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Jan 31 1939

U. S. DEPARTMENT OF LABOR
WAGE AND HOUR DIVISION
COOPERATION AND ENFORCEMENT BRANCH

ANALYSIS OF COMPLAINTS FILED AND SUMMARY OF ACTIVITY
OF THE COOPERATION AND ENFORCEMENT BRANCH
AS OF JANUARY 31, 1939

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A total of 7,753 complaints alleging violations of the Fair Labor Standards Act were received by the Cooperation and Enforcement Branch of the Wage and Hour division through January 31, 1939. Of this number, 5,438, comprising 70.2 per cent of the total, have been examined, and 1,908 have been found to be presumably valid complaints. Complaints are presumed valid if they allege a violation of any of the provisions of the Act. Of the presumably valid complaints, 1,247, or approximately 65 per cent, have been referred to the Field Operations Section for investigation. Since in some cases there is more than one complaint against the same establishment, these complaints represent 1,020 investigations of separate establishments, 848 of which have been sent to the field offices and State Labor Departments for action. Inspectors' reports have been received on 231 cases, and a preliminary examination of these reports indicates that 8 of these cases have been dropped because the firms were not covered under the Act; 12 of them have been dropped because no violations were found; and 14 of them closed. Of the latter number, in four cases the employer made payroll restitution, without the inspector witnessing the settlement of amounts due, and ten cases, involving 102 employees, were closed when back payments of a total of \$455.94 were made under the supervision of inspectors.

An important development in the work of the Cooperation and Enforcement Branch during the month of January has been in the increased proportion of

work being handled through the field offices, and the progress made in organizing a staff of inspectors to take care of the increasing volume of investigations and inspections.

Complaints received from the field offices during the month of January accounted for more than 46 per cent of the total complaints received during the month. With the increase in field personnel and field offices, complainants are resorting to this available means of filing complaints instead of writing letters to Washington. The field offices do not transmit complaints to the central office unless there is a fair assumption from the facts given that, upon investigation, these complaints will result in the finding of a violation. The complainant, when filing his complaint in a field office, receives the benefit of a personal interview with a field representative, who assists him in giving the facts that are pertinent to a determination of the validity of his complaint. Such interviews often disclose misunderstanding on the part of complainants as to the nature of the Act and prevent unnecessary complaints from being filed. Thus it can be expected that while the volume of complaints received by the Division in Washington may decrease, the nature of the complaints received will represent a more substantial proportion of violations.

At the beginning of January the Field Operations Section had completed its first preliminary training course and had sent forty-six inspectors into the field. On the twenty-fifth of January, it completed its second preliminary training course and sent fifty-three more inspectors into the field, making a total of ninety-nine inspectors. Eight hundred and forty-eight cases have been sent to them for investigation and they have reported on two hundred and thirty one cases. The number of cases sent to the field and the number of reports on investigations sent into Washington is expected to increase rapidly. The

inspectors are required to submit to Washington daily reports of their activities, thus making it possible for the Washington office to be kept informed of their progress and coordinate their work with the work of the Branch. Later these reports will be transmitted to the Regional offices where summary reports will be prepared for submission to the central office.

Volume and Distribution of Complaints

As shown in Table I, the weekly receipts of complaints increased gradually from the first week of the operation of the Act to the week ending December 17, 1938. The week ending December 24 showed a marked decrease in receipts which may have been due to the Christmas holiday and the fact that a number of inspectors were called in for training prior to Christmas. The trend was upward for the two weeks thereafter. For the week ending January 14, 1939, there was a drop in receipts again and then increases for the next two weeks. It is apparent, also, from this table that the complaints received from the field offices during the month of January represented a very substantial proportion of the total complaints received.

TABLE 1.—WEEKLY NUMBER OF COMPLAINTS RECEIVED
JANUARY 28, 1939

Week ending—	Total	Washington 1/	Field 2/
All weeks	<u>7,562</u>	<u>4,997</u>	<u>2,565</u>
Prior to—			
October 24, 1938	82	82	0
October 29, 1938	183	179	4
November 5, 1938	339	283	56
November 12, 1938	392	268	124
November 19, 1938	455	292	163
November 26, 1938	605	449	156
December 3, 1938	735	498	237
December 10, 1938	604	345	259
December 17, 1938	990	703	287
December 24, 1938	367	258	109
December 31, 1938	542	454	88
January 7, 1939	721	407	314
January 14, 1939	473	247	226
January 21, 1939	487	211	276
January 28, 1939	587	321	266

1/ Represents complaints mailed directly to Central Office in Washington.

