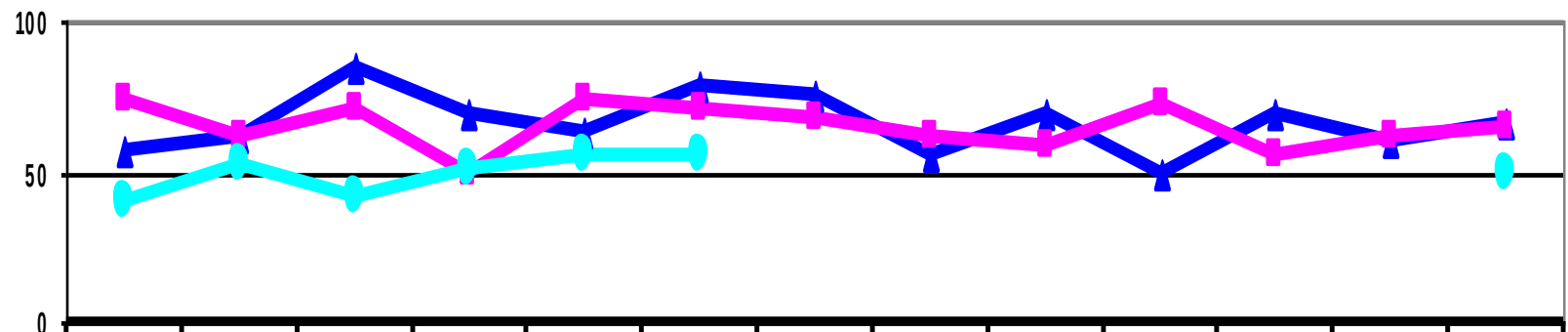


Employment Discrimination Bureau

Monthly Performance Measures September 2011

COMPLAINTS RECEIVED

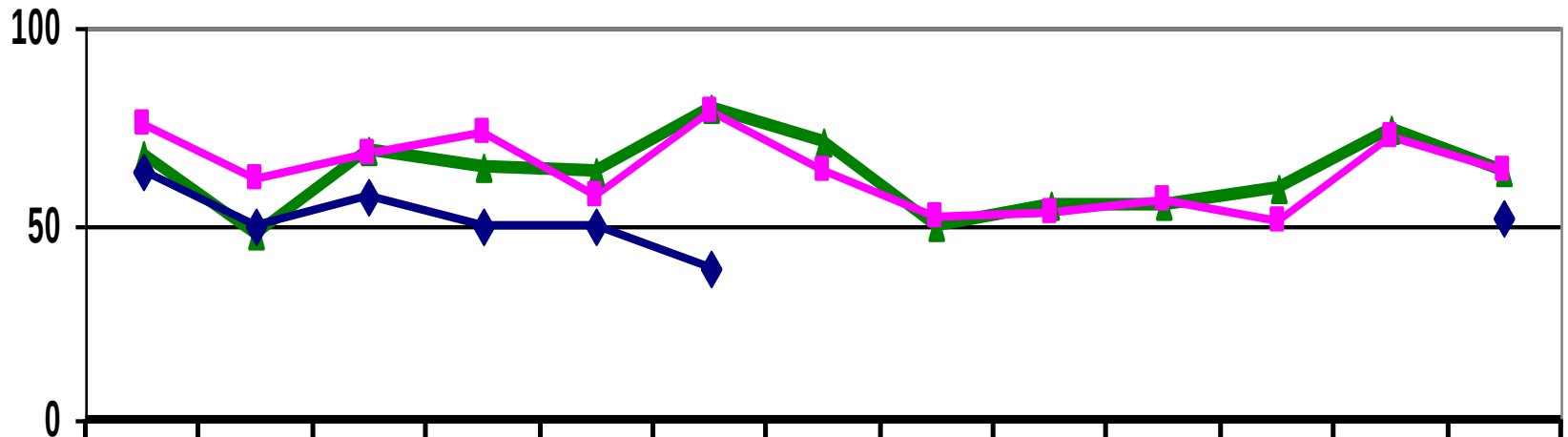
Rating Period 2009 - 2011



	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	AVG
2009	57	61	84	70	63	78	76	56	70	49	69	60	66
2010	74	61	71	49	74	71	67	62	59	72	55	62	65
2011	40	52	41	51	55	56							49

