

**New Jersey Government Records Council
Performance Statistics
July 8, 2002 – December 31, 2009**

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| INQUIRIES RECEIVED VIA GRC TOLL-FREE PUBLIC HOTLINE |
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| <u>Fiscal Year</u> | <u>Inquiries Received</u> | <u>%Increase/ (Decrease) Over Prior Year</u> |
|---------------------------|----------------------------------|---|
| 2002 | Not Tracked | N/A |
| 2003 | Not Tracked | N/A |
| 2004 | 1,224 | N/A |
| 2005 | 1,038 | (15%) |
| 2006 | 1,098 | 6% |
| 2007 | 1,293 | 18% |
| 2008 | 2,132 | 65% |
| 2009 | 2,323 | 9% |

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| TOTAL COMPLAINTS SUMMARY – (July 8, 2002 to December 31, 2009) |
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|---|-------------|
| <u>Total Complaints Received</u> | 1,912 |
| Total Complaints Closed | 1,628 (85%) |
| Total Complaints Open | 284 (15%) |

Of the 284 complaints that remain open, 63 (or 22%) are being processed by other state agencies (i.e. New Jersey Superior Court, Office of the Administrative Law, or Office of Dispute Resolution).

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| TOTAL COMPLAINTS RECEIVED BY FISCAL YEAR - Open/Closed Status | | | | |
|--|--|--|--|--|

| <u>Year</u> | <u>Total Received</u> | <u>Total Closed</u> | <u>Total Open</u> | <u>%Open</u> |
|--------------------|------------------------------|----------------------------|--------------------------|---------------------|
| 2003 | 194 | 194 | | |
| 2004 | 154 | 154 | | |
| 2005 | 266 | 266 | | |
| 2006 | 258 | 258 | | |
| 2007 | 243 | 236 | 7 ^(a) | 3% |
| 2008 | 311 | 286 | 25 ^(b) | 8% |
| 2009 | 355 | 219 | 136 ^(c) | 38% |

(a) Of the 7 complaints that remain open, 2 are being processed at the Office of Administrative Law and 5 are prepared for adjudication but lack a quorum for a Council vote.

(b) Of the 25 complaints that remain open, 15 are being processed at the Office of Administrative Law, 3 are on appeal in New Jersey Superior Court, 2 are prepared for adjudication but lack a quorum for a Council vote, and 5 are scheduled for adjudication through March 2010.

(c) Of the 136 complaints that remain open, 18 are being processed at the Office of Administrative Law, 4 are in mediation with the Office of Dispute Settlement (Public Advocate), 1 is on appeal in New Jersey Superior Court, 5 are prepared for adjudication but lack a quorum for a Council vote, and 85 are scheduled for adjudication through April 2010.