

| | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | 2020 TOTAL | DEC 2019 | 2019 TOTAL |
|------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------------|-------------|---------------|
| JIFs RECEIVED | 62 | 72 | 67 | 84 | 83 | 99 | 116 | 122 | 119 | 115 | 88 | 85 | 1112 | 52 | 921 |
| JIFs RESPONDED TO | 68 | 47 | 62 | 90 | 76 | 73 | 98 | 121 | 118 | 130 | 111 | 94 | 1088 | 67 | 920 |
| Non-Jurisdictional | 40 | 26 | 41 | 72 | 55 | 50 | 72 | 87 | 91 | 109 | 79 | 69 | 791 | 49 | 627 |
| Jurisdictional | 19 | 11 | 15 | 12 | 14 | 17 | 19 | 27 | 22 | 16 | 28 | 20 | 220 | 13 | 186 |
| Variance | 1 | 3 | 2 | 1 | 1 | 2 | 2 | 2 | 3 | 3 | 2 | 3 | 25 | 1 | 40 |
| General Information | 5 | 3 | 4 | 4 | 3 | 4 | 3 | 2 | 1 | 1 | 2 | 1 | 33 | 3 | 31 |
| Potential Violation | 3 | 4 | 0 | 1 | 3 | 0 | 2 | 3 | 1 | 1 | 0 | 1 | 19 | 1 | 36 |
| AVERAGE RESPONSE TIME (in days) | 15 | 13 | 18 | 18 | 18 | 26 | 20 | 23 | 21 | 20 | 21 | 14 | 19 | 15 | 16 |

| | | | | | | | | | | | | | | | |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|------|
| TELEPHONE CALLS | 266 | 247 | 235 | 232 | 366 | 327 | 401 | 466 | 497 | 521 | 340 | 298 | 4196 | 184 | 3822 |
| WALK-INS | 14 | 13 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 34 | 5 | 151 |
| WRITE INS/SITE VISITS | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| OTHER AGENCIES | 41 | 31 | 29 | 37 | 44 | 40 | 44 | 33 | 36 | 54 | 12 | 30 | 431 | 34 | 478 |
| FOIL REQUESTS RECEIVED | 17 | 31 | 20 | 14 | 17 | 37 | 35 | 37 | 42 | 27 | 29 | 25 | 331 | 20 | 260 |