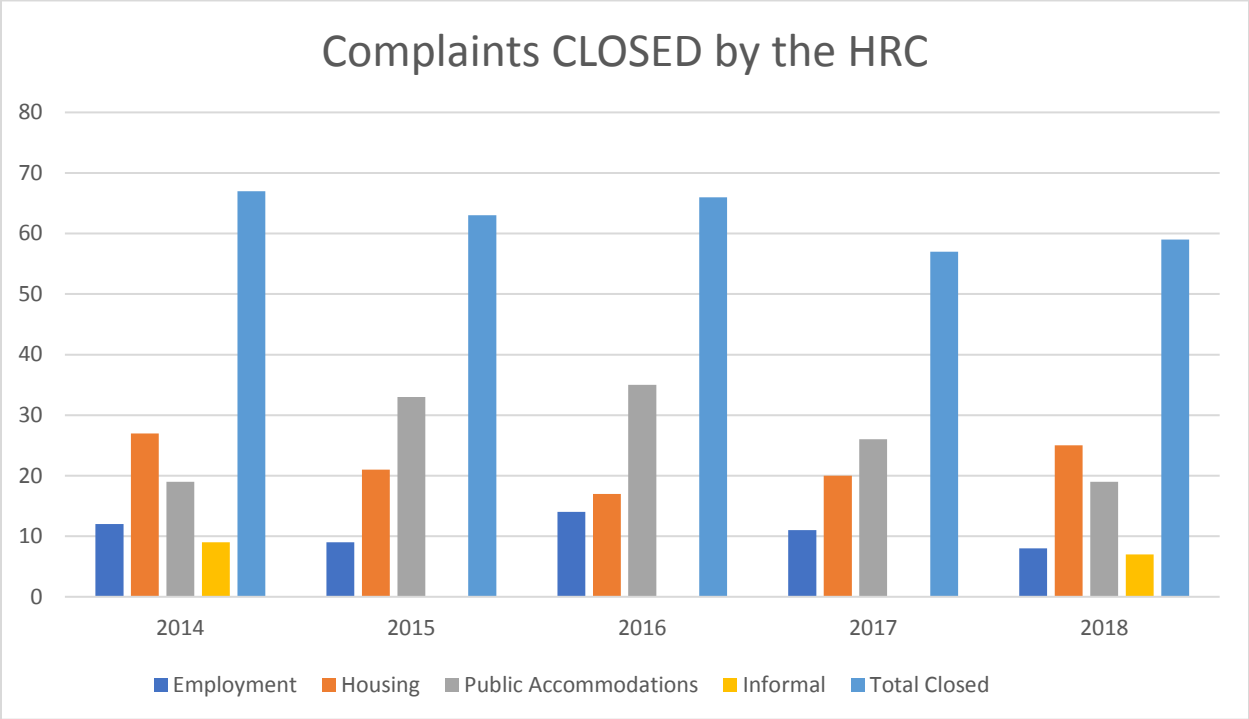
| <b>ACCEPTED COMPLAINTS</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |
|----------------------------|-------------|-------------|-------------|-------------|-------------|
| Employment                 | 10          | 17          | 8           | 7           | 10          |
| Housing                    | 30          | 18          | 20          | 28          | 24          |
| Public Accommodations      | 30          | 26          | 19          | 25          | 29          |
| Informal                   | 9           | 15          | 14          | 2           | 7           |
| <b>Total Accepted</b>      | <b>79</b>   | <b>76</b>   | <b>61</b>   | <b>62</b>   | <b>70</b>   |

| <b>CLOSED COMPLAINTS</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |
|--------------------------|-------------|-------------|-------------|-------------|-------------|
| Employment               | 12          | 9           | 14          | 11          | 8           |
| Housing                  | 27          | 21          | 17          | 20          | 25          |
| Public Accommodations    | 19          | 33          | 35          | 26          | 19          |
| Informal                 | 9           | 0           | 0           | 0           | 7           |
| <b>Total Closed*</b>     | <b>67</b>   | <b>63</b>   | <b>66</b>   | <b>57</b>   | <b>59</b>   |

| <b>% of accepted cases that were closed/processed</b> | <b>85%</b> | <b>83%</b> | <b>108%</b> | <b>92%</b> | <b>84%</b> |
|---|------------|------------|-------------|------------|------------|
|---|------------|------------|-------------|------------|------------|

\*closed totals may include cases that were accepted in the same or previous fiscal years





\*closed totals may include cases that were accepted in the same or previous fiscal years

### Findings of the Commission

