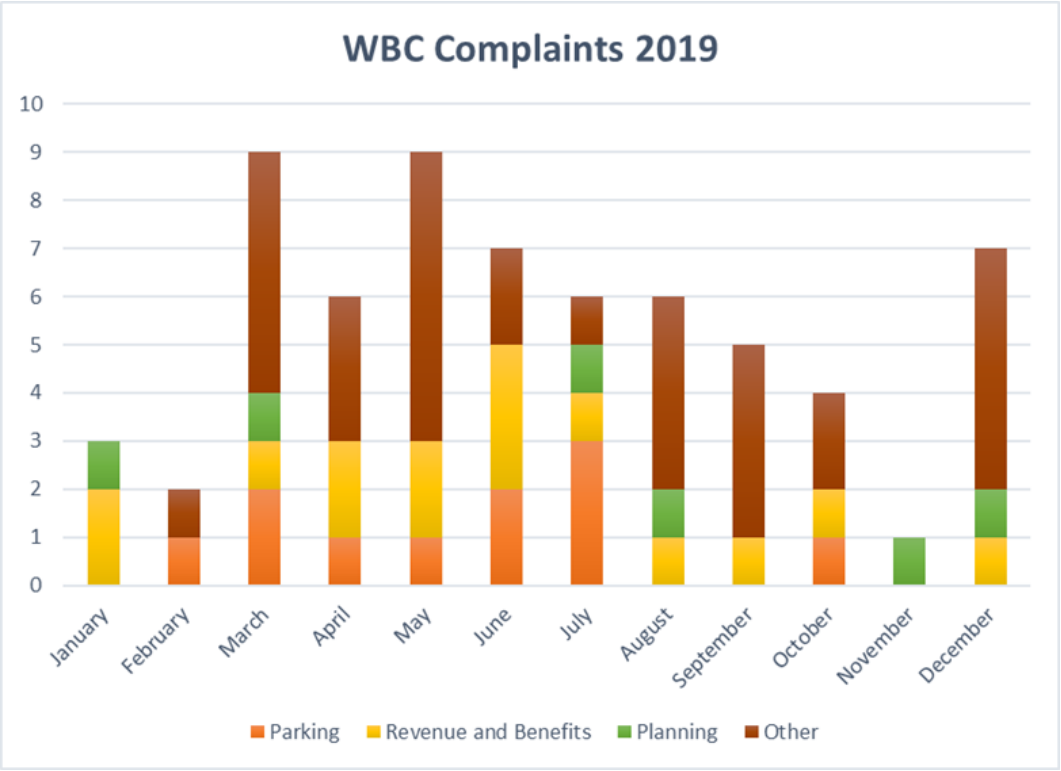
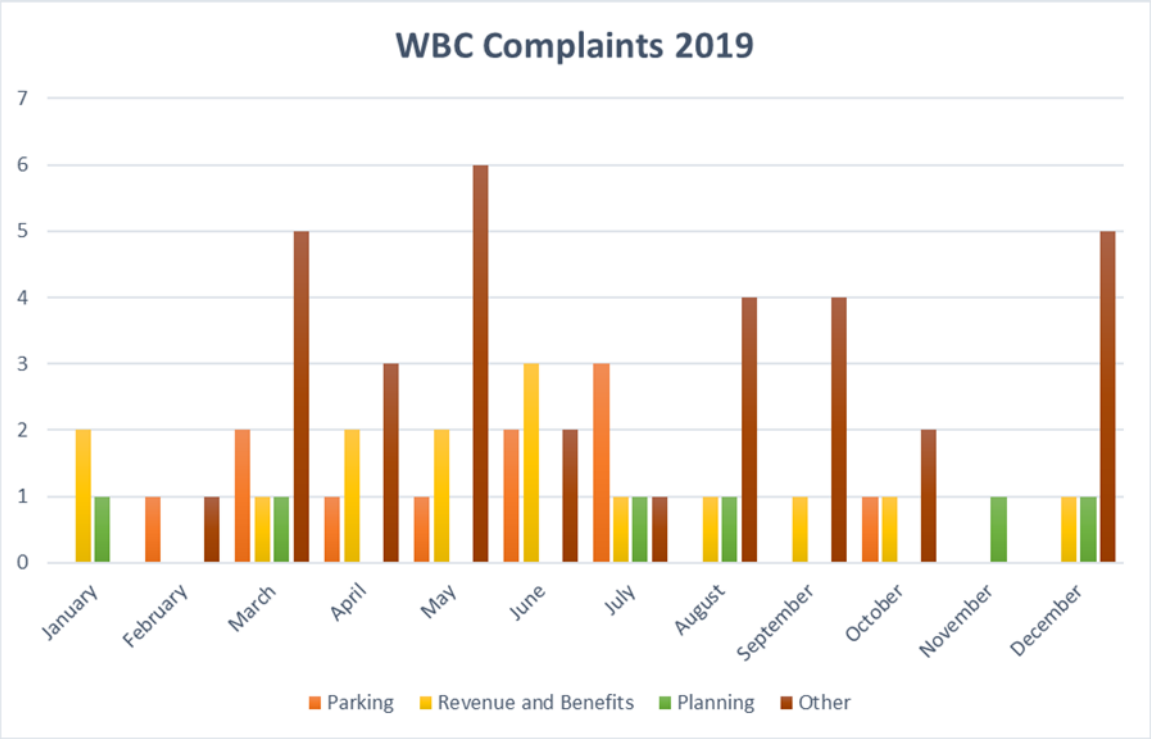
