

# COGCC 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 2015	29	38	38	1.37	8.05	5.26%	7.89%	84.21%	13.16%
February 2015	19	24	24	1.25	16.67	8.33%	0.00%	70.83%	12.50%
March 2015	41	57	57	1.63	18.35	0.00%	0.00%	91.23%	0.00%
April 2015	20	23	23	1.48	32.96	4.35%	4.35%	95.65%	0.00%
May 2015	24	36	35	1.52	50.46	5.71%	2.78%	94.44%	0.00%
June 2015	24	28	28	2.43	13.96	0.00%	0.00%	96.43%	0.00%
July 2015	29	37	37	1.32	21.62	2.70%	5.41%	86.49%	2.70%
August 2015	18	20	19	1.37	23.47	0.00%	5.00%	100.00%	0.00%
September 2015	27	31	29	3.23	26.07	6.90%	0.00%	80.65%	12.90%
October 2015	30	35	32	1.94	36.91	0.00%	11.43%	74.29%	2.86%
November 2015	15	19	16	1.69	33.06	0.00%	5.26%	78.95%	21.05%
December 2015	53	81	80	7.66	50.18	5.00%	1.23%	44.44%	0.00%
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	40	3.69	18.60	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	25	2.17	45.00	0.00%	3.33%	70.00%	0.00%
July 2016	16	21	20	1.05	8.75	0.00%	4.76%	71.43%	0.00%
August 2016	39	42	36	1.19	13.81	0.00%	2.38%	78.57%	4.76%
September 2016	19	23	22	1.11	14.77	4.55%	0.00%	78.26%	8.70%
October 2016	21	23	21	1.00	22.90	0.00%	0.00%	100.00%	0.00%
November 2016	13	19	19	1.28	14.11	0.00%	0.00%	89.47%	0.00%
December 2016	90	106	104	1.52	4.02	0.00%	21.70%	98.11%	0.00%
January 2017	44	49	47	1.30	17.15	0.00%	26.53%	81.63%	0.00%
February 2017	72	81	81	4.44	7.62	0.00%	23.46%	97.53%	1.23%
March 2017	44	57	54	1.20	7.33	0.00%	21.05%	89.47%	0.00%
April 2017	32	37	31	1.48	5.55	0.00%	16.22%	97.30%	0.00%
May 2017	186	209	206	1.16	12.21	0.49%	0.00%	94.74%	0.00%
June 2017	129	143	138	1.20	11.12	0.00%	2.10%	96.50%	0.00%
July 2017	64	75	67	1.00	11.73	0.00%	4.00%	98.67%	0.00%
August 2017	203	219	209	1.02	3.77	0.00%	0.91%	99.54%	0.00%
September 2017	211	247	241	1.00	4.21	0.00%	1.21%	99.60%	0.00%
October 2017	234	262	259	1.06	3.66	0.00%	0.76%	100.00%	0.00%
November 2017	81	88	83	1.09	6.02	0.00%	2.27%	98.86%	0.00%
December 2017	43	52	45	1.00	10.07	0.00%	1.92%	100.00%	0.00%
January 2018	60	70	43	1.00	6.56	2.33%	4.29%	98.57%	0.00%

5/11/2018

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February 2018	52	60	54	1.12	6.91	0.00%	13.33%	100.00%	0.00%
March 2018	47	50	34	13.25	3.26	0.00%	4.00%	98.00%	0.00%
April 2018	47	49	31	2.18	5.23	0.00%	6.12%	97.96%	0.00%
May 2018	28	28	7	2.00	1.00	0.00%	0.00%	100.00%	0.00%
TOTAL	2256	2619	2442	1.76	12.15	0.74%	4.81%	93.17%	0.92%

# 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.