

**Equal Employment Opportunity Data  
Posted  
Pursuant to the No Fear Act:  
Department of Homeland Security  
1st Quarter 2016 for period ending  
December 31, 2015**

| Complaint Activity         | Comparative Data          |      |      |      |      |               |
|----------------------------|---------------------------|------|------|------|------|---------------|
|                            | Previous Fiscal Year Data |      |      |      |      | 2016Thru12-31 |
|                            | 2011                      | 2012 | 2013 | 2014 | 2015 |               |
| Number of Complaints Filed | 1297                      | 1211 | 1212 | 1223 | 1270 | 315           |
| Number of Complainants     | 294                       | 245  | 229  | 207  | 226  | 313           |
| Repeat Filers              | 28                        | 14   | 16   | 10   | 9    | 2             |

| Complaints by Basis  | Comparative Data          |      |      |      |      |               |
|--|---------------------------|------|------|------|------|---------------|
|  | Previous Fiscal Year Data |      |      |      |      | 2016Thru12-31 |
| <i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.</i> | 2011                      | 2012 | 2013 | 2014 | 2015 |               |
| Race   | 460                       | 413  | 454  | 382  | 444  | 102           |
| Color  | 137                       | 147  | 156  | 137  | 177  | 34            |
| Religion   | 63                        | 53   | 58   | 64   | 65   | 8             |
| Reprisal   | 603                       | 562  | 584  | 580  | 597  | 138           |
| Sex  | 474                       | 451  | 457  | 437  | 459  | 104           |
| PDA  | 2                         | 7    | 8    | 7    | 23   | 5             |

|  |                                  |             |             |             |             |                      |
|--|----------------------------------|-------------|-------------|-------------|-------------|----------------------|
| National Origin  | 222                              | 223         | 193         | 191         | 193         | 51                   |
| Equal Pay Act  | 4                                | 2           | 3           | 12          | 8           | 0                    |
| Age  | 430                              | 401         | 424         | 381         | 410         | 97                   |
| Disability   | 328                              | 288         | 274         | 311         | 328         | 72                   |
| Genetics   | 4                                | 2           | 6           | 6           | 5           | 2                    |
| Non-EEO  | 85                               | 72          | 80          | 89          | 83          | 16                   |
| <b>Complaints by Issue</b>   | <b>Comparative Data</b>          |             |             |             |             |                      |
|  | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2016Thru12-31</b> |
| <i>Note: Complaints can be filed alleging multiple bases. The sum of the bases may not equal total complaints filed.</i> | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |                      |
| Appointment/Hire   | 80                               | 67          | 68          | 60          | 84          | 19                   |
| Assignment of Duties   | 103                              | 104         | 99          | 117         | 143         | 31                   |
| Awards   | 25                               | 20          | 21          | 15          | 20          | 3                    |
| Conversion to Full-time  | 2                                | 1           | 1           | 2           | 0           | 2                    |
| <b>Disciplinary Action</b>   |                                  |             |             |             |             |                      |
| Demotion   | 12                               | 18          | 8           | 9           | 6           | 0                    |
| Reprimand  | 88                               | 73          | 77          | 57          | 64          | 9                    |
| Suspension   | 74                               | 65          | 63          | 64          | 74          | 18                   |
| Removal  | 31                               | 34          | 24          | 41          | 55          | 7                    |
| Other  | 49                               | 22          | 28          | 61          | 60          | 14                   |
| Duty Hours   | 34                               | 17          | 21          | 20          | 29          | 5                    |
| Evaluation Appraisal   | 98                               | 94          | 81          | 81          | 140         | 14                   |
| Examination/Test   | 6                                | 4           | 10          | 9           | 6           | 4                    |
| <b>Harassment</b>  |                                  |             |             |             |             |                      |
| Non-Sexual   | 476                              | 474         | 498         | 512         | 504         | 120                  |