COMPLAINTS COMPLETED

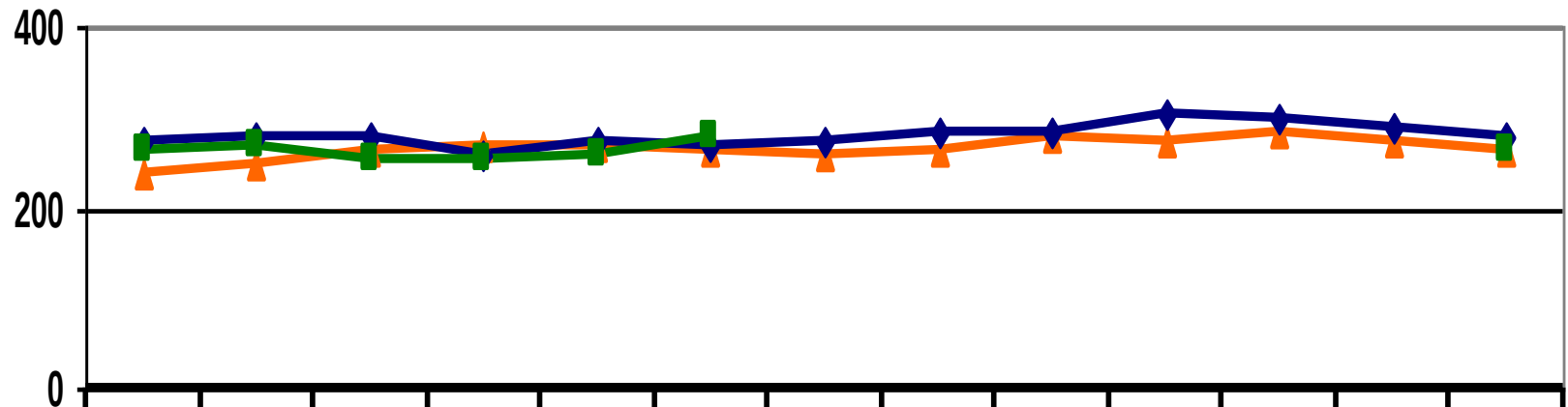
Rating Period 2009 - 2011



	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	AVG
2009	68	47	69	65	63	80	71	50	55	55	59	74	63.0
2010	75	61	68	73	57	78	63	52	53	56	51	72	63.3
2011	63	50	57	49	49	39							51.2

