

OHRC Comparative Indicators

	2007-08	2006-07	2005-06	2004-05	2004-04	2002-03	2001-02	2000-01	1999-00	1998-99	1997-98	1996-97	1995-96
Public Contacts													
Written Inquiries	2,241	1,921	1,760	1,648	2,275	2,324	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Visitors	655	625	760	886	843	902	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Calls Received				60,698	67,216	69,817	64,154	65,207	60,977	n/a	n/a	n/a	n/a
Calls Responded To	51,753	40,391	43,011	46,429	42,650	46,127	48,732	52,848	52,030	40,112	32,579	n/a	n/a
Unique Visits to www.ohrc.on.ca				523,878	461,365	330,131	233,090	158,971	n/a	n/a	n/a	n/a	n/a
New Complaints Filed	3,492	2,337	2,399	2,399	2,450	1,776	2,438	1,775	1,861	1,850	1,368	1,916	2,560
Voluntary Mediation Settlement Rate		69%		73%	71%	73%	74%	73%	74%	69%	81%	n/a	n/a
Complaints Closed by Disposition													
Dismissed	202	189	256	290	265	311	284	298	462	403	169	176	248
Not deal with (s. 34)	118	151	193	196	245	185	218	351	281	180	304	343	331
Referred to Human Rights Tribunal	330	140	143	150	286	58	60	73	92	92	30	28	37
Settled	1,025	898	1006	998	778	909	851	727	897	867	379	314	359
Withdrawn/Resolved	801	740	662	581	464	491	519	492	573	676	578	499	399
Total Cases Closed	2477	2,118	2,260	2,215	2,038	1,954	1,932	1,941	2,305	2,218	1,460	1,260	1,374
Year-End Active Caseload	4198	3,099	2,880	2,733	2,549	2,137	2,300	1,781	1,952	2,386	2,754	2,800	2,899