2/ Represents complaints transmitted through Field Offices.

CHART A

WEEKLY NUMBER OF COMPLAINTS RECEIVED

JANUARY 31, 1939

Number of
Complaints

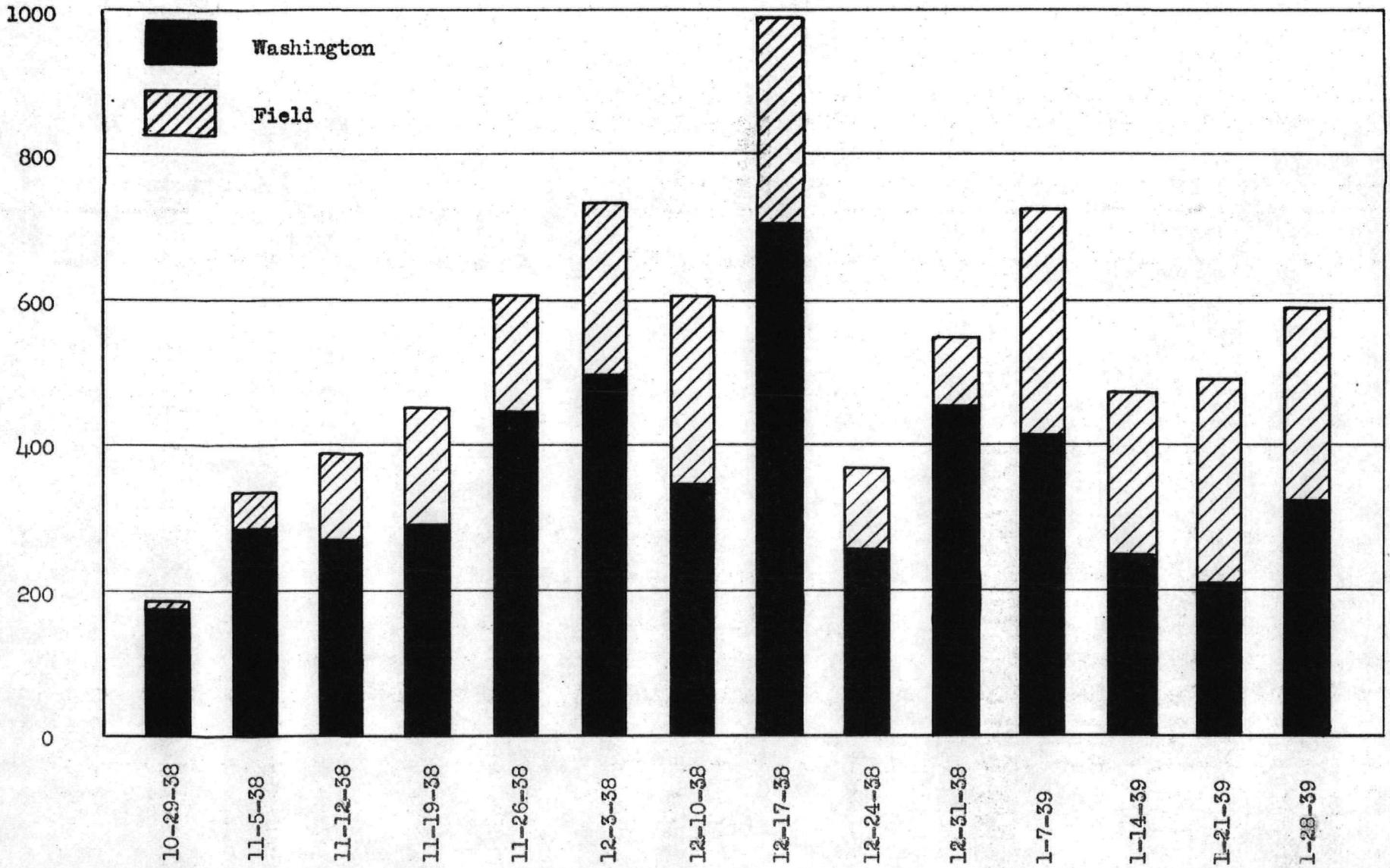


TABLE II.—NUMBER AND PERCENTAGE DISTRIBUTION
OF COMPLAINTS FILED BY AREAS
THROUGH JANUARY 31, 1939

Area	Number of Complaints	Percent of Total
Total	<u>7,753</u>	<u>100.0</u>
Area I	2,897	37.4
Area II	2,632	33.9
Area III	1,938	25.0
Area IV	286	3.7

As indicated in Table II, Areas I and II, which comprise chiefly the Atlantic Coast and Gulf States, account for more than 71 per cent of all complaints received.

More than 37 per cent, or nearly two-fifths of all the complaints received originated in Area I, which comprises the New England States and New York, Pennsylvania, New Jersey and Delaware.

Area II, which comprises Alabama, Arkansas, the District of Columbia, Florida, Georgia, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, and West Virginia was the source of almost 34 per cent, or one-third of the total complaints received.

Area III, comprising the states of Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin ^{was} ~~were~~ the source of 25 per cent, or one-fourth of the total complaints received.

The balance of the complaints, not quite 4 per cent, came from Area IV, comprising the states of Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming.

Table III shows the distribution of complaints in each area further broken down by states. In Area I, the State of New York is the source of 19.1 per cent, or about one-fifth of all the complaints received. In Area III, Illinois is the source of 7.0 per cent of all the complaints received. There are very few complaints from the states in the far West.

PRELIMINARY

TABLE III.--NUMBER AND PERCENTAGE DISTRIBUTION OF COMPLAINTS FILED BY AREAS AND STATES THROUGH JANUARY 31, 1939