MONTHLY INVENTORY

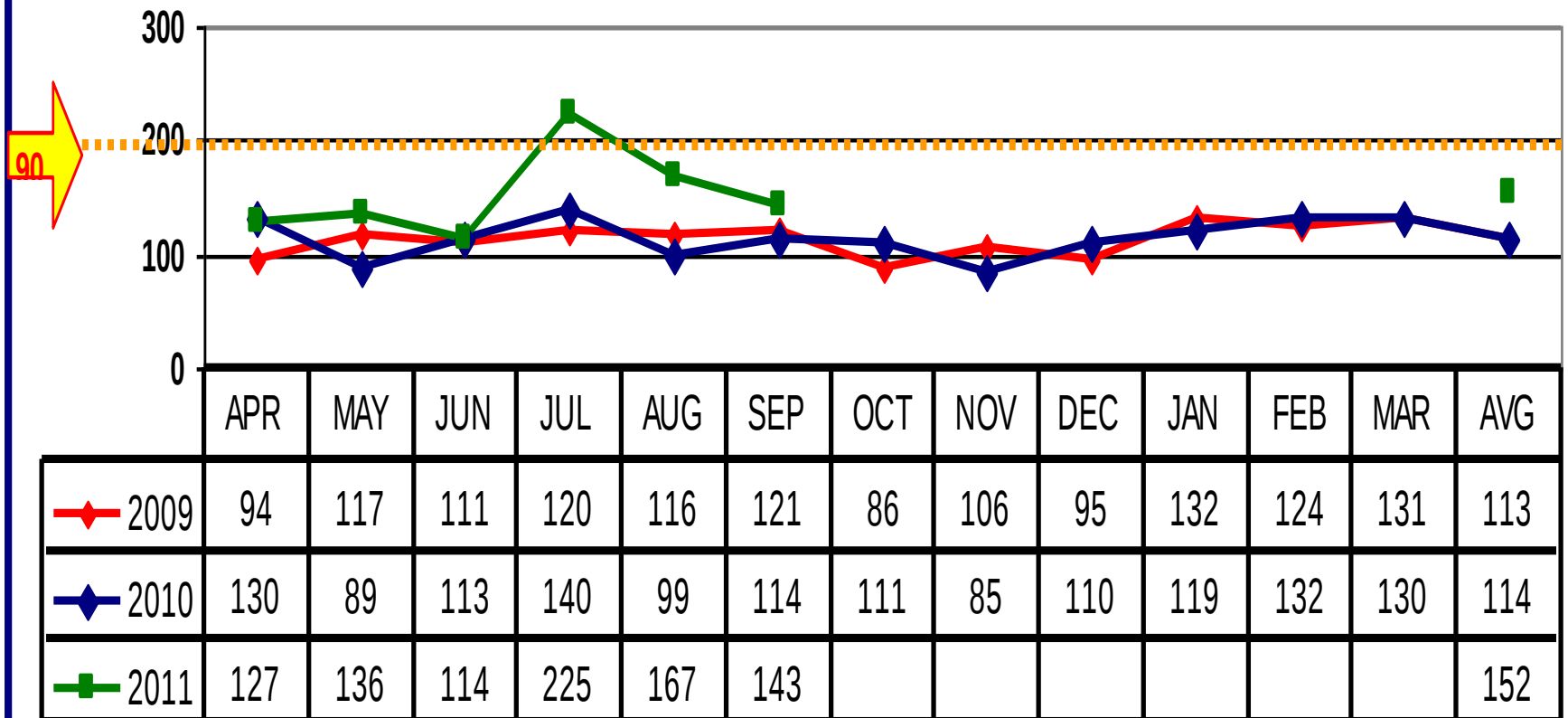
Rating Period 2009 - 2011



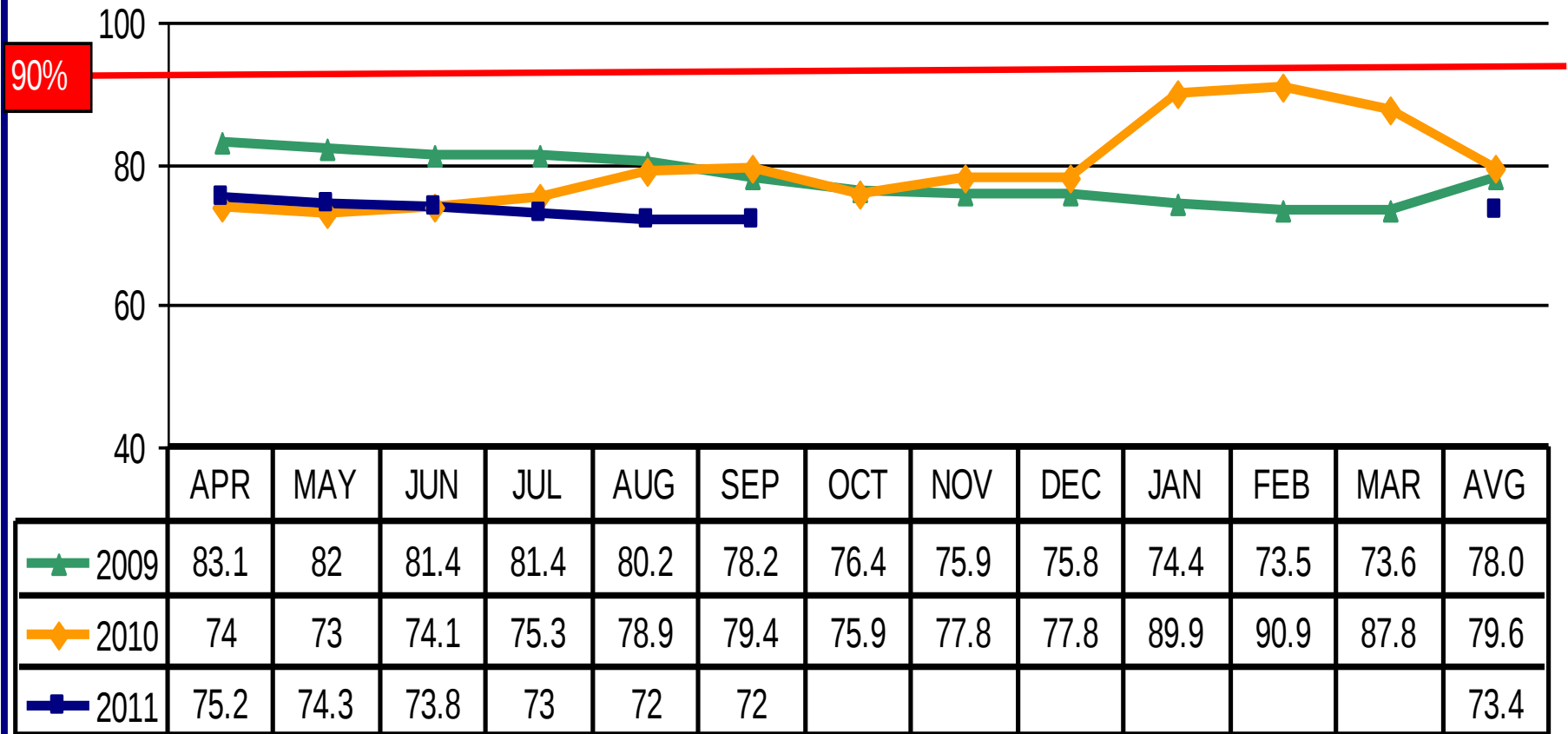
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	AVG
2009	237	250	263	268	268	263	257	263	279	272	282	275	264.8
2010	275	278	280	257	274	267	272	282	285	304	301	288	280.3
2011	265	267	251	253	259	276							261.8

