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|  | Equal Employment Opportunity Data Posted Pursuant to the No Fear Act:   Internal Revenue Service (IRS)For 1st Quarter 2013 for period ending December 31, 2012  | **Complaint Activity** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **2008** | **2009** | **2010** | **2011** | **2012** | | Number of Complaints Filed | 361 | 263 | 314 | 305 | 305 | 75 | | Number of Complainants | 339 | 238 | 298 | 257 | 274 | 73 | | Repeat Filers | 21 | 22 | 15 | 32 | 25 | 2 |  | **Complaints by Basis** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **Note: Complaints can be filed alleging multiple bases.The sum of the bases may not equal total complaints filed.** | **2008** | **2009** | **2010** | **2011** | **2012** | | Race | 151 | 97 | 140 | 103 | 118 | 32 | | Color | 19 | 11 | 18 | 11 | 21 | 3 | | Religion | 23 | 7 | 14 | 18 | 7 | 3 | | Reprisal | 151 | 127 | 143 | 137 | 151 | 37 | | Sex | 124 | 87 | 90 | 85 | 82 | 14 | | National Origin | 34 | 20 | 19 | 20 | 30 | 1 | | Equal Pay Act | 2 | 0 | 0 | 0 | 0 | 0 | | Age | 109 | 82 | 84 | 64 | 66 | 20 | | Disability | 90 | 69 | 88 | 93 | 124 | 24 | | Non-EEO | 29 | 11 | 14 | 18 | 11 | 3 |  | **Complaints by Issue** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **Note: Complaints can be filed alleging multiple bases.The sum of the bases may not equal total complaints filed.** | **2008** | **2009** | **2010** | **2011** | **2012** | | Appointment/Hire | 13 | 10 | 14 | 4 | 7 | 5 | | Assignment of Duties | 36 | 33 | 35 | 37 | 40 | 10 | | Awards | 8 | 6 | 6 | 8 | 6 | 3 | | Conversion to Full-time | 2 | 0 | 0 | 1 | 0 | 0 | | **Disciplinary Action** | | | | | | | | Demotion | 4 | 1 | 0 | 5 | 3 | 0 | | Reprimand | 15 | 9 | 16 | 10 | 11 | 5 | | Suspension | 7 | 15 | 18 | 11 | 14 | 2 | | Removal | 4 | 3 | 3 | 4 | 6 | 1 | | Other | 17 | 10 | 9 | 3 | 19 | 4 | | Duty Hours | 9 | 6 | 6 | 3 | 7 | 1 | | Evaluation Appraisal | 69 | 57 | 60 | 72 | 75 | 10 | | Examination/Test | 0 | 0 | 3 | 1 | 2 | 0 | | **Harassment** | | | | | | | | Non-Sexual | 184 | 129 | 150 | 129 | 151 | 40 | | Sexual | 12 | 8 | 4 | 13 | 5 | 2 | | Medical Examination | 2 | 1 | 3 | 2 | 0 | 0 | | Pay (Including Overtime) | 12 | 8 | 13 | 4 | 10 | 1 | | Promotion/Non-Selection | 89 | 62 | 71 | 38 | 38 | 16 | | **Reassignment** | | | | | | | | Denied | 6 | 4 | 10 | 10 | 7 | 0 | | Directed | 13 | 4 | 8 | 2 | 10 | 3 | | Reasonable Accommodation | 23 | 20 | 23 | 30 | 33 | 8 | | Reinstatement | 2 | 0 | 1 | 3 | 1 | 2 | | Retirement | 6 | 3 | 1 | 2 | 1 | 1 | | Termination | 35 | 16 | 49 | 52 | 36 | 5 | | Terms/Conditions of Employment | 37 | 23 | 27 | 38 | 66 | 22 | | Time and Attendance | 29 | 25 | 32 | 43 | 46 | 6 | | Training | 17 | 10 | 25 | 22 | 15 | 3 | | Other | 1 | 1 | 0 | 0 | 0 | 0 |  | **Processing Time** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **2008** | **2009** | **2010** | **2011** | **2012** | | Complaints pending during fiscal year | | | | | | | | Average number of days in investigation | 250.40 | 256.29 | 183.09 | 175.17 | 203.66 | 248.12 | | Average number of days in final action | 56.03 | 57.48 | 54.84 | 32.26 | 36.95 | 38.82 | | Complaint pending during fiscal year where hearing was requested | | | | | | | | Average number of days in investigation | 256.98 | 257.48 | 179.06 | 180.46 | 203.99 | 246.41 | | Average number of days in final action | 7.61 | 6.82 | 7.93 | 5.67 | 5.64 | 6.35 | | Complaint pending during fiscal year where hearing was not requested | | | | | | | | Average number of days in investigation | 237.17 | 254.26 | 193.88 | 162.39 | 203.11 | 249.52 | | Average number of days in final action | 102.27 | 103.59 | 102.92 | 71.92 | 69.85 | 88.60 |  | **Complaints Dismissed by Agency** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **2008** | **2009** | **2010** | **2011** | **2012** | | Total Complaints Dismissed by Agency | 56 | 41 | 39 | 38 | 38 | 13 | | Average days pending prior to dismissal | 268 | 175 | 225 | 127 | 308 | 65 | | **Complaints Withdrawn by Complainants** | | | | | | | | Total Complaints Withdrawn by Complainants | 65 | 36 | 26 | 30 | 23 | 4 |  | **Total Final Agency Actions Finding Discrimination** | **Comparative Data** | | | | | | | | | | | | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | | | | | | **2013Thru12-31** | | | **2008** | | **2009** | | **2010** | | **2011** | | **2012** | | | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | | Total Number Findings | 5 |  | 3 |  | 4 |  | 3 |  | 4 |  | 0 |  | | Without Hearing | 1 | 20 | 1 | 33 | 1 | 25 | 1 | 33 | 3 | 75 | 0 | 0 | | With Hearing | 4 | 80 | 2 | 67 | 3 | 75 | 2 | 67 | 1 | 25 | 0 | 0 |  | **Findings of Discrimination Rendered by Basis** | **Comparative Data** | | | | | | | | | | | | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | | | | | | **2013Thru12-31** | | | **Note: Complaints can be filed alleging multiple bases.The sum of the bases may not equal total complaints and findings.