|  |                                  |             |             |             |             |                      |
|--|----------------------------------|-------------|-------------|-------------|-------------|----------------------|
| Sexual   | 41                               | 36          | 46          | 39          | 34          | 9                    |
| Medical Examination  | 8                                | 12          | 8           | 13          | 22          | 4                    |
| Pay (Including Overtime)   | 39                               | 26          | 34          | 47          | 53          | 6                    |
| Promotion/Non-Selection  | 247                              | 262         | 272         | 171         | 229         | 84                   |
| <b>Reassignment</b>  |                                  |             |             |             |             |                      |
| Denied   | 30                               | 25          | 30          | 23          | 29          | 7                    |
| Directed   | 55                               | 40          | 34          | 47          | 34          | 10                   |
| Reasonable Accommodation   | 64                               | 65          | 59          | 69          | 84          | 22                   |
| Reinstatement  | 7                                | 11          | 3           | 3           | 6           | 2                    |
| Retirement   | 8                                | 9           | 3           | 3           | 6           | 3                    |
| Termination  | 163                              | 86          | 103         | 93          | 88          | 24                   |
| Terms/Conditions of Employment                                   | 220                              | 120         | 106         | 113         | 105         | 34                   |
| Time and Attendance  | 52                               | 56          | 46          | 51          | 72          | 16                   |
| Training   | 33                               | 36          | 31          | 24          | 28          | 10                   |
| Other  | 63                               | 18          | 23          | 33          | 33          | 10                   |
| <b>Processing Time</b>   | <b>Comparative Data</b>          |             |             |             |             |                      |
|  | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2016Thru12-31</b> |
|  | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |                      |
| Complaints pending during fiscal year                            |                                  |             |             |             |             |                      |
| Average number of days in investigation                          | 237.91                           | 233.03      | 238.73      | 260.46      | 259.40      | 269.78               |
| Average number of days in final action                           | 152.34                           | 87.66       | 104.78      | 71.24       | 77.00       | 97.03                |
| Complaint pending during fiscal year where hearing was requested |                                  |             |             |             |             |                      |
| Average number of days in investigation                          | 231.61                           | 230.83      | 232.92      | 253.93      | 258.88      | 248.45               |
| Average number of days in final action                           | 71.68                            | 54.38       | 54.44       | 39.67       | 46.53       | 65.68                |

|  |  |                                  |             |             |             |             |          |          |          |          |          |                      |          |
|--|--|----------------------------------|-------------|-------------|-------------|-------------|----------|----------|----------|----------|----------|----------------------|----------|
| Complaint pending during fiscal year where hearing was not requested |  |                                  |             |             |             |             |          |          |          |          |          |                      |          |
| Average number of days in investigation                              |  | 253.09                           | 237.04      | 248.93      | 273.58      | 260.35      | 281.55   |          |          |          |          |                      |          |
| Average number of days in final action                               |  | 233.00                           | 137.21      | 166.77      | 116.94      | 115.11      | 156.60   |          |          |          |          |                      |          |
| <b>Complaints Dismissed by Agency</b>                                |  | <b>Comparative Data</b>          |             |             |             |             |          |          |          |          |          |                      |          |
|  |  | <b>Previous Fiscal Year Data</b> |             |             |             |             |          |          |          |          |          | <b>2016Thru12-31</b> |          |
|  |  | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |          |          |          |          |          |                      |          |
| Total Complaints Dismissed by Agency                                 |  | 138                              | 155         | 124         | 123         | 90          | 18       |          |          |          |          |                      |          |
| Average days pending prior to dismissal                              |  | 169                              | 130         | 106         | 142         | 158         | 301      |          |          |          |          |                      |          |
| <b>Complaints Withdrawn by Complainants</b>                          |  |                                  |             |             |             |             |          |          |          |          |          |                      |          |
| Total Complaints Withdrawn by Complainants                           |  | 110                              | 139         | 102         | 104         | 120         | 21       |          |          |          |          |                      |          |
| <b>Total Final Agency Actions Finding Discrimination</b>             |  | <b>Comparative Data</b>          |             |             |             |             |          |          |          |          |          |                      |          |
|  |  | <b>Previous Fiscal Year Data</b> |             |             |             |             |          |          |          |          |          | <b>2016Thru12-31</b> |          |
|  |  | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |          |          |          |          |          |                      |          |
|  |  | <b>#</b>                         | <b>%</b>    | <b>#</b>    | <b>%</b>    | <b>#</b>    | <b>%</b> | <b>#</b> | <b>%</b> | <b>#</b> | <b>%</b> | <b>#</b>             | <b>%</b> |
| Total Number Findings  |  | 8                                |             | 15          |             | 19          |          | 13       |          | 14       |          | 7                    |          |
| Without Hearing  |  | 0                                | 0           | 0           | 0           | 0           | 0        | 0        | 0        | 0        | 0        | 0                    | 0        |
| With Hearing   |  | 8                                | 100         | 15          | 100         | 19          | 100      | 13       | 100      | 14       | 100      | 7                    | 100      |
| <b>Findings of Discrimination Rendered by Basis</b>                  |  | <b>Comparative Data</b>          |             |             |             |             |          |          |          |          |          |                      |          |
|  |  | <b>Previous Fiscal Year Data</b> |             |             |             |             |          |          |          |          |          | <b>2016Thru12-31</b> |          |
| <i>Note: Complaints can</i>  |  | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |          |          |          |          |          |                      |          |

