

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	2013 TOTAL	SEP 2012	2012 TOTAL
JIFs RECEIVED	48	64	66	74	77	84	99	84	82				678	64	789
JIFs RESPONDED TO	53	46	69	67	72	82	79	83	92				643	81	785
Non-Jurisdictional	44	29	50	47	56	53	48	58	66				451	61	550
Jurisdictional	3	12	15	11	9	17	21	19	13				120	61	151
Variance	2	2	1	3	3	3	2	5	3				24	12	24
General Information	3	0	2	4	3	7	5	0	8				32	2	45
Potential Violation	1	3	1	2	1	2	3	1	2				16	3	15
AVERAGE RESPONSE TIME (in days)	14	10	12	14	12	13	17	17	23				15	19	18

TELEPHONE CALLS	245	268	245	327	369	312	410	438	345				2959	359	3927
WALK-INS	6	13	11	17	18	18	28	21	22				154	9	157
WRITE INS/SITE VISITS	4	5	5	6	2	7	5	6	7				47	6	41
OTHER AGENCIES	27	21	21	32	26	16	21	19	25				208	28	322
FOIL REQUESTS RECEIVED	16	9	16	14	15	15	18	19	20				142	12	178