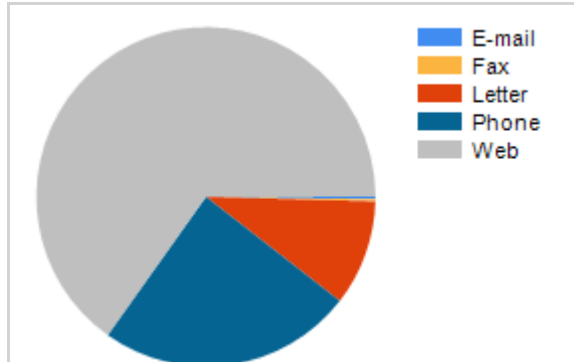


# Constituent Services Statistics

Reporting Period: 11/3/2013 - 11/9/2013

## Reporting Period Summary

| Description  | Count      |
|--------------|------------|
| E-mail       | 2          |
| Fax          | 2          |
| Letter       | 92         |
| Phone        | 222        |
| Web          | 595        |
| <b>Total</b> | <b>913</b> |



## Category Summary

| Category                                          | Count | Phone | Email | Web | Referral | Walk-In | Fax | Letter |
|---------------------------------------------------|-------|-------|-------|-----|----------|---------|-----|--------|
| * Department of Agriculture and Rural Development | 1     | 0     | 0     | 0   | 0        | 0       | 0   | 1      |
| * Department of Civil Rights                      | 7     | 1     | 0     | 6   | 0        | 0       | 0   | 0      |
| * Department of Corrections                       | 2     | 0     | 0     | 2   | 0        | 0       | 0   | 0      |
| * Department of Education                         | 3     | 2     | 0     | 1   | 0        | 0       | 0   | 0      |
| * Department of Environmental Quality (DEQ)       | 4     | 1     | 0     | 0   | 0        | 0       | 0   | 3      |
| * Department of Insurance and Financial Services  | 4     | 2     | 0     | 2   | 0        | 0       | 0   | 0      |
| * Department of Licensing and Regulatory Affairs  | 7     | 1     | 0     | 4   | 0        | 0       | 0   | 2      |
| * Department of Military and Veteran Affairs      | 8     | 3     | 0     | 3   | 0        | 0       | 0   | 2      |
| * Department of Natural Resources                 | 7     | 3     | 0     | 1   | 0        | 0       | 0   | 3      |
| * Department of Technology, Management and Budget | 5     | 1     | 0     | 3   | 0        | 0       | 0   | 1      |
| * Department of Transportation                    | 1     | 0     | 0     | 1   | 0        | 0       | 0   | 0      |
| * Department of Treasury                          | 10    | 2     | 0     | 8   | 0        | 0       | 0   | 0      |
| * Dept. of Community Health                       | 4     | 0     | 0     | 2   | 0        | 0       | 0   | 2      |
| * Dept. of Human Services                         | 31    | 17    | 0     | 13  | 0        | 0       | 0   | 1      |

