

### Data Input

2011/2012 Data		2012-2013 Data		2013-2014 Data		7-Jan
Facilitations Average Cost	\$ 658.90	Facilitations Average Cost	\$ 702.62	Facilitations Average Cost	\$ 619.54	7-Jan
Number of Facilitation Requested	65	Number of Facilitation Requested	103	Number of Facilitation Requested		77
Number of Facilitation Completed	52	Number of Facilitation Completed	84	Number of Facilitation Completed		44
Mediations Average Cost	\$575.35	Mediations Average Cost	\$ 819.54	Mediations Average Cost	\$ 455.85	
Number of Mediations Requested	27	Number of Mediations Requested	29	Number of Mediations Requested	7	
Number of Mediations Completed	17	Number of Mediations Completed	16	Number of Mediations Completed	2	
Complaints Average Cost	\$ 2,396.71	Complaints Average Cost	\$ 2,906.52	Complaints Average Cost	\$ 3,451.24	
Number of Complaints Requested	21	Number of Complaints Requested	27	Number of Complaints Requested	11	
Number of Complaints Completed (Final Report)	13	Number of Complaints Completed (Final Report)	20	Number of Complaints Completed (Final Report)	7	

2011-12 Completed and Pending AS OF		2012-13 Completed and Pending AS OF		2013-14 Completed and Pending AS OF		7-Jan
Facilitations	23	Facilitations	41	Facilitations	64	7-Jan
Mediations	7	Mediations	7	Mediations	5	
Complaints	2	Complaints	10	Complaints	9	
*Facilitations Pending	0	*Facilitations Pending	0	*Facilitations Pending	15	
*Mediations Pending	0	*Mediations Pending	0	*Mediations Pending	3	

### Quantity-By-Year Comparisons

2011-12 v. 2012-13		2012-13 v. 2013-14		2011-12 v. 2012-2013		2012-13 v. 2013-14		2011-12 v. 2012-2013		2012-13 v. 2013-14	
# Facilitations	52	# Facilitations	84	# Facilitations	15	# Facilitations	15	Complaints Requested as of 12/18/12	13	Complaints Requested as of 12/18/13	7
Facilitations 2011-2012	84	Facilitations 2012-13	44	Facilitations 2012-13	10	Facilitations 2013-14	33%	Complaints Requested as of 12/18/13	20	Complaints Requested as of 12/18/14	6%
Facilitations 2012-2013	62%	Facilitations 2013-14	48%	Percent DECREASE from 2012-13 to 2013-14		Percent DECREASE from 2012-13 to 2013-14		Percent DECREASE from 2012-13 to 2013-14	54%	Percent DECREASE from 2012-13 to 2013-14	6%
Percent INCREASE from 2011-2012 to 2012-2013		Percent DECREASE from 2012-13 to 2013-14		# Complaints Comparison: 2012-13 v. 2013-14		# Complaints Comparison: 2012-13 v. 2013-14		Mediations (W, D; all) as of:	17	Mediations (W, D; all) as of:	16
# Complaints Comparison: 2011-2012 v. 2012-2013		# Complaints Comparison: 2012-13 v. 2013-14		Complaints Requested as of 12/18/12	13	Complaints Requested as of 12/18/13	20	Percent DECREASE from 2011-2012 to 2012-2013	6%	Percent DECREASE from 2011-2012 to 2012-2013	6%
Complaints 2011-2012	13	Complaints 2012-13	10	Percent DECREASE from 2012-13 to 2013-14		Percent DECREASE from 2012-13 to 2013-14		Mediations 2011-2012	17	Mediations 2012-2013	16
Complaints 2012-2013	20	Percent DECREASE from 2012-13 to 2013-14		# Mediations Comparison: 2012-13 v. 2013-14		# Mediations Comparison: 2012-13 v. 2013-14		Percent DECREASE from 2011-2012 to 2012-2013	6%	Percent DECREASE from 2011-2012 to 2012-2013	6%
Percent INCREASE from 2011-2012 to 2012-2013	54%	Percent DECREASE from 2012-13 to 2013-14		Mediations (W, D; all) as of:	15	Mediations (W, D; all) as of:	7	Percent DECREASE from 2011-2012 to 2012-2013		Percent DECREASE from 2011-2012 to 2012-2013	
# Mediations Comparison: 2011-2012 v. 2012-2013		# Mediations Comparison: 2012-13 v. 2013-14		Percent DECREASE from 2012-13 to 2013-14		Percent DECREASE from 2012-13 to 2013-14					
Mediations 2011-2012	17	Mediations 2012-13	15	Percent DECREASE from 2012-13 to 2013-14		Percent DECREASE from 2012-13 to 2013-14					
Mediations 2012-2013	16	Percent DECREASE from 2012-13 to 2013-14									
Percent DECREASE from 2011-2012 to 2012-2013	6%	Percent DECREASE from 2012-13 to 2013-14									

