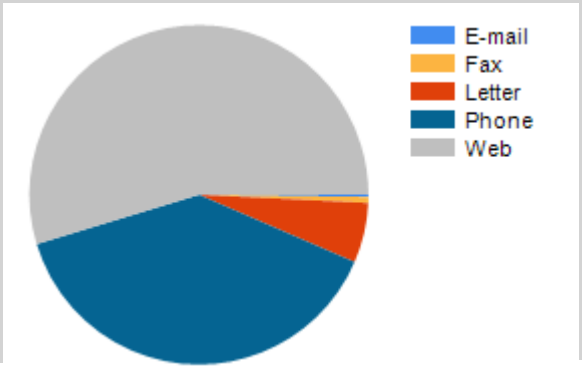
# Constituent Services Statistics

Reporting Period: 11/11/2012 - 11/17/2012

## Reporting Period Summary

| Description | Count |
|---|---|
| E-mail | 2 |
| Fax | 6 |
| Letter | 59 |
| Phone | 401 |
| Web | 565 |
| **Total** | **1033** |




## Category Summary

| Category | Count | Phone | Email | Web | Referral | Walk-In | Fax | Letter |
|---|---|---|---|---|---|---|---|---|
| * Business OneStop | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| * Department of Agriculture and Rural Development | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| * Department of Civil Rights | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Department of Education | 13 | 6 | 0 | 6 | 0 | 0 | 0 | 1 |
| * Department of Environmental Quality (DEQ) | 13 | 11 | 0 | 1 | 0 | 0 | 0 | 1 |
| * Department of Licensing and Regulatory Affairs | 17 | 9 | 1 | 3 | 0 | 0 | 0 | 4 |
| * Department of Military and Veteran Affairs | 12 | 1 | 0 | 11 | 0 | 0 | 0 | 0 |
| * Department of Natural Resources | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Department of Technology, Management and Budget | 13 | 5 | 0 | 8 | 0 | 0 | 0 | 0 |
| * Department of Transportation | 19 | 2 | 0 | 1 | 0 | 0 | 0 | 14 |
| * Department of Treasury | 23 | 9 | 0 | 5 | 0 | 0 | 1 | 8 |
| * Dept. of Community Health | 18 | 4 | 0 | 12 | 0 | 0 | 0 | 2 |
| * Dept. of Human Services (DHS) | 56 | 45 | 1 | 6 | 0 | 0 | 2 | 2 |
| * Education | 10 | 2 | 0 | 8 | 0 | 0 | 0 | 0 |

# Constituent Services Statistics

Reporting Period: 11/11/2012 - 11/17/2012

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| * Emergency Manager Law | 15 | 2 | 0 | 13 | 0 | 0 | 0 | 0 |
| * Friend of the Court/Child Support | 9 | 3 | 0 | 5 | 0 | 0 | 0 | 1 |
| * Gas Prices | 6 | 1 | 0 | 5 | 0 | 0 | 0 | 0 |
| * General Comments | 14 | 9 | 0 | 2 | 0 | 0 | 0 | 3 |
| * Gordie Howe International Bridge | 5 | 2 | 0 | 3 | 0 | 0 | 0 | 0 |
| * Health & Wellness | 10 | 0 | 0 | 10 | 0 | 0 | 0 | 0 |
| * Ideas & Suggestions | 7 | 0 | 0 | 7 | 0 | 0 | 0 | 0 |
| * Immigration | 4 | 0 | 0 | 3 | 0 | 0 | 0 | 1 |
| * Local Government Reform Initiative | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Medicaid | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| * Mental Health | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Michigan Civil Service Commission | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| * Michigan Economic Development Corporation (MEDC) | 10 | 7 | 0 | 3 | 0 | 0 | 0 | 0 |
| * Michigan Helmet Law | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Michigan Lotto / Gaming Commission | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Michigan Right to Work Laws | 11 | 1 | 0 | 6 | 0 | 0 | 1 | 3 |
| * Michigan Secretary of State | 65 | 46 | 0 | 19 | 0 | 0 | 0 | 0 |
| * Michigan State Housing Development Authority | 7 | 3 | 0 | 4 | 0 | 0 | 0 | 0 |
| * Michigan State Police | 6 | 2 | 0 | 4 | 0 | 0 | 0 | 0 |
| * Michigan Utility Concern (Public Service Commission) | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| * New International Trade Crossing (NITC) | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| * No-Fault Auto Insurance | 94 | 0 | 0 | 94 | 0 | 0 | 0 | 0 |
| * Office of the Attorney General | 7 | 3 | 0 | 3 | 0 | 0 | 0 | 1 |
| * Other / Unknown | 10 | 0 | 0 | 10 | 0 | 0 | 0 | 0 |
| * Public Assistance Reform | 7 | 0 | 0 | 6 | 0 | 0 | 0 | 1 |
| * Road & Infrastructure Funding | 6 | 0 | 0 | 6 | 0 | 0 | 0 | 0 |
| * State Employee Assistance | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

# Constituent Services Statistics

Reporting Period: 11/11/2012 - 11/17/2012

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| * Talent Initiative | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| * Taxation | 13 | 1 | 0 | 12 | 0 | 0 | 0 | 0 |
| * Unemployment Insurance Agency | 38 | 22 | 0 | 14 | 0 | 0 | 0 | 2 |
| Affordable Care Act | 324 | 144 | 0 | 178 | 0 | 0 | 0 | 0 |
| Autism Inquiry | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Blue Cross Blue Shield Reform | 5 | 1 | 0 | 4 | 0 | 0 | 0 | 0 |
| Detroit/SE Michigan | 7 | 1 | 0 | 6 | 0 | 0 | 0 | 0 |
| Eagle Scout Achievement | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Energy and the Environment | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Federal Issue | 50 | 28 | 0 | 18 | 0 | 0 | 1 | 2 |
| Governor's Public Safety Initiative | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| Gun Control laws | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| HB 5225 - GUN - SUPPORT | 5 | 1 | 0 | 4 | 0 | 0 | 0 | 0 |
| HB 5711/SB 975 - OPPOSITION | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| horse racing | 16 | 0 | 0 | 16 | 0 | 0 | 0 | 0 |
| Judicial/Court System | 4 | 3 | 0 | 0 | 0 | 0 | 1 | 0 |
| Local Government Issue | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Muskegon Casino (opposed) | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Muskegon Casino (support) | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non Gov Issue (PROVIDE DETAILS IN CASE SUMMARY) | 5 | 1 | 0 | 4 | 0 | 0 | 0 | 0 |
| Student Letters | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Support/Welcome Letter | 3 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| Thanks/Support | 15 | 2 | 0 | 10 | 0 | 0 | 0 | 3 |
| **Total** | **1016** | **395** | **2** | **548** | **0** | **0** | **6** | **59** |