Areas and States	Number	Percent of total	Areas and States	Number	Percent of total
Total, United States	<u>7,753</u>	<u>100.0</u>			
Area I	<u>2,897</u>	<u>37.4</u>	Area III	<u>1,938</u>	<u>25.0</u>
Connecticut	134	1.7	Illinois	540	7.0
Delaware	42	.6	Indiana	145	1.9
Maine	52	.7	Iowa	81	1.0
Massachusetts	263	3.4	Kansas	72	.9
New Hampshire	31	.4	Kentucky	109	1.4
New Jersey	344	4.4	Michigan	166	2.2
New York	1,478	19.1	Minnesota	68	.9
Pennsylvania	524	6.8	Missouri	313	4.0
Rhode Island	10	.1	Nebraska	42	.5
Vermont	19	.2	North Dakota	10	.1
			Ohio	268	3.5
Area II	<u>2,632</u>	<u>33.9</u>	South Dakota	8	.1
Alabama	233	3.0	Wisconsin	116	1.5
Arkansas	116	1.5			
District of Columbia	70	.9	Area IV	<u>286</u>	<u>3.7</u>
Florida	182	2.3	Arizona	16	.2
Georgia	270	3.5	California	149	2.0
Louisiana	226	2.9	Colorado	24	.3
Maryland	270	3.5	Idaho	9	.1
Mississippi	77	1.0	Montana	10	.1
North Carolina	224	2.9	Nevada	3	<u>1/</u>
Oklahoma	99	1.3	New Mexico	12	.2
South Carolina	74	.9	Oregon	18	.2
Tennessee	173	2.2	Utah	2	<u>1/</u>
Texas	270	3.5	Washington	28	.4
Virginia	261	3.4	Wyoming	8	.1
West Virginia	82	1.0	Alaska	7	.1
Puerto Rico	5	.1			

1/ Less than one-twentieth of 1 per cent.

Analysis of Complaints

The status of complaints received through January 31, 1939, is shown in Table IV. Of the total complaints received 70.2 per cent have been examined. Of this, 11.4 per cent were found to refer to previous complaints presumed valid and referred to the field operations section, and 58.8 per cent were analyzed and reviewed. Over twelve per cent of the complaints in which the examination is not complete have been analyzed, but not reviewed as to the action recommended by analysts. In addition, as mentioned below, some 300 complaints previously classified as requiring special handling were reanalyzed and put in other classifications.