** | **2008** | | **2009** | | **2010** | | **2011** | | **2012** | | | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | | **Total Number Findings** | 5 |  | 3 |  | 4 |  | 3 |  | 4 |  | 0 |  | | Race | 0 | 0 | 0 | 0 | 3 | 75 | 0 | 0 | 1 | 25 | 0 | 0 | | Color | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Religion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 25 | 0 | 0 | | Reprisal | 1 | 20 | 2 | 67 | 0 | 0 | 1 | 33 | 1 | 25 | 0 | 0 | | Sex | 0 | 0 | 0 | 0 | 1 | 25 | 0 | 0 | 1 | 25 | 0 | 0 | | National Origin | 0 | 0 | 0 | 0 | 3 | 75 | 0 | 0 | 0 | 0 | 0 | 0 | | Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Age | 1 | 20 | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | | Disability | 3 | 60 | 1 | 33 | 0 | 0 | 1 | 33 | 1 | 25 | 0 | 0 | | Non-EEO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |  | | | | | | | | | | | | | | **Findings After Hearing** | 4 |  | 2 |  | 3 |  | 2 |  | 1 |  | 0 |  | | Race | 0 | 0 | 0 | 0 | 2 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | | Color | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Religion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | | Reprisal | 1 | 25 | 2 | 100 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | | Sex | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | National Origin | 0 | 0 | 0 | 0 | 2 | 67 | 0 | 0 | 0 | 0 | 0 | 0 | | Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Age | 1 | 25 | 0 | 0 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | | Disability | 2 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Non-EEO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |  | | | | | | | | | | | | | | **Findings Without Hearing** | 1 |  | 1 |  | 1 |  | 0 |  | 2 |  | 0 |  | | Race | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | | Color | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Religion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Reprisal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 50 | 0 | 0 | | Sex | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | | National Origin | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | | Equal Pay Act | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Age | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Disability | 1 | 100 | 1 | 100 | 0 | 0 | 0 | 0 | 1 | 50 | 0 | 0 | | Non-EEO | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  | **Findings of Discrimination Rendered by Issue** | **Comparative Data** | | | | | | | | | | | | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | | | | | | **2013Thru12-31** | | | **2008** | | **2009** | | **2010** | | **2011** | | **2012** | | | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | **#** | **%** | | **Total Number Findings** | 5 |  | 3 |  | 4 |  | 3 |  | 4 |  | 0 |  | | Appointment/Hire | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | | Assignment of Duties | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Awards | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Suspension | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Removal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Other | 0 | 0 | 0 | 0 | 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 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | | Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Harassment | | | | | | | | | | | | | | Non-Sexual | 2 | 40 | 1 | 33 | 2 | 50 | 0 | 0 | 2 | 50 | 0 | 0 | | Sexual | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Medical Examination | 0 | 0 | 1 | 33 | 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 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | | Reassignment | | | | | | | | | | | | | | Denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Directed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Reasonable Accommodation | 1 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 25 | 0 | 0 | | Reinstatement | 1 