AVERAGE DAYS COMPLAINT TO DETERMINATION

Rating Period 2009 - 2011



PERCENT CLOSED IN 90 DAYS
Rating Period 2009 -2011



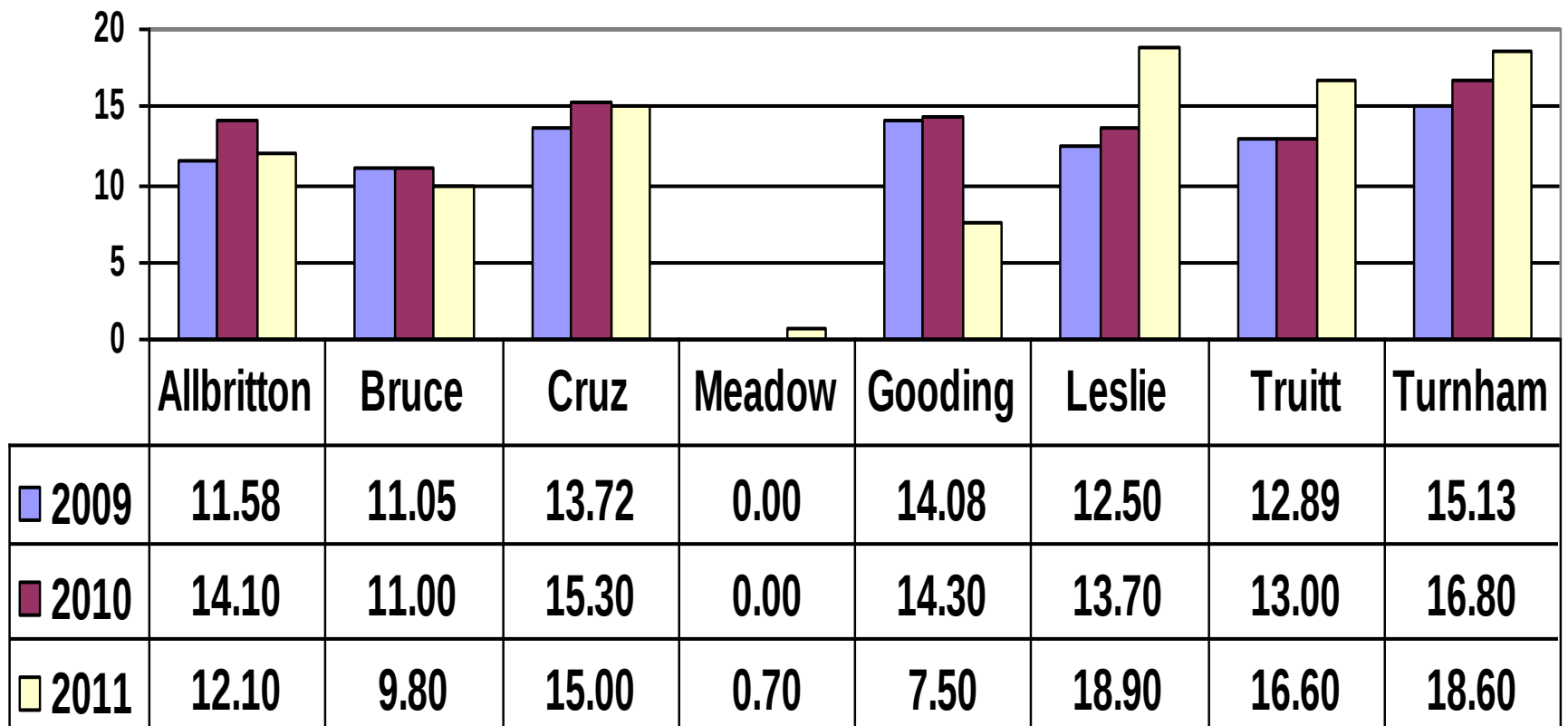
15%

The chart displays monthly sales data for three years. The y-axis represents sales in million dollars, ranging from 0 to 30. A horizontal orange line at 15 million represents the target. The x-axis shows months from April to March, with a 'YEA' (Year) column