TABLE IV.--STATUS OF COMPLAINTS RECEIVED BY THE EXAMINING SUB-SECTION AS OF JANUARY 31, 1939

Status of Complaints	Number	Percent
Total Received	<u>7,753</u>	<u>100.0</u>
<u>Not requiring further action by the Examining sub-section</u>	<u>5,438</u>	<u>70.2</u>
(a) Analyzed and reviewed	4,556	58.8
(b) Referred to respondent's files previously recorded as potential violators	882	11.4
<u>Requiring further action</u>	<u>2,315</u>	<u>29.8</u>
(a) Not yet analyzed	1,345	17.3
(b) Analyzed but not yet reviewed	970	12.5

As shown in Table V, on the next page, 1,908 of the 4,556 complaints analyzed, or almost 42 per cent of the total, indicated a violation; and 982 complaints, or almost 22 per cent, indicated no violation. The proportion of alleged violations would undoubtedly be higher if some of the complainants, in their letters, had furnished more information.

In approximately 28 per cent of the total complaints analyzed, it was impossible to reach a decision from the information furnished. In these cases, it will be necessary to obtain the additional information

through correspondence with the complainants. There are more than 8 per cent of the total number of complaints received being held for special consideration. These consist mainly of complaints which present problems requiring interpretation of some part of the Act or perhaps an additional opinion by the Legal Division.

Over 300 complaints, previously held for special consideration, were reviewed by the analysts. On a large portion of these, the analysis was changed due to new decisions handed down by the Legal Division. Heretofore, for instance, complaints alleging a reduction of wage rates to evade the additional cost of the overtime provisions of the Act were held for special consideration. Complaints of this type are now being investigated. It was discovered that a large number of complaints previously analyzed as "special handling" did not give enough information for the Legal Division to act upon. As a result, these complaints were reclassified as "more information required," and this information is being sought by correspondence with the complainants. The remainder of these complaints were reanalyzed because it was found that the original analysis was incomplete.

