

# Equal Employment Opportunity Data Posted Pursuant to the No Fear Act:

## U.S. Department of the Treasury

For 2nd Quarter 2019 for period ending March 31, 2019

\*\*This report is based on the Complaint Against hierarchy.\*\*

| Complaint Activity         | Comparative Data          |      |      |      |      |                 |
|----------------------------|---------------------------|------|------|------|------|-----------------|
|                            | Previous Fiscal Year Data |      |      |      |      | 2019 Thru 03-31 |
|                            | 2014                      | 2015 | 2016 | 2017 | 2018 |                 |
| Number of Complaints Filed | 357                       | 394  | 401  | 367  | 447  | 182             |
| Number of Complainants     | 333                       | 374  | 380  | 351  | 412  | 177             |
| Repeat Filers              | 21                        | 16   | 23   | 18   | 32   | 5               |

| Complaints by Basis  | Comparative Data          |      |      |      |      |                 |
|--|---------------------------|------|------|------|------|-----------------|
|  | Previous Fiscal Year Data |      |      |      |      | 2019 Thru 03-31 |
| <i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.</i> | 2014                      | 2015 | 2016 | 2017 | 2018 |                 |
| Race   | 161                       | 176  | 155  | 170  | 177  | 60              |
| Color  | 35                        | 56   | 51   | 61   | 56   | 16              |
| Religion   | 14                        | 25   | 17   | 26   | 18   | 3               |
| Reprisal   | 206                       | 224  | 240  | 200  | 231  | 98              |
| Sex  | 121                       | 153  | 153  | 134  | 147  | 63              |
| PDA  | 1                         | 2    | 3    | 2    | 2    | 0               |
| National Origin  | 35                        | 48   | 43   | 42   | 54   | 21              |

|  |                                  |             |             |             |             |                                |
|--|----------------------------------|-------------|-------------|-------------|-------------|--------------------------------|
| Equal Pay Act  | 1                                | 3           | 1           | 2           | 3           | 0                              |
| Age  | 119                              | 126         | 126         | 114         | 102         | 44                             |
| Disability   | 94                               | 140         | 155         | 141         | 177         | 60                             |
| Genetics   | 0                                | 3           | 0           | 1           | 3           | 1                              |
| Non-EEO  | 16                               | 26          | 30          | 20          | 27          | 12                             |
| <b>Complaints by Issue</b>   | <b>Comparative Data</b>          |             |             |             |             |                                |
|  | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2019<br/>Thru<br/>03-31</b> |
| <i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.</i> | <b>2014</b>                      | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |                                |
| Appointment/Hire   | 21                               | 23          | 27          | 33          | 18          | 9                              |
| Assignment of Duties   | 48                               | 55          | 50          | 61          | 80          | 27                             |
| Awards   | 7                                | 11          | 6           | 16          | 8           | 5                              |
| Conversion to Full Time/Perm Status  | 1                                | 0           | 1           | 1           | 1           | 0                              |
| <b>Disciplinary Action</b>   |                                  |             |             |             |             |                                |
| Demotion   | 2                                | 6           | 5           | 4           | 6           | 1                              |
| Reprimand  | 8                                | 17          | 19          | 16          | 23          | 11                             |
| Suspension   | 18                               | 16          | 25          | 19          | 25          | 5                              |
| Removal  | 6                                | 6           | 6           | 4           | 3           | 2                              |
| Other  | 0                                | 0           | 14          | 26          | 18          | 8                              |
| Duty Hours   | 12                               | 14          | 10          | 11          | 19          | 9                              |
| Perf. Eval./ Appraisal   | 88                               | 87          | 86          | 81          | 96          | 40                             |
| Examination/Test   | 0                                | 0           | 0           | 1           | 0           | 0                              |
| <b>Harassment</b>  |                                  |             |             |             |             |                                |
| Non-Sexual   | 154                              | 171         | 183         | 151         | 189         | 77                             |
| Sexual   | 13                               | 14          | 9           | 12          | 12          | 5                              |
| Medical Examination  | 0                                | 4           | 1           | 4           | 2           | 0                              |
| Pay including overtime   | 9                                | 10          | 6           | 16          | 13          | 2                              |
| Promotion/Non-Selection  | 58                               | 86          | 66          | 72          | 68          | 18                             |