| <i>be filed alleging multiple bases. The sum of the bases may not equal total complaints and findings.</i> | # | %  | # | %  | #  | %  | #  | %  | #  | %  | # | %   |
|--|---|----|---|----|----|----|----|----|----|----|---|-----|
| <b>Total Number Findings</b>   | 9 |    | 8 |    | 19 |    | 24 |    | 14 |    | 7 |     |
| Race   | 2 | 22 | 0 | 0  | 4  | 21 | 5  | 21 | 5  | 36 | 2 | 29  |
| Color  | 2 | 22 | 1 | 13 | 1  | 5  | 1  | 4  | 1  | 7  | 0 | 0   |
| Religion   | 1 | 11 | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| Reprisal   | 4 | 44 | 4 | 50 | 10 | 53 | 11 | 46 | 5  | 36 | 5 | 71  |
| Sex  | 1 | 11 | 3 | 38 | 7  | 37 | 11 | 46 | 4  | 29 | 6 | 86  |
| PDA  | 0 | 0  | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| National Origin  | 1 | 11 | 1 | 13 | 2  | 11 | 4  | 17 | 1  | 7  | 4 | 57  |
| Equal Pay Act  | 0 | 0  | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| Age  | 1 | 11 | 2 | 25 | 1  | 5  | 5  | 21 | 8  | 57 | 2 | 29  |
| Disability   | 3 | 33 | 1 | 13 | 6  | 32 | 8  | 33 | 3  | 21 | 2 | 29  |
| Genetics   | 0 | 0  | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| Non-EEO  | 0 | 0  | 1 | 13 | 0  | 0  | 1  | 4  | 1  | 7  | 0 | 0   |
|  |   |    |   |    |    |    |    |    |    |    |   |     |
| <b>Findings After Hearing</b>  | 6 |    | 7 |    | 5  |    | 7  |    | 11 |    | 5 |     |
| Race   | 2 | 33 | 0 | 0  | 1  | 20 | 1  | 14 | 4  | 36 | 2 | 40  |
| Color  | 2 | 33 | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| Religion   | 1 | 17 | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| Reprisal   | 2 | 33 | 4 | 57 | 4  | 80 | 3  | 43 | 5  | 45 | 5 | 100 |
| Sex  | 1 | 17 | 3 | 43 | 2  | 40 | 1  | 14 | 4  | 36 | 4 | 80  |
| PDA  | 0 | 0  | 0 | 0  | 0  | 0  | 0  | 0  | 0  | 0  | 0 | 0   |
| National Origin  | 1 | 17 | 0 | 0  | 1  | 20 | 1  | 14 | 0  | 0  | 3 | 60  |