### To-Date Comparisons

2011-12 to 2013-14		2012-13 to 2013-14		2011-12 to 2013-14		7-Jan
3-Year Facilitations Comparison AS OF:		3-Year Facilitations Comparison AS OF:		3-Year Facilitations Comparison AS OF:		7-Jan
% Increase from 2011-12 to 2013-14	178%	% Increase from 2011-12 to 2013-14	178%	% Increase from 2011-12 to 2013-14	178%	7-Jan
X times more Facilitations in 2013-14	2.78	X times more Facilitations in 2013-14	2.78	X times more Facilitations in 2013-14	2.78	
% Increase from 2012-13 to 2013-14	56%	% Increase from 2012-13 to 2013-14	56%	% Increase from 2012-13 to 2013-14	56%	
X times more Facilitations in 2013-14	1.56	X times more Facilitations in 2013-14	1.56	X times more Facilitations in 2013-14	1.56	
3-Year Mediations Comparison AS OF:		3-Year Mediations Comparison AS OF:		3-Year Mediations Comparison AS OF:		7-Jan
% Decrease from 2011-12 to 2013-14	29%	% Decrease from 2011-12 to 2013-14	29%	% Decrease from 2011-12 to 2013-14	29%	7-Jan
% Decrease from 2012-13 to 2013-14	29%	% Decrease from 2012-13 to 2013-14	29%	% Decrease from 2012-13 to 2013-14	29%	
3-Year Complaints Comparison AS OF:		3-Year Complaints Comparison AS OF:		3-Year Complaints Comparison AS OF:		7-Jan
% Increase from 2011-12 to 2013-14	350%	% Increase from 2011-12 to 2013-14	350%	% Increase from 2011-12 to 2013-14	350%	7-Jan
X times more Complaints in 2013-14	2.78	X times more Complaints in 2013-14	2.78	X times more Complaints in 2013-14	2.78	
% Increase from 2012-13 to 2013-14	-10%	% Increase from 2012-13 to 2013-14	-10%	% Increase from 2012-13 to 2013-14	-10%	

### Completed-Per-Requested Comparison

2011-12		2012-13		2013-14		7-Jan
X% of all Facilitations Requested were Completed	80%	X% of all Facilitations Requested were Completed	80%	X% of all Facilitations Requested were Completed	80%	7-Jan
2011-12	80%	2012-13	82%	2013-14	71%	
X% of all Mediations Requested were Completed	63%	X% of all Mediations Requested were Completed	63%	X% of all Mediations Requested were Completed	63%	
2011-12	63%	2012-13	55%	2013-14	50%	

**PROCESS COMPARISONS**

**2011/2012**

**2011/2012 Facilitations v. Complaints**

COST COMPARISON	
Facilitation Cost	\$ 658.90
Complaint Cost	\$ 2,396.71
1 Facilitation cost % of 1 Complaint	27.49%
1 Complaint Cost X times more than a Facilitation	2.64
1 Complaint costs the same as X Facilitations	3.64
1 Facilitation costs X% of a Complaint	27%
QUANTITY COMPARISON	
Completed Facilitations	52
Requested Facilitations	65
Completed Complaints	13
Complaints Requested	21
# of Cmpltd. Facilitations per 1 Cmpltd. Complaint	4.00
% more Facilitations than Complaints	300.00%