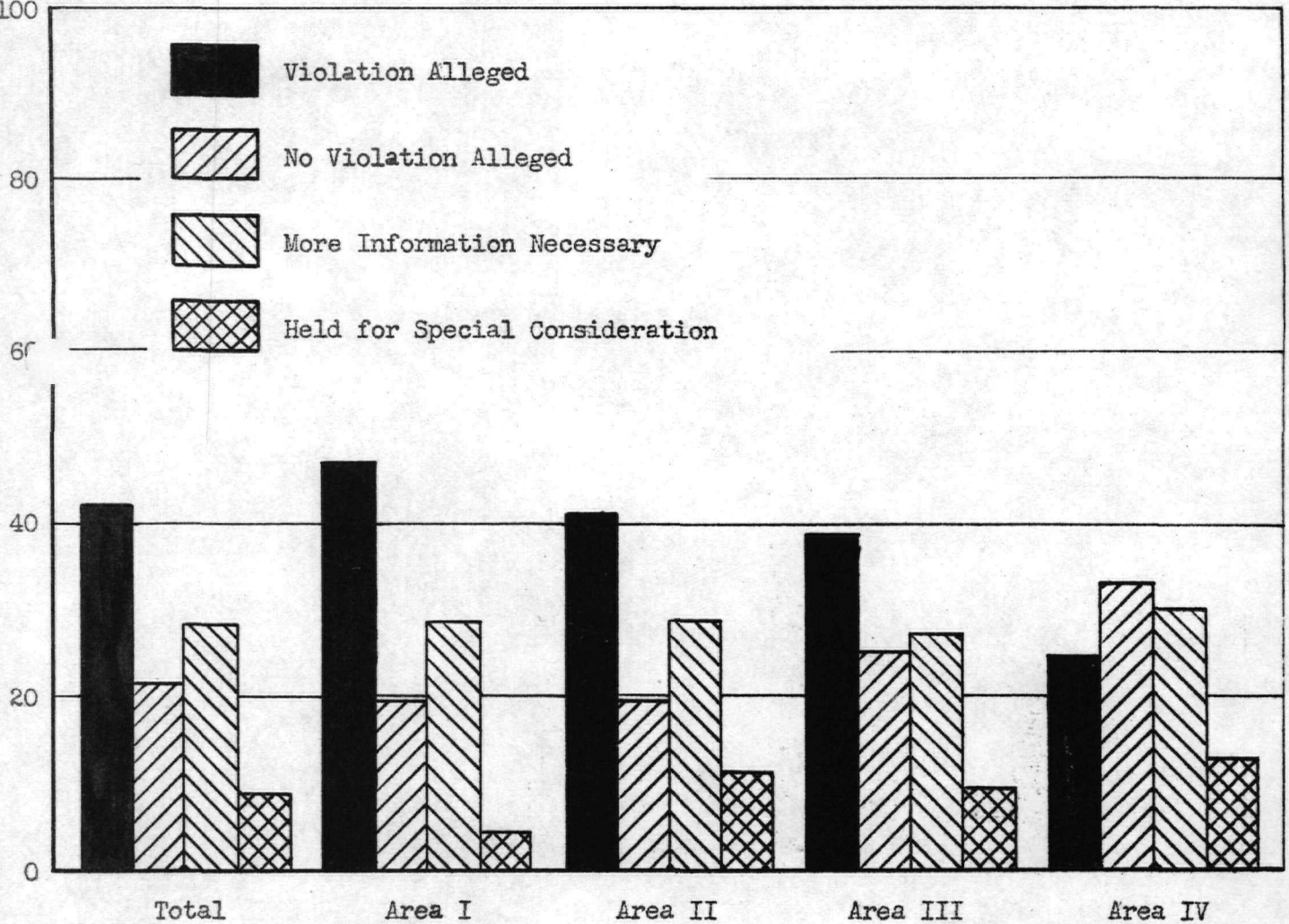
TABLE V.--DISTRIBUTION OF COMPLAINTS ANALYZED BY TYPE
AS OF JANUARY 31, 1939

Type	Total		Area I		Area II		Area III		Area IV	
	Num- ber	Per- cent	Num- ber	Per- cent	Num- ber	Per- cent	Num- ber	Per- cent	Num- ber	Per- cent
Total	4,556	100.0	1,607	100.0	1,498	100.0	1,318	100.0	133	100.0
Violation alleged	1,908	41.9	761	47.4	613	40.9	502	38.1	32	24.1
No violation alleged	982	21.6	316	19.7	288	19.2	334	25.3	44	33.1
More information nec- essary	1,291	28.3	463	28.8	431	28.8	357	27.1	40	30.1
Hold for special consideration	375	8.2	67	4.1	166	11.1	125	9.5	17	12.7

CHART B
 DISTRIBUTION OF COMPLAINTS
 ANALYZED BY TYPE

JANUARY 31, 1939

Percent
 100



The resulting changes in classification are shown in Table V-A (see following page.) The number of complaints indicating violations has increased 1.9 per cent; the number of complaints indicating no violation has increased 4.7 per cent; the number of complaints requiring more information has increased 1.4 per cent; and the number of complaints held for special handling has decreased 8.0 per cent. The change was greatest in Area III.

As shown in Table VI, less than one-fourth of the complaints dealt with violations of Section 6 of the Act alone, requiring payment of a minimum wage, and nearly 36 per cent were violations of Section 7, requiring payment of overtime after 44 hours of work. One-third of the valid complaints were violations of both Sections 6 and 7. The remaining 7 per cent were violations of other sections, such as those prohibiting the keeping of false records, undue wage deductions, etc.

An inspection of Table VI also shows that Area II, comprising the South Atlantic and Gulf States, has a greater percentage of violations of Section 6, either alone or in conjunction with Section 7, than any other area, thereby bearing out the general impression that it is a low wage area. The percentage of violations of sections other than 6 and 7 is unusually high (21.9) for Area IV, the Far Western States.