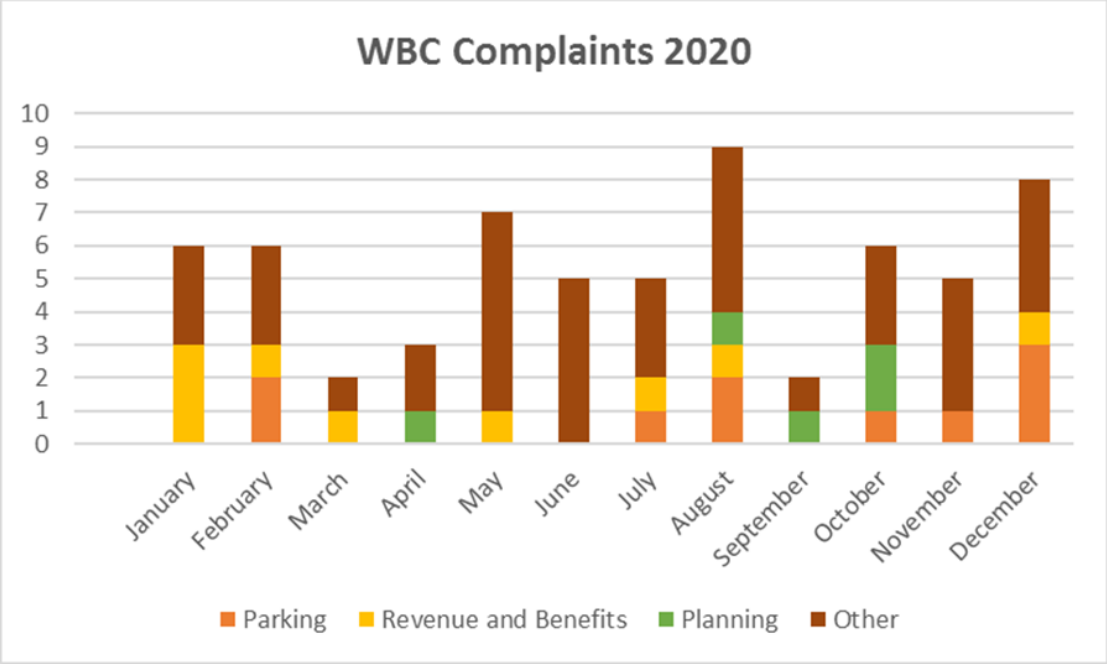
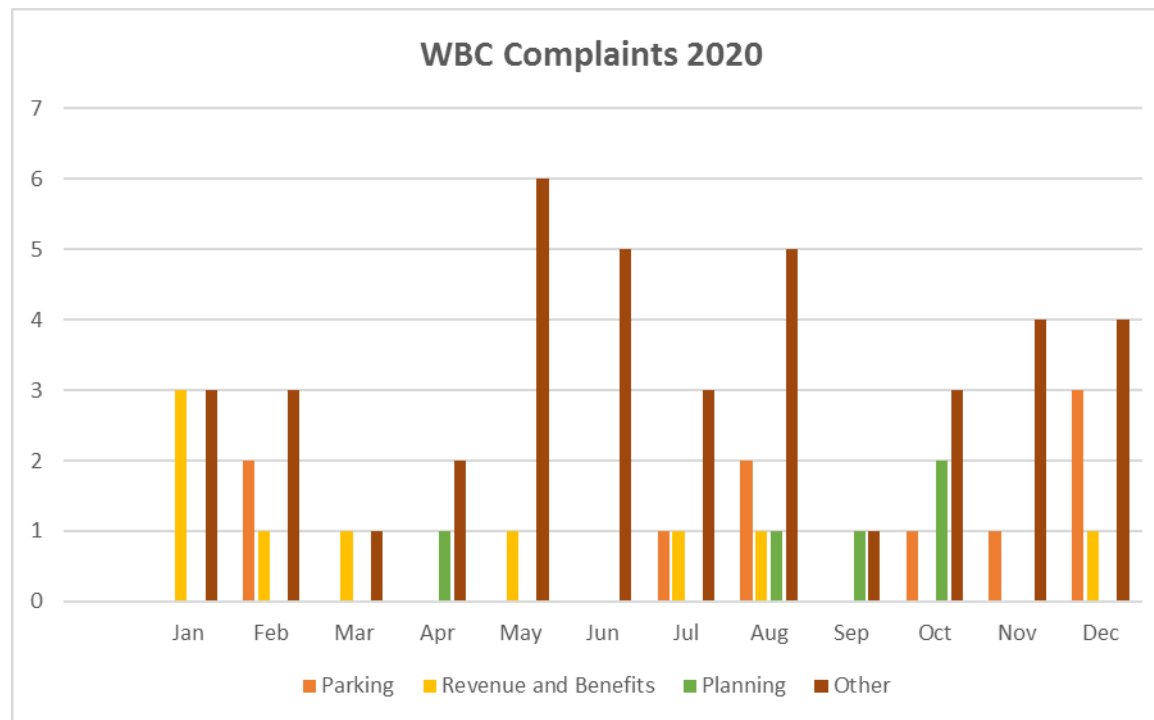