| <b>Reassignment</b>  |                           |        |        |        |        |                    |
|--|---------------------------|--------|--------|--------|--------|--------------------|
| Denied   | 5                         | 6      | 7      | 6      | 4      | 0                  |
| Directed   | 14                        | 11     | 16     | 5      | 15     | 10                 |
| Reasonable Accommodation Disability                              | 24                        | 54     | 58     | 53     | 71     | 29                 |
| Reinstatement  | 0                         | 1      | 2      | 1      | 0      | 0                  |
| Religious Accommodation  | 0                         | 0      | 1      | 0      | 1      | 0                  |
| Retirement   | 3                         | 3      | 5      | 3      | 3      | 0                  |
| Sex-Stereotyping   | 0                         | 0      | 4      | 3      | 1      | 0                  |
| Telework   | 0                         | 0      | 11     | 14     | 11     | 7                  |
| Termination  | 20                        | 16     | 28     | 28     | 40     | 14                 |
| Terms/Conditions of Employment                                   | 69                        | 82     | 61     | 62     | 78     | 25                 |
| Time and Attendance  | 53                        | 65     | 61     | 58     | 63     | 23                 |
| Training   | 12                        | 25     | 20     | 17     | 22     | 3                  |
| <b>Other</b>   |                           |        |        |        |        |                    |
| Equal Pay Act Violation  | 0                         | 0      | 2      | 5      | 0      | 0                  |
| User Defined - Other 2   | 0                         | 0      | 0      | 0      | 0      | 0                  |
| User Defined - Other 3   | 0                         | 0      | 0      | 0      | 0      | 0                  |
| User Defined - Other 4   | 0                         | 0      | 0      | 0      | 0      | 0                  |
| Processing Time  | Comparative Data          |        |        |        |        |                    |
|  | Previous Fiscal Year Data |        |        |        |        | 2019 Thru<br>03-31 |
|  | 2014                      | 2015   | 2016   | 2017   | 2018   |                    |
| Complaints pending during fiscal year                            |                           |        |        |        |        |                    |
| Average number of days in investigation                          | 297.64                    | 206.70 | 203.10 | 187.25 | 167.62 | 176.64             |
| Average number of days in final action                           | 32.37                     | 32.91  | 39.20  | 33.86  | 36.08  | 31.65              |
| Complaint pending during fiscal year where hearing was requested |                           |        |        |        |        |                    |
| Average number of days in investigation                          | 304.79                    | 210.54 | 210.16 | 191.22 | 167.55 | 183.69             |