|   |                                  |    |             |     |             |    |             |    |             |     |                      |     |
|---|----------------------------------|----|-------------|-----|-------------|----|-------------|----|-------------|-----|----------------------|-----|
| Equal Pay Act                                       | 0                                | 0  | 0           | 0   | 0           | 0  | 0           | 0  | 0           | 0   | 0                    | 0   |
| Age   | 1                                | 17 | 2           | 29  | 1           | 20 | 1           | 14 | 5           | 45  | 2                    | 40  |
| Disability  | 2                                | 33 | 1           | 14  | 1           | 20 | 4           | 57 | 2           | 18  | 2                    | 40  |
| Genetics  | 0                                | 0  | 0           | 0   | 0           | 0  | 0           | 0  | 0           | 0   | 0                    | 0   |
| Non-EEO   | 0                                | 0  | 1           | 14  | 0           | 0  | 0           | 0  | 1           | 9   | 0                    | 0   |
|   |                                  |    |             |     |             |    |             |    |             |     |                      |     |
| <b>Findings Without Hearing</b>                     | 3                                |    | 1           |     | 14          |    | 17          |    | 3           |     | 2                    |     |
| Race  | 0                                | 0  | 0           | 0   | 3           | 21 | 4           | 24 | 1           | 33  | 0                    | 0   |
| Color   | 0                                | 0  | 1           | 100 | 1           | 7  | 1           | 6  | 1           | 33  | 0                    | 0   |
| Religion  | 0                                | 0  | 0           | 0   | 0           | 0  | 0           | 0  | 0           | 0   | 0                    | 0   |
| Reprisal  | 2                                | 67 | 0           | 0   | 6           | 43 | 8           | 47 | 0           | 0   | 0                    | 0   |
| Sex   | 0                                | 0  | 0           | 0   | 5           | 36 | 10          | 59 | 0           | 0   | 2                    | 100 |
| PDA   | 0                                | 0  | 0           | 0   | 0           | 0  | 0           | 0  | 0           | 0   | 0                    | 0   |
| National Origin                                     | 0                                | 0  | 1           | 100 | 1           | 7  | 3           | 18 | 1           | 33  | 1                    | 50  |
| Equal Pay Act                                       | 0                                | 0  | 0           | 0   | 0           | 0  | 0           | 0  | 0           | 0   | 0                    | 0   |
| Age   | 0                                | 0  | 0           | 0   | 0           | 0  | 4           | 24 | 3           | 100 | 0                    | 0   |
| Disability  | 1                                | 33 | 0           | 0   | 5           | 36 | 4           | 24 | 1           | 33  | 0                    | 0   |
| Genetics  | 0                                | 0  | 0           | 0   | 0           | 0  | 0           | 0  | 0           | 0   | 0                    | 0   |
| Non-EEO   | 0                                | 0  | 0           | 0   | 0           | 0  | 1           | 6  | 0           | 0   | 0                    | 0   |
| <b>Findings of Discrimination Rendered by Issue</b> | <b>Comparative Data</b>          |    |             |     |             |    |             |    |             |     |                      |     |
|   | <b>Previous Fiscal Year Data</b> |    |             |     |             |    |             |    |             |     | <b>2016Thru12-31</b> |     |
|   | <b>2011</b>                      |    | <b>2012</b> |     | <b>2013</b> |    | <b>2014</b> |    | <b>2015</b> |     |                      |     |
|   | #                                | %  | #           | %   | #           | %  | #           | %  | #           | %   | #                    | %   |
| <b>Total Number Findings</b>                        | 9                                |    | 8           |     | 19          |    | 24          |    | 14          |     | 7                    |     |
| Appointment/Hire                                    | 1                                | 11 | 0           | 0   | 1           | 5  | 2           | 8  | 0           | 0   | 0                    | 0   |



|                                |   |    |   |    |   |    |   |    |    |    |   |    |
|--------------------------------|---|----|---|----|---|----|---|----|----|----|---|----|
| Termination                    | 2 | 22 | 1 | 13 | 1 | 5  | 3 | 13 | 2  | 14 | 0 | 0  |
| Terms/Conditions of Employment | 2 | 22 | 0 | 0  | 3 | 16 | 2 | 8  | 3  | 21 | 0 | 0  |
| Time and Attendance            | 0 | 0  | 0 | 0  | 1 | 5  | 1 | 4  | 1  | 7  | 0 | 0  |
| Training                       | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 2  | 14 | 0 | 0  |
| Other - User Defined           | 0 | 0  | 1 | 13 | 1 | 5  | 1 | 4  | 0  | 0  | 0 | 0  |
|                                |   |    |   |    |   |    |   |    |    |    |   |    |
| <b>Findings After Hearing</b>  | 6 |    | 7 |    | 5 |    | 7 |    | 11 |    | 5 |    |
| Appointment/Hire               | 0 | 0  | 0 | 0  | 0 | 0  | 1 | 14 | 0  | 0  | 0 | 0  |
| Assignment of Duties           | 0 | 0  | 1 | 14 | 0 | 0  | 1 | 14 | 2  | 18 | 1 | 20 |
| Awards                         | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 1 | 20 |
| Conversion to Full-time        | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |
| Disciplinary Action            |   |    |   |    |   |    |   |    |    |    |   |    |
| Demotion                       | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |
| Reprimand                      | 0 | 0  | 0 | 0  | 1 | 20 | 0 | 0  | 1  | 9  | 0 | 0  |
| Suspension                     | 0 | 0  | 0 | 0  | 1 | 20 | 1 | 14 | 1  | 9  | 0 | 0  |
| Removal                        | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |
| Other                          | 0 | 0  | 0 | 0  | 0 | 0  | 1 | 14 | 0  | 0  | 1 | 20 |
| Duty Hours                     | 1 | 17 | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |
| Evaluation Appraisal           | 0 | 0  | 1 | 14 | 0 | 0  | 0 | 0  | 1  | 9  | 0 | 0  |
| Examination/Test               | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |
| Harassment                     |   |    |   |    |   |    |   |    |    |    |   |    |
| Non-Sexual                     | 1 | 17 | 1 | 14 | 1 | 20 | 3 | 43 | 6  | 55 | 2 | 40 |
| Sexual                         | 0 | 0  | 0 | 0  | 1 | 20 | 1 | 14 | 1  | 9  | 1 | 20 |
| Medical Examination            | 0 | 0  | 0 | 0  | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |
| Pay (Including Overtime)       | 0 | 0  | 1 | 14 | 0 | 0  | 0 | 0  | 0  | 0  | 0 | 0  |





