COGCC 2016-2017 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	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	20	1.00	24.00	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	103	1.52	3.88	0.00%	21.70%	98.11%	0.00%
January 2017	44	49	43	1.68	17.72	0.00%	26.53%	81.63%	0.00%
February 2017	72	81	77	2.36	6.34	0.00%	23.46%	97.53%	1.23%
March 2017	44	57	47	1.22	5.23	0.00%	21.05%	89.47%	0.00%
April 2017	32	37	27	1.50	5.52	0.00%	16.22%	97.30%	0.00%
May 2017	185	208	204	1.16	9.47	0.49%	0.00%	94.71%	0.00%
June 2017	129	143	130	1.20	4.70	0.00%	2.10%	96.50%	0.00%
July 2017	64	75	35	1.00	5.57	0.00%	4.00%	98.67%	0.00%
August 2017	203	219	8	1.02	2.13	0.00%	0.91%	99.54%	0.00%
TOTAL	1123	1283	963	1.43	10.59	0.31%	6.86%	93.53%	0.47%

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.