TABLE VI.--DISTRIBUTION OF COMPLAINTS BY SECTION OF THE ACT ALLEGED TO BE VIOLATED, AS OF JANUARY 31, 1939

	Total		Area I		Area II		Area III		Area IV	
	Num- ber	Per- cent	Num- ber	Per- cent	Num- ber	Per- cent	Num- ber	Per- cent	Num- ber	Per- cent
Total	1,908	100.0	761	100.0	613	100.0	502	100.0	32	100.0
Section 6	459	24.1	206	27.1	172	28.1	80	15.9	1	3.1
Section 7	685	35.9	296	38.9	140	22.8	236	47.0	13	40.6
Sections 6 and 7	630	33.0	227	29.8	246	40.1	146	29.1	11	34.4
Other	134	7.0	32	4.2	55	9.0	40	8.0	7	21.9

CHART C

DISTRIBUTION OF COMPLAINTS

BY SECTION OF THE ACT ALLEGED TO BE VIOLATED

As of January 31, 1939

Percent

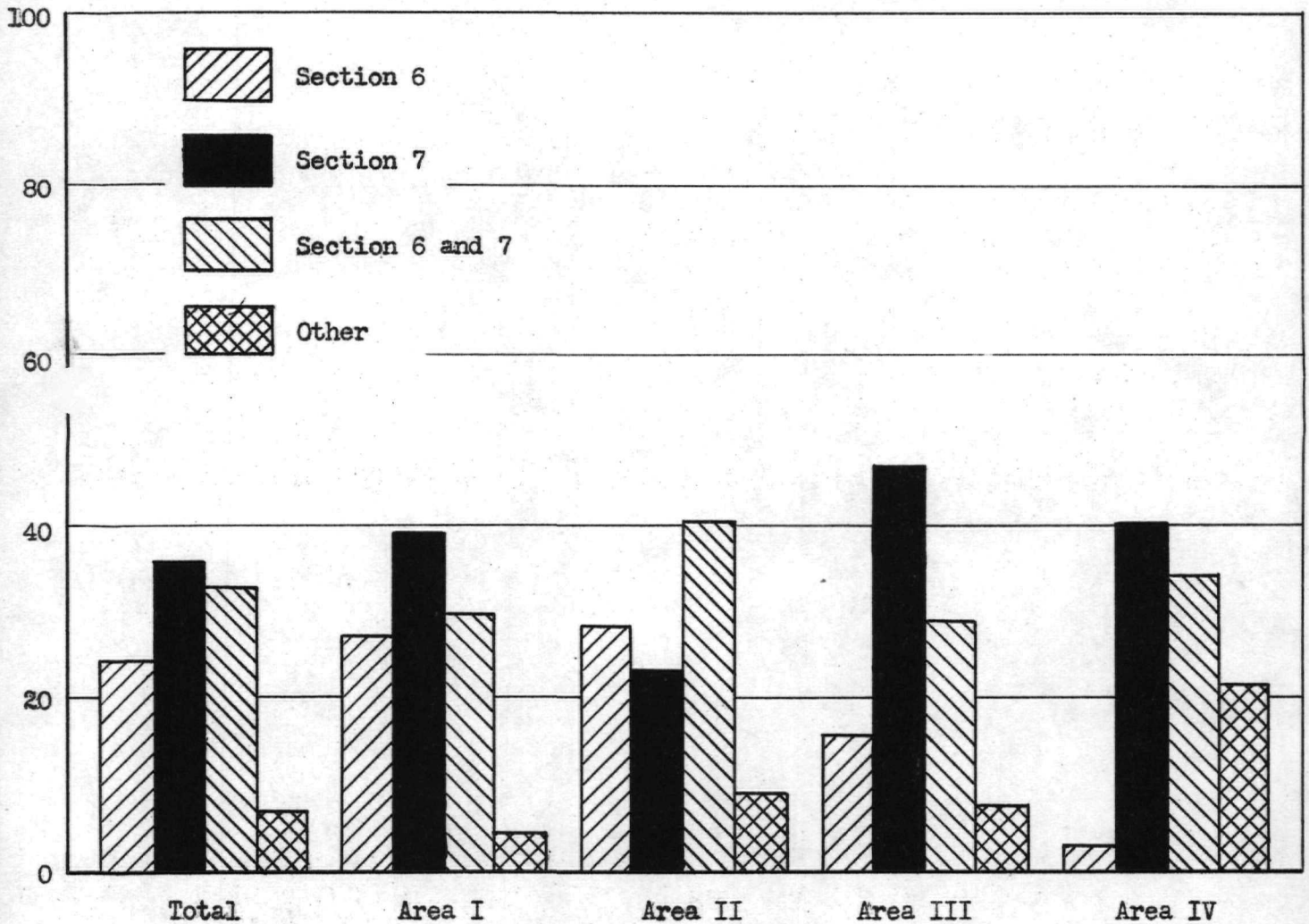


TABLE V-A

DISTRIBUTION OF COMPLAINTS ANALYZED BY TYPE
 SHOWING PERCENTAGE INCREASE AND DECREASE
 BETWEEN DECEMBER 31, 1938 AND JANUARY 31, 1939