**2012-2013**

**2012-13 Facilitations v. Complaints**

COST COMPARISON	
Facilitation Cost	\$ 702.62
Complaint Cost	\$ 2,906.52
1 Facilitation cost % of 1 Complaint	24.17%
1 Complaint Cost X times more than a Facilitation	3.14
1 Complaint costs the same as X Facilitations	4.14
1 Facilitation costs X% of a Complaint	24%
QUANTITY COMPARISON	
Completed Facilitations (S&U)	84
Requested Facilitations	103
Completed Complaints	20
Complaints Requested	27
# of Cmpltd. Facilitations per 1 Cmpltd. Complaint	4.20
% more Facilitations than Complaints	211%

**2013-2014**

**2013-14 Facilitations v. Complaints**

COST COMPARISON	
Facilitation Cost (as of 01/07/14)	\$ 619.54
Complaint Cost	\$ 3,451.24
1 Facilitation cost % of 1 Complaint	17.95%
1 Complaint Cost X times more than a Facilitation	4.57
1 Complaint costs the same as X Facilitations	5.57
1 Facilitation costs X% of a Complaint	18%
QUANTITY COMPARISON	
Completed Facilitations	44
Requested Facilitations	77
Completed Complaints	7
Complaints Requested	11
# of Cmpltd. Facilitations per 1 Cmpltd. Complaint	6.29
% more Facilitations than Complaints	300.00%

**2011-2012 Mediations v. Facilitations**

COST COMPARISON	
Facilitation Cost	\$ 658.90
Mediation Cost	\$ 575.35
1 Mediation Costs X% of 1 Facilitation	87%
A Facilitation Costs X% more than a Mediation	14.52%
QUANTITY COMPARISON	
Completed Facilitations	52
Completed Mediations	17
# of Mediations per 1 Facilitation	3.06
% more Facilitations than Mediations	205.88%

**2012-13 Mediations v. Facilitations**

COST COMPARISON	
Facilitation Cost	\$ 702.62
Mediation Cost	\$ 819.54
1 Mediation Costs X% of 1 Facilitation	117%
A Facilitation Costs X% more than a Mediation	-14.27%
QUANTITY COMPARISON	
Completed Facilitations	84
Completed Mediations	16
# of Mediations per 1 Facilitation	5.25
% more Facilitations than Mediations	425.00%

**2013-14 Mediations v. Facilitations**

COST COMPARISON	
Facilitation Cost	\$ 619.54
Mediation Cost	\$ 455.85
1 Mediation Costs X% of 1 Facilitation	74%
A Facilitation Costs X% more than a Mediation	35.91%
QUANTITY COMPARISON	
Completed Facilitations	44
Completed Mediations	2
# of Mediations per 1 Facilitation	22.00
% more Facilitations than Mediations	2100.00%

**2011-2012 Mediations v. Complaints**

COST COMPARISON	
Complaint Cost	\$ 2,396.71
Mediation Cost	\$ 575.35
1 Complaint cost X times more than 1 Mediation	3.17
1 Complaints costs the same as X Mediations	4.17
A Mediation costs X% of a Complaint	24%
QUANTITY COMPARISON	
Complaints - Completed	13
Mediations - Completed	17
X% more Complaints than Mediations	-23.53%

**2012-13 Mediations v. Complaints**

COST COMPARISON	
Complaint Cost	\$ 2,906.52
Mediation Cost	\$ 819.54
1 Complaint cost X times more than 1 Mediation	2.55
1 Complaints costs the same as X Mediations	3.55
A Mediation costs X% of a Complaint	28%
QUANTITY COMPARISON	
Complaints - Completed	20
Mediations - Completed	16
X% more Complaints than Mediations	25.00%

**2013-14 Mediations v. Complaints**

COST COMPARISON	
Complaint Cost	\$ 3,451.24
Mediation Cost	\$ 455.85
1 Complaint cost X times more than 1 Mediation	6.57
1 Complaints costs the same as X Mediations	7.57
A Mediation costs X% of a Complaint	13%
QUANTITY COMPARISON	
Complaints - Completed	7
Mediations - Completed	2
X% more Complaints than Mediations	250.00%