for annual totals. The legend indicates: 2009 (green line with square markers), 2010 (blue line with diamond markers), and 2011 (red line with circle markers).

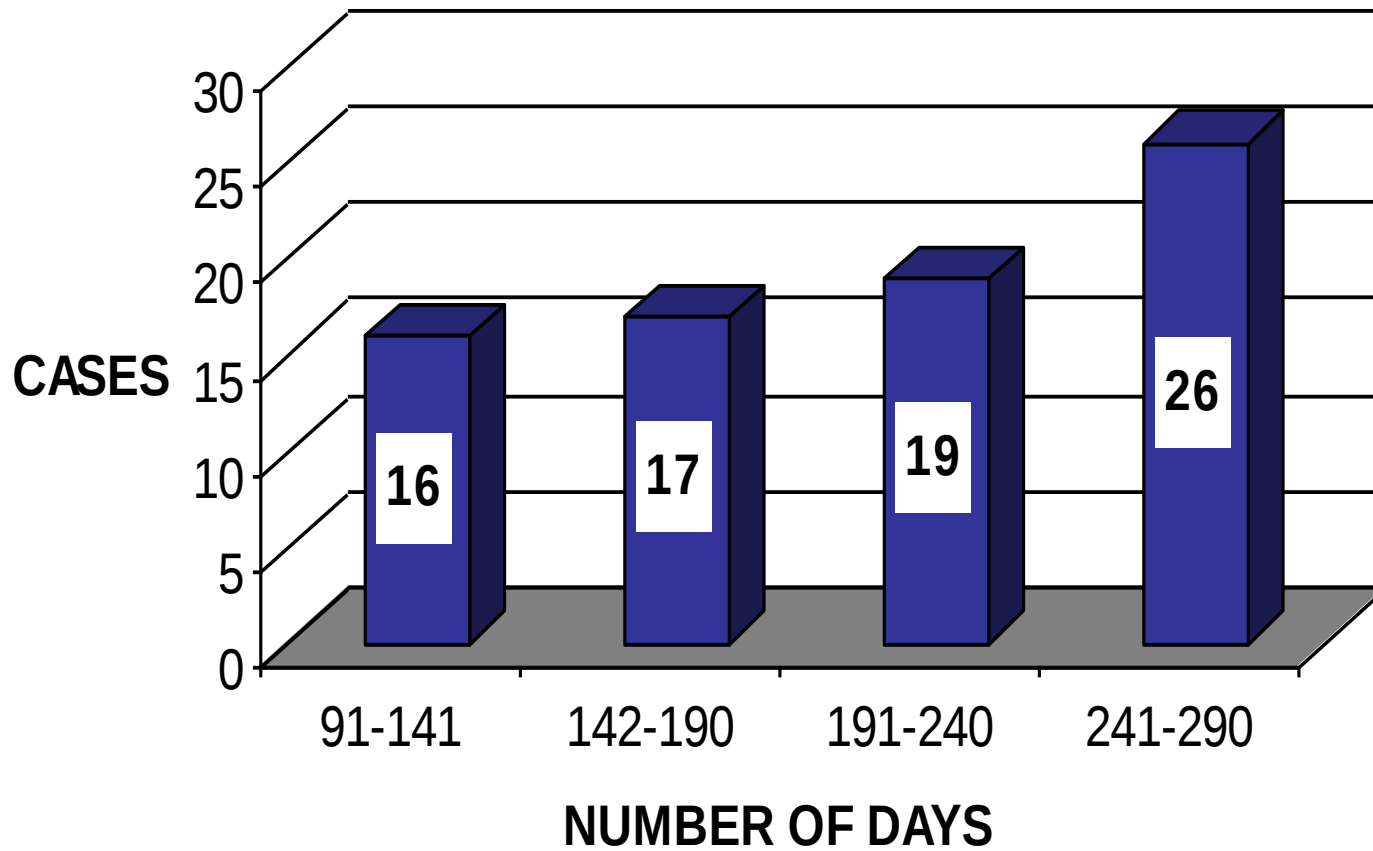
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	YEA
2009	10.3	23.4	18.8	12.3	19.4	19.7	4.2	10	16.4	3.6	13.6	8.1	14.9
2010	10.7	11.5	13.2	13.7	8.8	9	11.4	11.6	13.2	11.2	11.5	5.6	11.0
2011	7.9	10	8.8	14.3	18.4	23.1							13.8

