

COGCC 2015 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	34	1.52	32.06	5.88%	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	36	1.32	22.19	2.78%	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	30	1.94	39.30	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%
TOTAL	329	429	414	2.87	28.29	3.38%	3.26%	78.79%	4.20%

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.