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Retirement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Termination | 0 | 0 | 0 | 0 | 1 | 25 | 0 | 0 | 1 | 25 | 0 | 0 | | Terms/Conditions of Employment | 1 | 20 | 0 | 0 | 2 | 50 | 1 | 33 | 0 | 0 | 0 | 0 | | Time and Attendance | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | | Training | 0 | 0 | 0 | 0 | 1 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | | Other - User Defined | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |  | | | | | | | | | | | | | | **Findings After Hearing** | 4 |  | 2 |  | 3 |  | 2 |  | 1 |  | 0 |  | | Appointment/Hire | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | | Assignment of Duties | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Awards | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Suspension | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Removal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Other | 0 | 0 | 0 | 0 | 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 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | | Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Harassment | | | | | | | | | | | | | | Non-Sexual | 2 | 50 | 1 | 50 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | | Sexual | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | 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 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | | Reassignment | | | | | | | | | | | | | | Denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Directed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Reasonable Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | | Reinstatement | 1 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Retirement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Termination | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | | Terms/Conditions of Employment | 1 | 25 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | | Time and Attendance | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 50 | 0 | 0 | 0 | 0 | | Training | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | | Other - User Defined | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |  | | | | | | | | | | | | | | **Findings Without Hearing** | 1 |  | 1 |  | 1 |  | 1 |  | 3 |  | 0 |  | | Appointment/Hire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Assignment of Duties | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Awards | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Suspension | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Removal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Other | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Examination/Test | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Harassment | | | | | | | | | | | | | | Non-Sexual | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 2 | 67 | 0 | 0 | | Sexual | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Medical Examination | 0 | 0 | 1 | 100 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Reassignment | | | | | | | | | | | | | | Denied | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Directed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Reasonable Accommodation | 1 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 33 | 0 | 0 | | Terms/Conditions of Employment | 0 | 0 | 0 | 0 | 1 | 100 | 1 | 100 | 0 | 0 | 0 | 0 | | Time and Attendance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Training | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | Other - User Defined | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  | **Pending Complaints Filed in Previous Fiscal Years by Status** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **2008** | **2009** | **2010** | **2011** | **2012** | | Total complaints from previous Fiscal Years | 498 | 462 | 394 | 398 | 379 | 399 | | Total Complainants | 448 | 409 | 342 | 362 | 312 | 335 | | **Number complaints pending** | | | | | | | | Investigation | 12 | 3 | 4 | 1 | 6 | 102 | | ROI issued, pending Complainant's action | 5 | 3 | 0 | 0 | 0 | 9 | | Hearing | 144 | 160 | 137 | 135 | 137 | 190 | | Final Agency Action | 30 | 19 | 20 | 13 | 23 | 27 |  | **Complaint Investigations** | **Comparative Data** | | | | | | | --- | --- | --- | --- | --- | --- | --- | | **Previous Fiscal Year Data** | | | | | **2013Thru12-31** | | **2008** | **2009** | **2010** | **2011** | **2012** | | Pending Complaints Where Investigations Exceed Required Time Frames | 36 | 15 | 12 | 10 | 17 | 21 | |  |  |