

COGCC 2016 Complaint Summary Report



COLORADO
Oil & Gas Conservation
Commission
Department of Natural Resources

| Month and Year | # Complaints Received | # Issues Received | # Issues Resolved | Avg Business Days Between Receipt and Initial Contact | Avg Days Between Receipt and Resolution | % Resolved through NOAV | % Received Routed Outside of COGCC | % Received by Online Tool | % Received by Paper Form |
|----------------|-----------------------|-------------------|-------------------|---|---|-------------------------|------------------------------------|---------------------------|--------------------------|
| January 2016 | 29 | 34 | 33 | 2.78 | 9.55 | 3.03% | 8.82% | 82.35% | 0.00% |
| February 2016 | 27 | 33 | 33 | 1.00 | 8.36 | 0.00% | 0.00% | 96.97% | 0.00% |
| March 2016 | 17 | 19 | 19 | 1.68 | 41.32 | 0.00% | 5.26% | 89.47% | 0.00% |
| April 2016 | 34 | 40 | 39 | 3.76 | 19.05 | 0.00% | 0.00% | 95.00% | 2.50% |
| May 2016 | 22 | 24 | 22 | 2.33 | 18.50 | 0.00% | 0.00% | 87.50% | 0.00% |
| June 2016 | 23 | 30 | 20 | 2.14 | 22.05 | 0.00% | 3.33% | 70.00% | 0.00% |
| July 2016 | 16 | 21 | 19 | 1.05 | 2.95 | 0.00% | 4.76% | 71.43% | 0.00% |
| August 2016 | 39 | 42 | 34 | 1.19 | 7.76 | 0.00% | 2.38% | 78.57% | 4.76% |
| September 2016 | 19 | 23 | 21 | 1.13 | 13.19 | 0.00% | 0.00% | 78.26% | 8.70% |
| October 2016 | 21 | 23 | 18 | 1.00 | 20.83 | 0.00% | 0.00% | 100.00% | 0.00% |
| November 2016 | 13 | 19 | 15 | 1.45 | 3.40 | 0.00% | 0.00% | 89.47% | 0.00% |
| December 2016 | 90 | 106 | 83 | 1.39 | 2.06 | 0.00% | 21.70% | 98.11% | 0.00% |
| TOTAL | 350 | 414 | 356 | 1.81 | 11.69 | 0.28% | 7.25% | 88.65% | 1.21% |

Complaints Received = The number of individual complaint forms that were submitted.

Issues Received = The total number of issues within those individual complaint forms. Several complaint forms will have multiple issues.

Business days are used to calculate days between receipt to initial contact while calendar days used to calculate days between receipt to resolution.