PERCENT OF CASES COMPLETED BY INVESTIGATOR

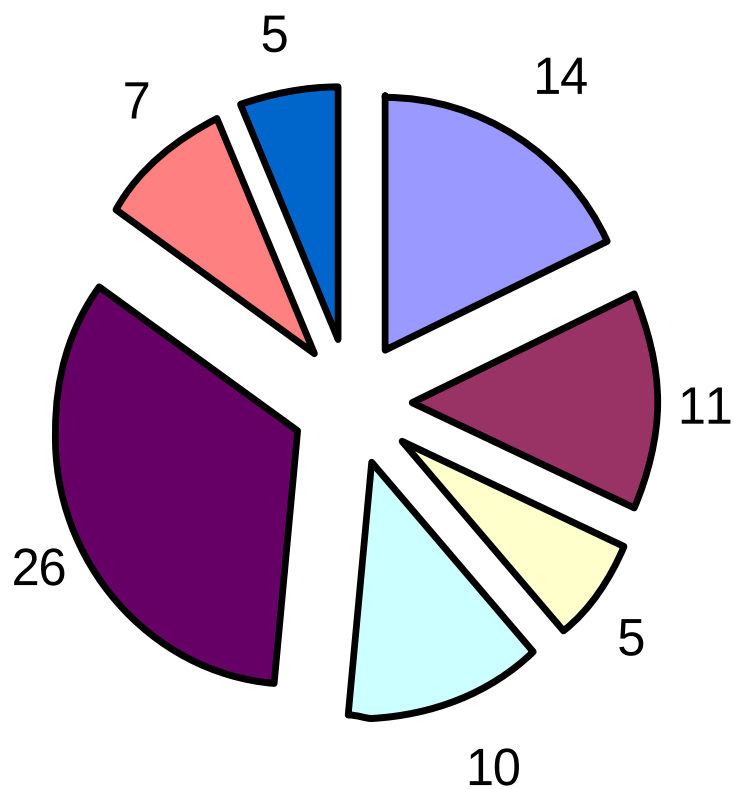
Rating Period 2009 - 2011



CASES OVER 90 DAYS



Categories for Cases Over 90 Days



- Attorney
- Mediation/Settlement
- Legal/Administrative Review
- Worker's Compensation
- Final Investigative Report
- Reassignment
- Other