|   |                                  |             |             |             |             |        |    |    |   |    |                        |    |
|---|----------------------------------|-------------|-------------|-------------|-------------|--------|----|----|---|----|------------------------|----|
| Average number of days in final action  | 21.27                            | 20.29       | 27.55       | 23.83       | 27.46       | 27.71  |    |    |   |    |                        |    |
| Complaint pending during fiscal year where hearing was not requested  |                                  |             |             |             |             |        |    |    |   |    |                        |    |
| Average number of days in investigation   | 284.95                           | 198.92      | 200.68      | 186.39      | 172.42      | 173.09 |    |    |   |    |                        |    |
| Average number of days in final action  | 45.58                            | 44.27       | 51.14       | 45.56       | 47.04       | 37.33  |    |    |   |    |                        |    |
| <b>Complaints Dismissed by Agency</b>   | <b>Comparative Data</b>          |             |             |             |             |        |    |    |   |    |                        |    |
|   | <b>Previous Fiscal Year Data</b> |             |             |             |             |        |    |    |   |    | <b>2019 Thru 03-31</b> |    |
|   | <b>2014</b>                      | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |        |    |    |   |    |                        |    |
| Total Complaints Dismissed by Agency  | 49                               | 55          | 58          | 47          | 51          |        |    |    |   |    | 18                     |    |
| Average days pending prior to dismissal   | 115.92                           | 47.8        | 30.69       | 52.47       | 125.86      |        |    |    |   |    | 74.11                  |    |
| <b>Complaints Withdrawn by Complainants</b>   |                                  |             |             |             |             |        |    |    |   |    |                        |    |
| Total Complaints Withdrawn by Complainants  | 48                               | 22          | 32          | 21          | 23          |        |    |    |   |    | 16                     |    |
| <b>Total Final Agency Actions Finding Discrimination</b>  | <b>Comparative Data</b>          |             |             |             |             |        |    |    |   |    |                        |    |
|   | <b>Previous Fiscal Year Data</b> |             |             |             |             |        |    |    |   |    | <b>2019 Thru 03-31</b> |    |
|   | <b>2014</b>                      | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |        |    |    |   |    |                        |    |
|   | #                                | %           | #           | %           | #           | %      | #  | %  | # | %  | #                      | %  |
| Total Number Findings   | 1                                |             | 0           |             | 8           |        | 13 |    | 7 |    | 3                      |    |
| Without Hearing   | 0                                | 0           | 0           | 0           | 6           | 75     | 12 | 92 | 6 | 86 | 1                      | 33 |
| With Hearing  | 1                                | 100         | 0           | 0           | 2           | 25     | 1  | 8  | 1 | 14 | 2                      | 67 |
| <b>Findings of Discrimination Rendered by Basis</b>   | <b>Comparative Data</b>          |             |             |             |             |        |    |    |   |    |                        |    |
|   | <b>Previous Fiscal Year Data</b> |             |             |             |             |        |    |    |   |    | <b>2019 Thru 03-31</b> |    |
|   | <b>2014</b>                      | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |        |    |    |   |    |                        |    |
| <i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints and findings.</i> | #                                | %           | #           | %           | #           | %      | #  | %  | # | %  | #                      | %  |
| <b>Total Number Findings</b>  | 3                                |             | 4           |             | 8           |        | 8  |    | 5 |    | 2                      |    |
| Race  | 3                                | 100         | 1           | 25          | 1           | 13     | 1  | 13 | 1 | 20 | 0                      | 0  |

|                                 |   |     |   |    |   |    |   |     |   |     |   |    |
|---------------------------------|---|-----|---|----|---|----|---|-----|---|-----|---|----|
| Color                           | 0 | 0   | 0 | 0  | 1 | 13 | 1 | 13  | 1 | 20  | 0 | 0  |
| Religion                        | 1 | 33  | 0 | 0  | 1 | 13 | 0 | 0   | 0 | 0   | 0 | 0  |
| Reprisal                        | 1 | 33  | 2 | 50 | 2 | 25 | 5 | 63  | 2 | 40  | 1 | 50 |
| Sex                             | 1 | 33  | 0 | 0  | 2 | 25 | 4 | 50  | 0 | 0   | 0 | 0  |
| PDA                             | 0 | 0   | 0 | 0  | 0 | 0  | 1 | 13  | 0 | 0   | 0 | 0  |
| National Origin                 | 0 | 0   | 0 | 0  | 1 | 13 | 0 | 0   | 0 | 0   | 0 | 0  |
| Equal Pay Act                   | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| Age                             | 1 | 33  | 0 | 0  | 1 | 13 | 0 | 0   | 0 | 0   | 0 | 0  |
| Disability                      | 2 | 67  | 3 | 75 | 3 | 38 | 6 | 75  | 4 | 80  | 1 | 50 |
| Genetics                        | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| Non-EEO                         | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
|                                 |   |     |   |    |   |    |   |     |   |     |   |    |
| <b>Findings After Hearing</b>   | 1 |     | 0 |    | 2 |    | 1 |     | 1 |     | 2 |    |
| Race                            | 1 | 100 | 0 | 0  | 1 | 50 | 0 | 0   | 0 | 0   | 0 | 0  |
| Color                           | 0 | 0   | 0 | 0  | 1 | 50 | 0 | 0   | 0 | 0   | 0 | 0  |
| Religion                        | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| Reprisal                        | 0 | 0   | 0 | 0  | 0 | 0  | 1 | 100 | 1 | 100 | 1 | 50 |
| Sex                             | 1 | 100 | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| PDA                             | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| National Origin                 | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| Equal Pay Act                   | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| Age                             | 0 | 0   | 0 | 0  | 1 | 50 | 0 | 0   | 0 | 0   | 0 | 0  |
| Disability                      | 0 | 0   | 0 | 0  | 1 | 50 | 1 | 100 | 0 | 0   | 1 | 50 |
| Genetics                        | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
| Non-EEO                         | 0 | 0   | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0   | 0 | 0  |
|                                 |   |     |   |    |   |    |   |     |   |     |   |    |
| <b>Findings Without Hearing</b> | 2 |     | 4 |    | 6 |    | 7 |     | 4 |     | 0 |    |
| Race                            | 2 | 100 | 1 | 25 | 0 | 0  | 1 | 14  | 1 | 25  | 0 | 0  |



