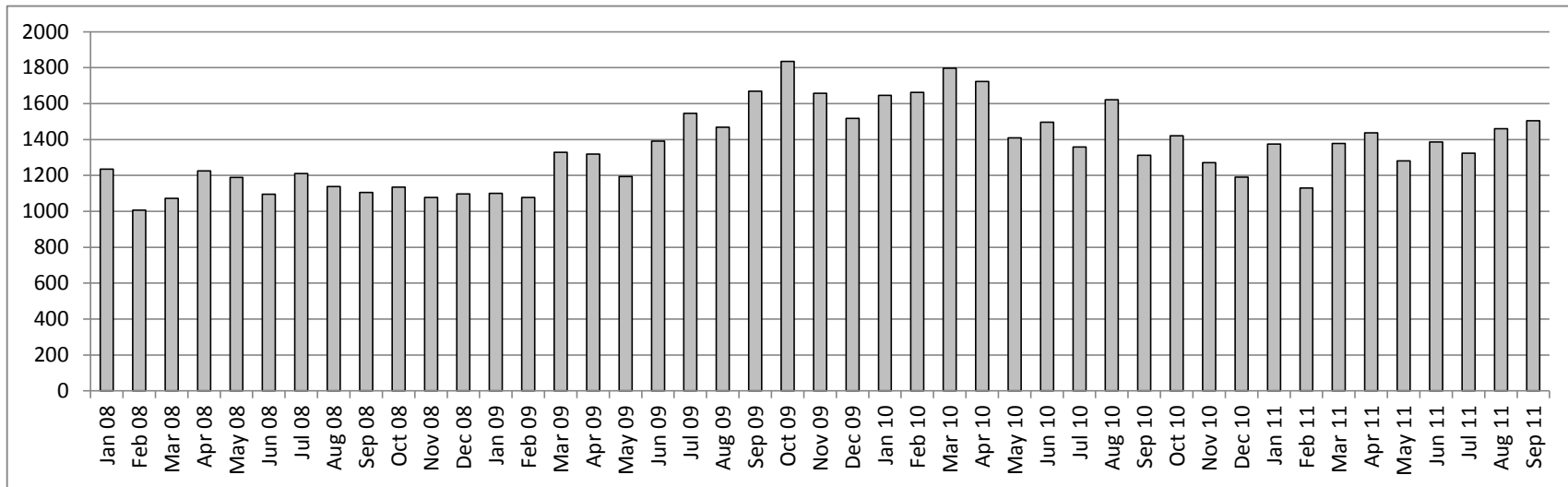


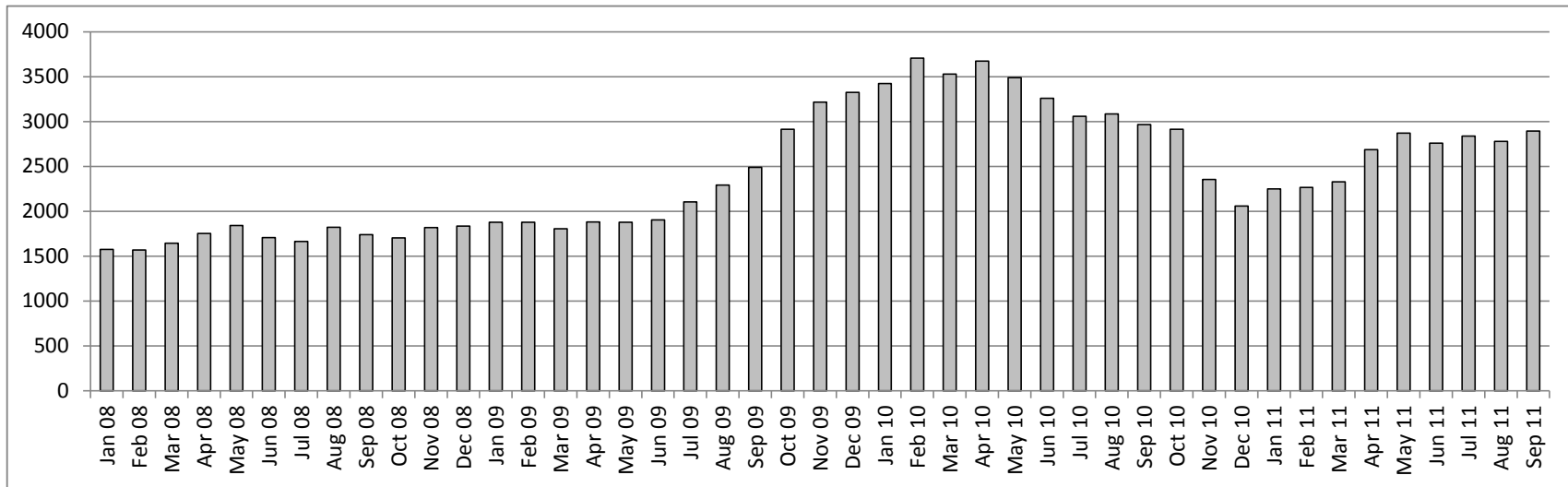
### New Complaints Received by Intake Unit (Jan 2008 - Sept 2011)



### New Complaints Received by Intake Unit (Jan 2008 - Sept 2011)

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Total
2008	1,236	1,007	1,073	1,225	1,189	1,095	1,211	1,139	1,105	1,135	1,078	1,097	13,590
2009	1,100	1,077	1,329	1,319	1,194	1,391	1,546	1,468	1,670	1,836	1,657	1,518	17,105
2010	1,647	1,663	1,797	1,724	1,410	1,497	1,359	1,622	1,312	1,421	1,272	1,191	17,915
2011	1,375	1,130	1,379	1,437	1,282	1,386	1,324	1,461	1,505				12,279
<b>Avg</b>	1,340	1,219	1,395	1,426	1,269	1,342	1,360	1,423	1,398	1,464	1,336	1,269	16,203

**Inventory of Complaints in Intake Unit (month ends, Jan 2008 - Sept 2011)**



**Inventory of Complaints in Intake Unit (month ends, Jan 2008 - Sept 2011)**

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Average
2008	1,575	1,570	1,646	1,753	1,842	1,707	1,664	1,821	1,740	1,705	1,818	1,836	1,723
2009	1,877	1,879	1,807	1,881	1,880	1,905	2,107	2,292	2,491	2,914	3,217	3,326	2,298
2010	3,424	3,707	3,529	3,674	3,490	3,260	3,059	3,086	2,968	2,913	2,354	2,060	3,127
2011	2,249	2,267	2,329	2,689	2,872	2,759	2,839	2,780	2,896				2,631
<b>Avg</b>	2,281	2,356	2,328	2,499	2,521	2,408	2,417	2,495	2,524	2,511	2,463	2,407	2,432