	TOTAL			AREA I			AREA II			AREA III			AREA IV		
	Percent			Percent			Percent			Percent			Percent		
	Thru 12-31 38	Thru 1-31 39	Per- cent Change	Thru 12-31 38	Thru 1-31 39	Per- cent Change	Thru 12-31 38	Thru 1-31 39	Per- cent Change	Thru 12-31 38	Thru 1-31 39	Per- cent Change	Thru 12-31 38	Thru 1-31 39	Per- cent Change
Total	100.0	100.0	.0	100.0	100.0	.0	100.0	100.0	.0	100.0	100.0	.0	100.0	100.0	.0
Violation alleged	40.0	41.9	+1.9	45.2	47.4	+2.2	40.3	40.9	+0.6	34.7	38.1	+3.4	23.9	24.1	+0.2
No violation alleged	16.9	21.6	+4.7	14.5	19.7	+5.2	16.2	19.2	+3.0	18.7	25.3	+6.6	35.8	33.1	-2.7
More information necessary	26.9	28.3	+1.4	29.5	28.8	-0.7	25.1	28.8	+3.7	25.6	27.1	+1.5	24.8	30.1	+5.3
Held for special consideration	16.2	8.2	-8.0	10.8	4.1	-6.7	18.4	11.1	-7.3	21.0	9.5	-11.5	15.5	12.7	-2.8

Table VII shows that fully a fourth of the cases classified as "No Violation" were against firms who were covered, and were conforming with the requirements of the Act. Of the three-fourths of the establishments not covered by the Act, a very small percentage of the complaints indicated from the facts alleged, conformity with the Fair Labor Standards Act. These would be valid complaints if the Act covered intrastate commerce.

TABLE VII.—DISTRIBUTION OF COMPLAINTS CLASSIFIED "NO VIOLATION"
BY COVERAGE OF EMPLOYEES, AS OF JANUARY 31, 1939

Coverage	Total		Area I		Area II		Area III		Area IV	
	Num-ber	Per-cent	Num-ber	Per-cent	Num-ber	Per-cent	Num-ber	Per-cent	Num-ber	Per-cent
Total	982	100.0	316	100.0	288	100.0	334	100.0	44	100.0
Covered, but No Violation Indicated.....	263	26.8	76	24.1	93	32.3	82	24.6	12	27.3
Not Covered, Indicates conformity with standards of FLSA.....	23	2.3	11	3.5	4	1.4	7	2.1	1	2.3
Not Covered, Facts indicate nonconformity with standards of FLSA..	696	70.9	229	72.4	191	66.3	245	73.3	31	70.4

Table VIII shows that of the complaints classified as requiring more information, the greater proportion require information about the employer's business and the lesser proportion require information about employment conditions.

TABLE VIII.—COMPLAINTS REQUIRING MORE INFORMATION BY NATURE OF
INFORMATION LACKING, AS OF JANUARY 31, 1939

Information Lacking	Total		Area I		Area II		Area III		Area IV	
	Num-ber	Per-cent	Num-ber	Per-cent	Num-ber	Per-cent	Num-ber	Per-cent	Num-ber	Per-cent
Total	1,291	100.0	463	100.0	431	100.0	357	100.0	40	100.0
Concerning Nature of Employer's Business only	538	41.7	189	40.8	180	41.8	158	44.3	11	27.5
Concerning conditions of Employment Only	197	15.3	66	14.3	61	14.2	61	17.1	9	22.5
Concerning Both Nature of Employer's Business and Conditions of Employment	556	43.0	208	44.9	190	44.0	138	38.6	20	50.0