|                                     |   |    |   |    |   |    |   |    |   |    |   |    |
|-------------------------------------|---|----|---|----|---|----|---|----|---|----|---|----|
| Examination/Test                    | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Harassment                          |   |    |   |    |   |    |   |    |   |    |   |    |
| Non-Sexual                          | 1 | 33 | 3 | 75 | 1 | 13 | 2 | 25 | 1 | 20 | 1 | 50 |
| Sexual                              | 1 | 33 | 0 | 0  | 2 | 25 | 2 | 25 | 0 | 0  | 0 | 0  |
| Medical Examination                 | 0 | 0  | 1 | 25 | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Pay including overtime              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Promotion/Non-Selection             | 0 | 0  | 0 | 0  | 1 | 13 | 0 | 0  | 0 | 0  | 0 | 0  |
| Reassignment                        |   |    |   |    |   |    |   |    |   |    |   |    |
| Denied                              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Directed                            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Reasonable Accommodation Disability | 0 | 0  | 0 | 0  | 1 | 13 | 5 | 63 | 3 | 60 | 1 | 50 |
| Reinstatement                       | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Religious Accommodation             | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Retirement                          | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Sex-Stereotyping                    | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Telework                            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Termination                         | 0 | 0  | 0 | 0  | 0 | 0  | 1 | 13 | 0 | 0  | 0 | 0  |
| Terms/Conditions of Employment      | 1 | 33 | 0 | 0  | 0 | 0  | 1 | 13 | 0 | 0  | 0 | 0  |
| Time and Attendance                 | 0 | 0  | 1 | 25 | 1 | 13 | 0 | 0  | 1 | 20 | 0 | 0  |
| Training                            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| Other - User Define                 |   |    |   |    |   |    |   |    |   |    |   |    |
| Equal Pay Act Violation             | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| User Defined - Other 2              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| User Defined - Other 3              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
| User Defined - Other 4              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  |
|                                     |   |    |   |    |   |    |   |    |   |    |   |    |
| <b>Findings After Hearing</b>       | 1 |    | 0 |    | 2 |    | 1 |    | 1 |    | 2 |    |





|                                     |   |    |   |    |   |    |   |     |   |   |   |   |
|-------------------------------------|---|----|---|----|---|----|---|-----|---|---|---|---|
| Telework                            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Termination                         | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Terms/Conditions of Employment      | 0 | 0  | 0 | 0  | 0 | 0  | 1 | 100 | 0 | 0 | 0 | 0 |
| Time and Attendance                 | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Training                            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Other - User Define                 |   |    |   |    |   |    |   |     |   |   |   |   |
| Equal Pay Act Violation             | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| User Defined - Other 2              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| User Defined - Other 3              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| User Defined - Other 4              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
|                                     |   |    |   |    |   |    |   |     |   |   |   |   |
| <b>Findings Without Hearing</b>     | 2 |    | 4 |    | 6 |    | 7 |     | 4 |   | 0 |   |
| Appointment/Hire                    | 0 | 0  | 0 | 0  | 1 | 17 | 0 | 0   | 0 | 0 | 0 | 0 |
| Assignment of Duties                | 0 | 0  | 0 | 0  | 1 | 17 | 0 | 0   | 0 | 0 | 0 | 0 |
| Awards                              | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Conversion to Full Time/Perm Status | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Disciplinary Action                 |   |    |   |    |   |    |   |     |   |   |   |   |
| Demotion                            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Reprimand                           | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Suspension                          | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Removal                             | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Other                               | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Duty Hours                          | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Perf. Eval./ Appraisal              | 1 | 50 | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Examination/Test                    | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0   | 0 | 0 | 0 | 0 |
| Harassment                          |   |    |   |    |   |    |   |     |   |   |   |   |
| Non-Sexual                          | 0 | 0  | 3 | 75 | 1 | 17 | 2 | 29  | 0 | 0 | 0 | 0 |