# **Constituent Services Statistics**

Reporting Period: 11/3/2013 - 11/9/2013

|                                                        |     |   |   |    |   |   |   |    |
|--------------------------------------------------------|-----|---|---|----|---|---|---|----|
| (DHS)                                                  |     |   |   |    |   |   |   |    |
| * Detroit's Financial Emergency                        | 12  | 3 | 0 | 7  | 0 | 0 | 0 | 2  |
| * Education                                            | 23  | 2 | 0 | 20 | 0 | 0 | 0 | 1  |
| * Ethics & Campaign Finance Reform                     | 14  | 0 | 0 | 14 | 0 | 0 | 0 | 0  |
| * Freedom-to-Work Law                                  | 1   | 0 | 0 | 1  | 0 | 0 | 0 | 0  |
| * Friend of the Court/Child Support                    | 5   | 2 | 0 | 2  | 0 | 0 | 0 | 1  |
| * General Comments                                     | 102 | 5 | 0 | 97 | 0 | 0 | 0 | 0  |
| * Gordie Howe International Bridge                     | 2   | 2 | 0 | 0  | 0 | 0 | 0 | 0  |
| * Great Lakes                                          | 1   | 0 | 0 | 1  | 0 | 0 | 0 | 0  |
| * Gun Legislation                                      | 5   | 0 | 0 | 5  | 0 | 0 | 0 | 0  |
| * Health & Wellness                                    | 6   | 0 | 0 | 6  | 0 | 0 | 0 | 0  |
| * Ideas & Suggestions                                  | 14  | 0 | 0 | 14 | 0 | 0 | 0 | 0  |
| * Immigration                                          | 5   | 3 | 0 | 1  | 0 | 0 | 0 | 1  |
| * Jobs & Economy                                       | 8   | 0 | 0 | 8  | 0 | 0 | 0 | 0  |
| * Law & Public Safety                                  | 80  | 0 | 0 | 80 | 0 | 0 | 0 | 0  |
| * Mental Health                                        | 8   | 0 | 0 | 0  | 0 | 0 | 0 | 8  |
| * Michigan Civil Service Commission                    | 1   | 0 | 0 | 0  | 0 | 0 | 0 | 1  |
| * Michigan Economic Development Corporation (MEDC)     | 4   | 2 | 0 | 2  | 0 | 0 | 0 | 0  |
| * Michigan Lotto / Gaming Commission                   | 3   | 0 | 0 | 0  | 0 | 0 | 0 | 3  |
| * Michigan Secretary of State                          | 3   | 0 | 0 | 2  | 0 | 0 | 0 | 1  |
| * Michigan State Housing Development Authority (MSHDA) | 6   | 3 | 0 | 3  | 0 | 0 | 0 | 0  |
| * Michigan State Police                                | 5   | 4 | 0 | 1  | 0 | 0 | 0 | 0  |
| * Michigan Utility Concern (Public Service Commission) | 1   | 1 | 0 | 0  | 0 | 0 | 0 | 0  |
| * No-Fault Auto Insurance                              | 12  | 4 | 0 | 8  | 0 | 0 | 0 | 0  |
| * Office of the Attorney General                       | 8   | 0 | 0 | 6  | 0 | 0 | 0 | 0  |
| * Other / Unknown                                      | 128 | 1 | 0 | 95 | 0 | 0 | 0 | 28 |
| * Public Assistance Reform                             | 4   | 0 | 0 | 4  | 0 | 0 | 0 | 0  |

## Constituent Services Statistics

Reporting Period: 11/3/2013 - 11/9/2013

|                                                 |            |            |          |            |          |          |          |           |
|-------------------------------------------------|------------|------------|----------|------------|----------|----------|----------|-----------|
| * Road & Infrastructure Funding                 | 7          | 0          | 0        | 6          | 0        | 0        | 0        | 1         |
| * Taxation                                      | 15         | 6          | 0        | 9          | 0        | 0        | 0        | 0         |
| * Unemployment Insurance Agency                 | 74         | 26         | 2        | 36         | 0        | 0        | 1        | 8         |
| * Veteran Services                              | 11         | 0          | 0        | 11         | 0        | 0        | 0        | 0         |
| Blue Cross Blue Shield Reform                   | 1          | 0          | 0        | 1          | 0        | 0        | 0        | 0         |
| Electoral College                               | 1          | 0          | 0        | 1          | 0        | 0        | 0        | 0         |
| Energy and the Environment                      | 4          | 1          | 0        | 0          | 0        | 0        | 0        | 3         |
| Executive Office Business                       | 4          | 0          | 0        | 2          | 0        | 0        | 0        | 2         |
| Federal Issue                                   | 7          | 1          | 0        | 0          | 0        | 0        | 0        | 6         |
| Flag Order                                      | 1          | 0          | 0        | 1          | 0        | 0        | 0        | 0         |
| Letter of Recognition                           | 18         | 0          | 0        | 1          | 0        | 0        | 0        | 0         |
| Local Government Issue                          | 3          | 0          | 0        | 0          | 0        | 0        | 0        | 3         |
| Non Gov Issue (PROVIDE DETAILS IN CASE SUMMARY) | 6          | 5          | 0        | 0          | 0        | 0        | 0        | 1         |
| Syrian Refugee                                  | 5          | 0          | 0        | 5          | 0        | 0        | 0        | 0         |
| Thanks/Support                                  | 1          | 1          | 0        | 0          | 0        | 0        | 0        | 0         |
| <b>Total</b>                                    | <b>713</b> | <b>105</b> | <b>2</b> | <b>496</b> | <b>0</b> | <b>0</b> | <b>1</b> | <b>85</b> |