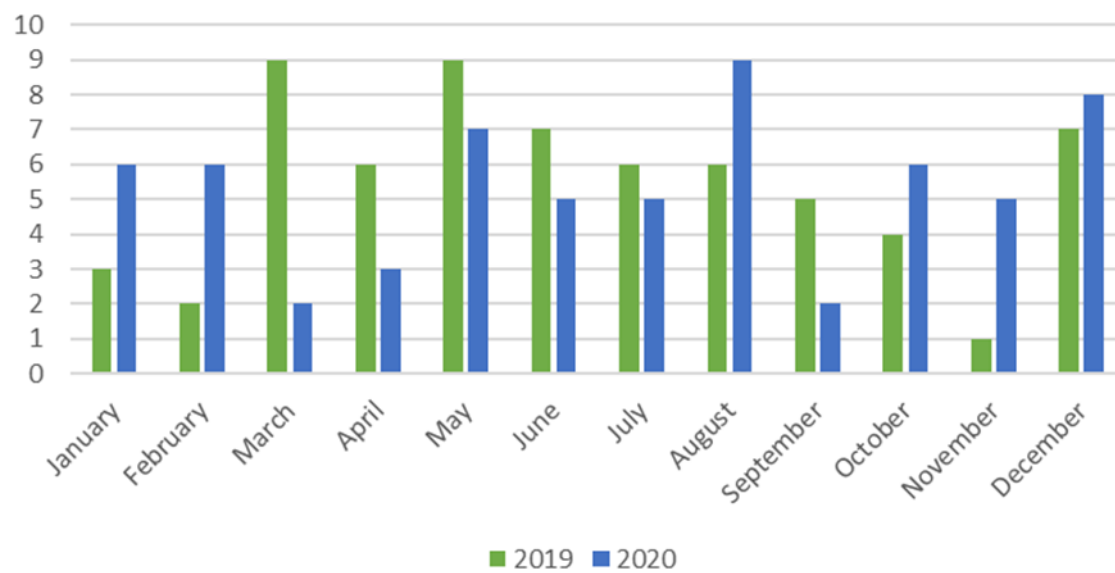








**WBC Complaints - 2019 & 2020 Comparison**



### WBC Complaints - 2019-2020



| Complaint Classification | 2020 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |              | Total |
|--------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|-------|
| Parking                  |      | 0   | 2   | 0   | 0   | 0   | 0   | 1   | 2   | 0   | 1   | 1   | 3   |              | 10    |
| Revenue and Benefits     |      | 3   | 1   | 1   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 1   |              | 9     |
| Planning                 |      | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 2   | 0   | 0   |              | 5     |
| Other                    |      | 3   | 3   | 1   | 2   | 6   | 5   | 3   | 5   | 1   | 3   | 4   | 4   |              | 40    |
| Monthly Total            |      | 6   | 6   | 2   | 3   | 7   | 5   | 5   | 9   | 2   | 6   | 5   | 8   | Grand Total: | 64    |

| Complaint Classification | 2019 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |              | Total |
|--------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|-------|
|                          |      |     |     |     |     |     |     |     |     |     |     |     |     |              |       |
| Parking                  |      | 0   | 1   | 2   | 1   | 1   | 2   | 3   | 0   | 0   | 1   | 0   | 0   |              | 11    |
|                          |      |     |     |     |     |     |     |     |     |     |     |     |     |              |       |
| Revenue and Benefits     |      | 2   | 0   | 1   | 2   | 2   | 3   | 1   | 1   | 1   | 1   | 0   | 1   |              | 15    |
|                          |      |     |     |     |     |     |     |     |     |     |     |     |     |              |       |
| Planning                 |      | 1   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 1   |              | 6     |
|                          |      |     |     |     |     |     |     |     |     |     |     |     |     |              |       |
| Other                    |      | 0   | 1   | 5   | 3   | 6   | 2   | 1   | 4   | 4   | 2   | 0   | 5   |              | 33    |
|                          |      |     |     |     |     |     |     |     |     |     |     |     |     |              |       |
| Monthly Total            |      | 3   | 2   | 9   | 6   | 9   | 7   | 6   | 6   | 5   | 4   | 1   | 7   | Grand Total: | 65    |