|  |   |    |   |                                  |             |             |             |             |                      |    |   |    |
|--|---|----|---|----------------------------------|-------------|-------------|-------------|-------------|----------------------|----|---|----|
| Duty Hours   | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Evaluation Appraisal   | 0 | 0  | 0 | 0                                | 1           | 7           | 1           | 6           | 0                    | 0  | 0 | 0  |
| Examination/Test   | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Harassment   |   |    |   |                                  |             |             |             |             |                      |    |   |    |
| Non-Sexual   | 0 | 0  | 1 | 100                              | 8           | 57          | 8           | 47          | 1                    | 33 | 1 | 50 |
| Sexual   | 0 | 0  | 0 | 0                                | 0           | 0           | 2           | 12          | 0                    | 0  | 0 | 0  |
| Medical Examination  | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Pay (Including Overtime)   | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Promotion/Non-Selection  | 0 | 0  | 0 | 0                                | 1           | 7           | 4           | 24          | 2                    | 67 | 1 | 50 |
| Reassignment   |   |    |   |                                  |             |             |             |             |                      |    |   |    |
| Denied   | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Directed   | 0 | 0  | 0 | 0                                | 0           | 0           | 3           | 18          | 0                    | 0  | 0 | 0  |
| Reasonable Accommodation   | 0 | 0  | 0 | 0                                | 1           | 7           | 1           | 6           | 0                    | 0  | 0 | 0  |
| Reinstatement  | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Retirement   | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 0                    | 0  | 0 | 0  |
| Termination  | 1 | 33 | 0 | 0                                | 1           | 7           | 2           | 12          | 0                    | 0  | 0 | 0  |
| Terms/Conditions of Employment                                     | 0 | 0  | 0 | 0                                | 2           | 14          | 2           | 12          | 0                    | 0  | 0 | 0  |
| Time and Attendance  | 0 | 0  | 0 | 0                                | 1           | 7           | 0           | 0           | 1                    | 33 | 0 | 0  |
| Training   | 0 | 0  | 0 | 0                                | 0           | 0           | 0           | 0           | 2                    | 67 | 0 | 0  |
| Other - User Defined   | 0 | 0  | 0 | 0                                | 1           | 7           | 1           | 6           | 0                    | 0  | 0 | 0  |
| <b>Pending Complaints Filed in Previous Fiscal Years by Status</b> |   |    |   | <b>Comparative Data</b>          |             |             |             |             |                      |    |   |    |
|  |   |    |   | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2016Thru12-31</b> |    |   |    |
|  |   |    |   | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |                      |    |   |    |
| Total complaints from previous                                     |   |    |   | 728                              | 934         | 936         | 1119        | 1406        | 2326                 |    |   |    |

|   |                                  |             |             |             |             |                      |
|---|----------------------------------|-------------|-------------|-------------|-------------|----------------------|
| Fiscal Years  |                                  |             |             |             |             |                      |
| Total Complainants  | 676                              | 853         | 879         | 1050        | 1315        | 2141                 |
| <b>Number complaints pending</b>                                    |                                  |             |             |             |             |                      |
| Investigation   | 48                               | 90          | 115         | 103         | 198         | 765                  |
| ROI issued, pending Complainant's action                            | 6                                | 6           | 12          | 8           | 9           | 64                   |
| Hearing   | 548                              | 666         | 707         | 912         | 1058        | 1282                 |
| Final Agency Action   | 109                              | 154         | 103         | 98          | 141         | 162                  |
| Appeal with EEOC Office of Federal Operations                       | 248                              | 291         | 371         | 405         | 369         | 366                  |
| <b>Complaint Investigations</b>                                     | <b>Comparative Data</b>          |             |             |             |             |                      |
|   | <b>Previous Fiscal Year Data</b> |             |             |             |             | <b>2016Thru12-31</b> |
|   | <b>2011</b>                      | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> |                      |
| Pending Complaints Where Investigations Exceed Required Time Frames | 188                              | 189         | 209         | 161         | 286         | 362                  |