|  |                                  |             |             |             |             |                            |   |    |   |    |   |   |
|--|----------------------------------|-------------|-------------|-------------|-------------|----------------------------|---|----|---|----|---|---|
| Sexual   | 0                                | 0           | 0           | 0           | 2           | 33                         | 2 | 29 | 0 | 0  | 0 | 0 |
| Medical Examination  | 0                                | 0           | 1           | 25          | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Pay including overtime   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Promotion/Non-Selection  | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Reassignment   |                                  |             |             |             |             |                            |   |    |   |    |   |   |
| Denied   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Directed   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Reasonable Accommodation Disability                                | 0                                | 0           | 0           | 0           | 0           | 0                          | 5 | 71 | 3 | 75 | 0 | 0 |
| Reinstatement  | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Religious Accommodation  | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Retirement   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Sex-Stereotyping   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Telework   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Termination  | 0                                | 0           | 0           | 0           | 0           | 0                          | 1 | 14 | 0 | 0  | 0 | 0 |
| Terms/Conditions of Employment                                     | 1                                | 50          | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Time and Attendance  | 0                                | 0           | 1           | 25          | 1           | 17                         | 0 | 0  | 1 | 25 | 0 | 0 |
| Training   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| Other - User Define  |                                  |             |             |             |             |                            |   |    |   |    |   |   |
| Equal Pay Act Violation  | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| User Defined - Other 2   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| User Defined - Other 3   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| User Defined - Other 4   | 0                                | 0           | 0           | 0           | 0           | 0                          | 0 | 0  | 0 | 0  | 0 | 0 |
| <b>Pending Complaints Filed in Previous Fiscal Years by Status</b> | <b>Comparative Data</b>          |             |             |             |             |                            |   |    |   |    |   |   |
|  | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2019 Thru<br/>03-31</b> |   |    |   |    |   |   |
|  | <b>2014</b>                      | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |                            |   |    |   |    |   |   |
| Total complaints from previous Fiscal Years                        | 324                              | 378         | 416         | 411         | 391         | 544                        |   |    |   |    |   |   |

|   |                                  |             |             |             |             |                            |
|---|----------------------------------|-------------|-------------|-------------|-------------|----------------------------|
| Total Complainants  | 287                              | 322         | 348         | 354         | 344         | 492                        |
| <b>Number complaints pending</b>                                    |                                  |             |             |             |             |                            |
| Investigation   | 3                                | 3           | 4           | 1           | 1           | 15                         |
| ROI issued, pending Complainant's action                            | 7                                | 0           | 0           | 0           | 0           | 11                         |
| Hearing   | 300                              | 359         | 405         | 401         | 382         | 489                        |
| Final Agency Action   | 13                               | 13          | 11          | 9           | 8           | 27                         |
| <b>Complaint Investigations</b>                                     | <b>Comparative Data</b>          |             |             |             |             |                            |
|   | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2019<br/>Thru 03-31</b> |
|   | <b>2014</b>                      | <b>2015</b> | <b>2016</b> | <b>2017</b> | <b>2018</b> |                            |
| Pending Complaints Where Investigations Exceed Required Time Frames | 4                                | 18          | 6           | 3           | 0           | 1                          |