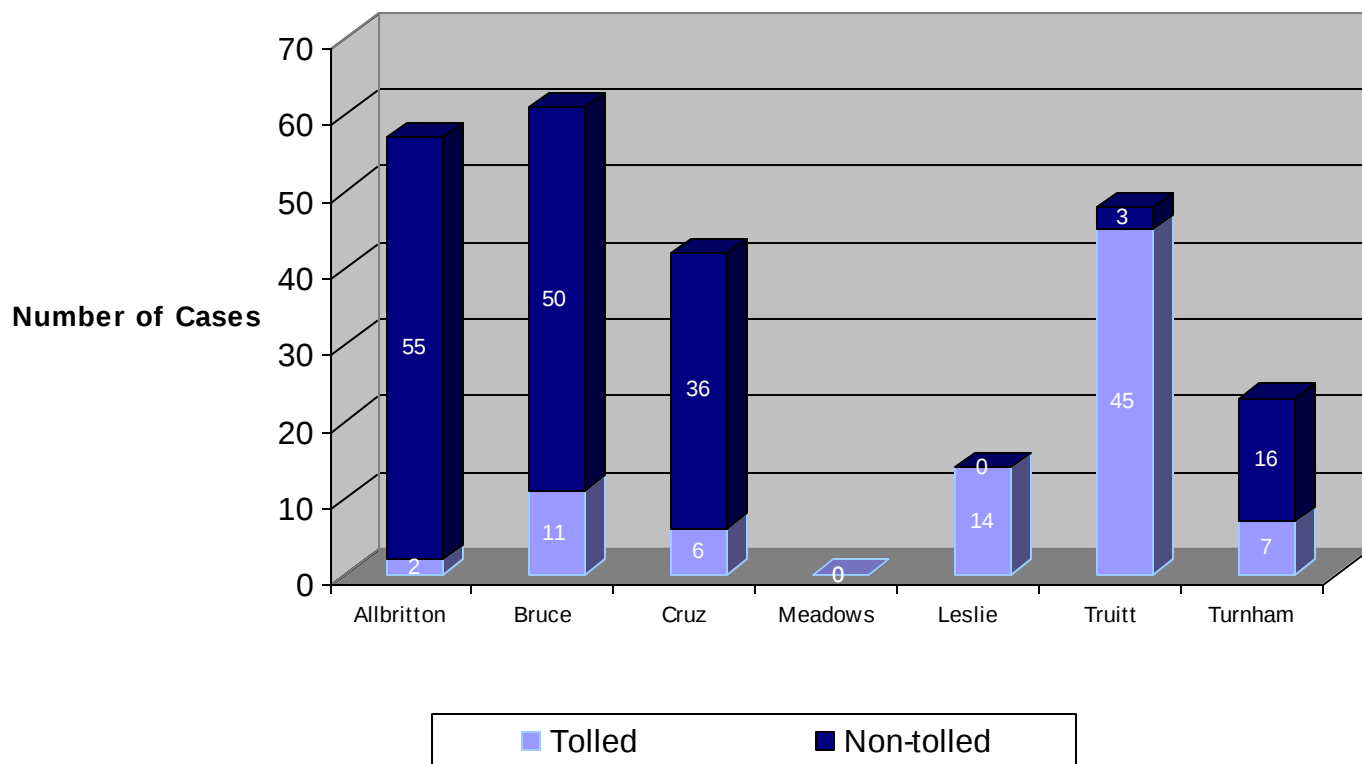
[illegible]

The line graph displays three data series over a 12-month period and a yearly average. The Green series starts at approximately 28.5 in April, peaks at 34.5 in October, and ends at 29.5 in March. The Red series starts at 27.5 in April, peaks at 31.5 in September, and ends at 28.0 in March. The Blue series starts at 24.0 in April, peaks at 31.5 in May, and ends at 26.0 in June. The yearly average for each series is approximately 28.5 for Green, 28.0 for Red, and 26.0 for Blue.

