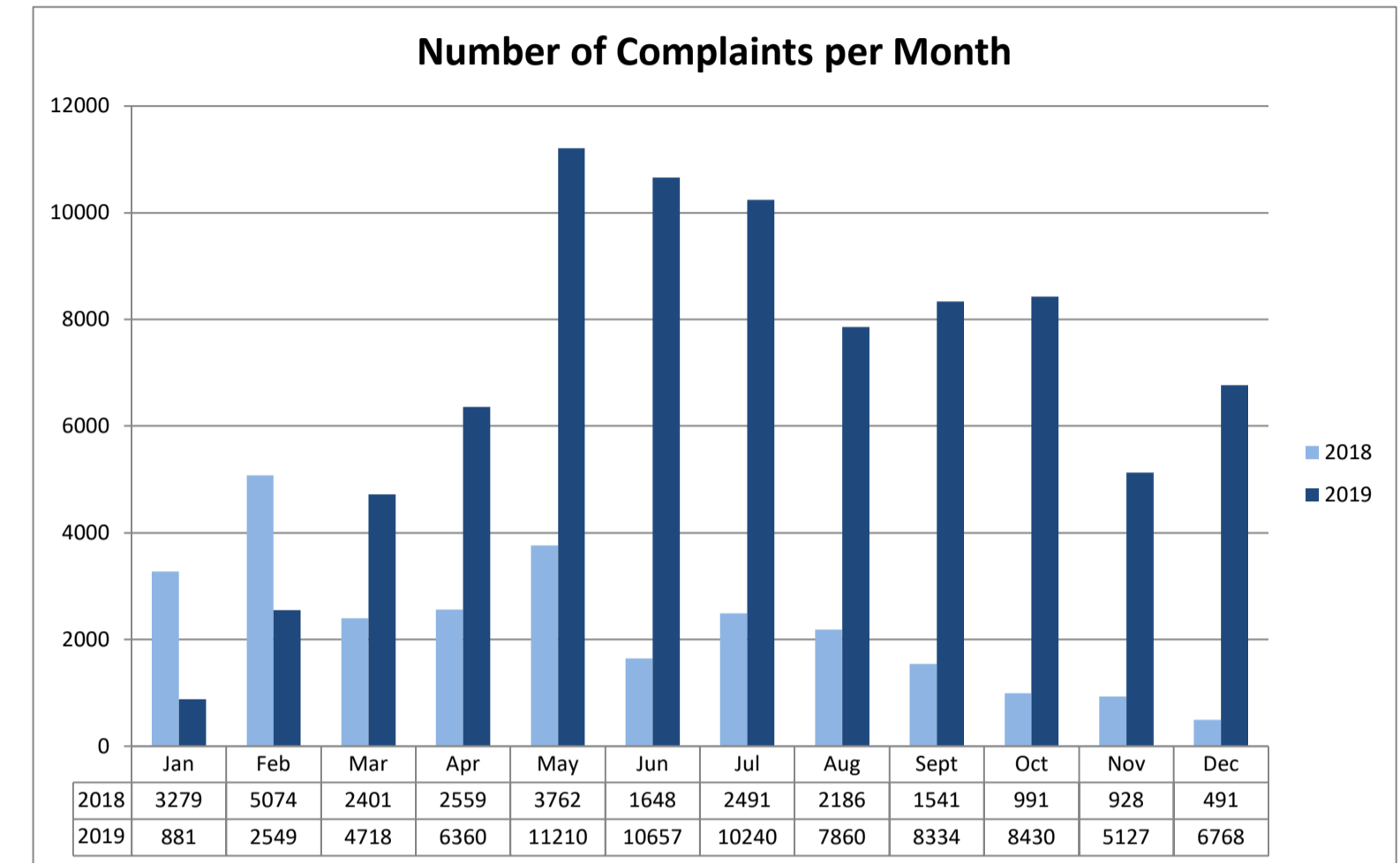


CLT Complaint Statistics

	1st of month to 1st of month		Jan 1 to 1st of month	
2019	2019 Complaints	2018 Complaints	Total 2019 Complainants (cumulative)	2018 Complainants
Jan	881	3279	67	73
Feb	2549	5074	95	165
Mar	4718	2401	122	205
Apr	6360	2559	168	258
May	11210	3762	198	392
Jun	10657	1648	229	427
Jul	10240	2491	242	445
Aug	7860	2186	259	470
Sept	8334	1541	296	506
Oct	8430	991	320	539
Nov	5127	928	327	589
Dec	6768	491	343	597
TOTAL	83134	27351	343	597



	Total	Top 25 Callers	Percent	Top 1 Caller	Percent
Jan	881	820	93%	292	33%
Feb	3430	3266	95%	761	22%
Mar	8148	7804	96%	2171	27%
Apr	14508	13922	96%	3386	23%
May	25718	24625	96%	8374	33%
Jun	36375	34902	96%	11392	31%
Jul	46615	44920	96%	13881	30%
Aug	54475	52454	96%	14758	27%
Sept	62809	60315	96%	15263	24%
Oct	71239	68310	96%	17195	24%
Nov	76366	73285	96%	17716	23%
Dec	83134	79889	96%	19802	24%