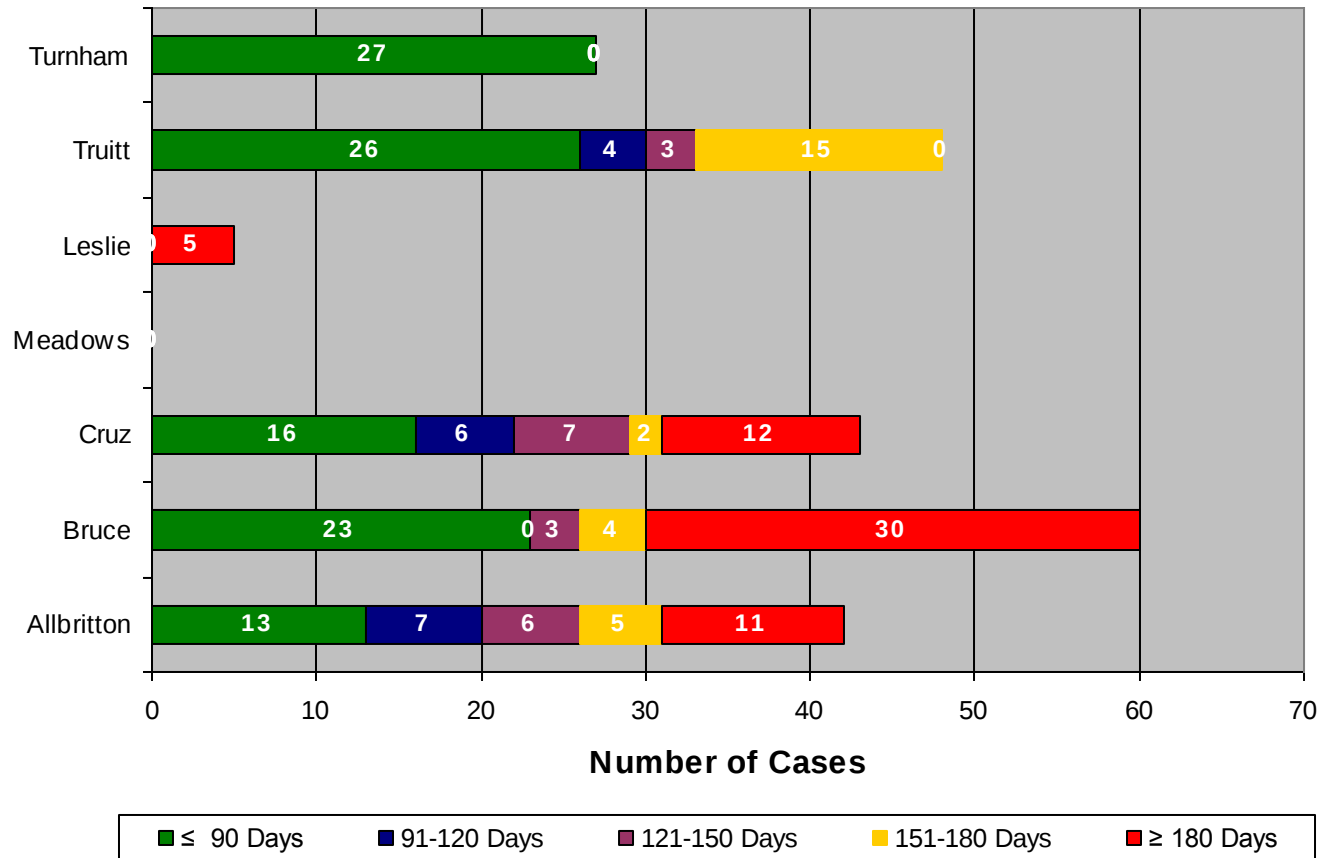
Month	Green	Red	Blue
APR	28.5	27.5	24.0
MAY	31.5	27.5	31.5
JUN	27.5	30.0	26.0
JUL	25.5	28.5	
AUG	28.5	30.0	
SEP	30.5	31.5	
OCT	34.5	29.5	
NOV	25.0	24.5	
DEC	25.0	25.5	
JAN	32.0	23.5	
FEB	31.0	27.0	
MAR	33.0	31.0	
YEAR	28.5	28.0	26.0

[illegible]

NUMBER of TOLLED & NON-TOLLED CASES

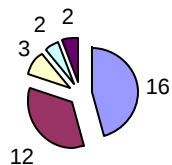


AGE of CASES by Individual Investigator



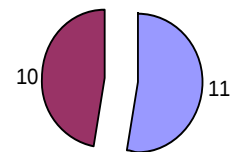
90 Day Explanation by Investigator

Dennis Bruce - Over 90 Days



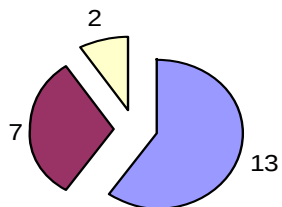
■ Final Investigative Report ■ Investigations
■ Other ■ Training
■ Mediations/Settlement

Jeri Cruz - Over 90 Days



■ Final Investigative Report ■ Investigations

Elen Allbritton - Over 90 Days



■ Final Investigative Report ■ Investigations ■ Other