Investigations Undertaken

Of the 1,908 complaints found presumably valid by the Examining Unit, 1,247, representing investigations against 1,020 establishments have been referred to the Field Operations Section for action. Of these 1,020 cases, 740 have been sent

CHART D

Distribution of Complaints Classified
"No Violation"

By Coverage of Employees

As of January 31, 1939

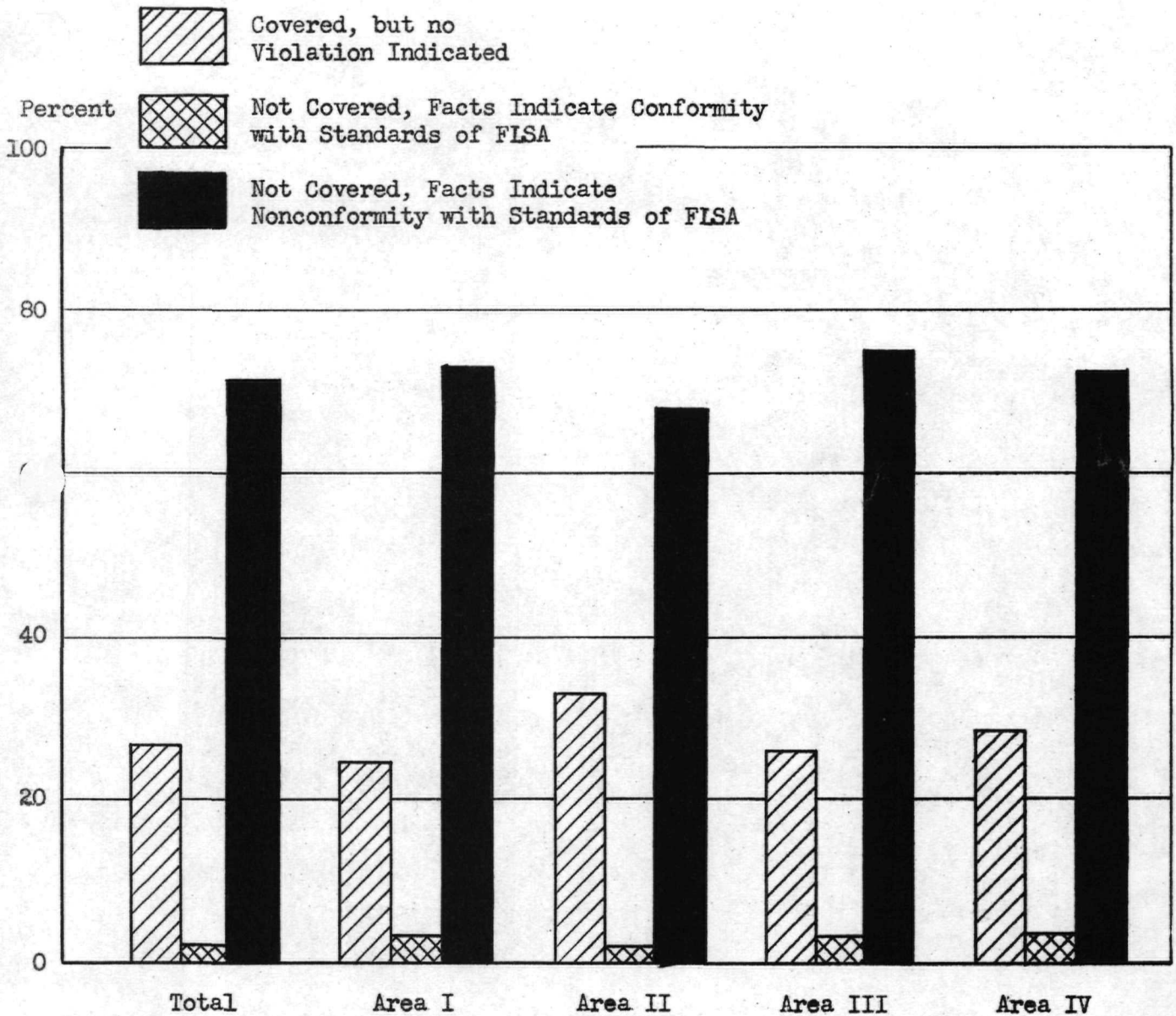
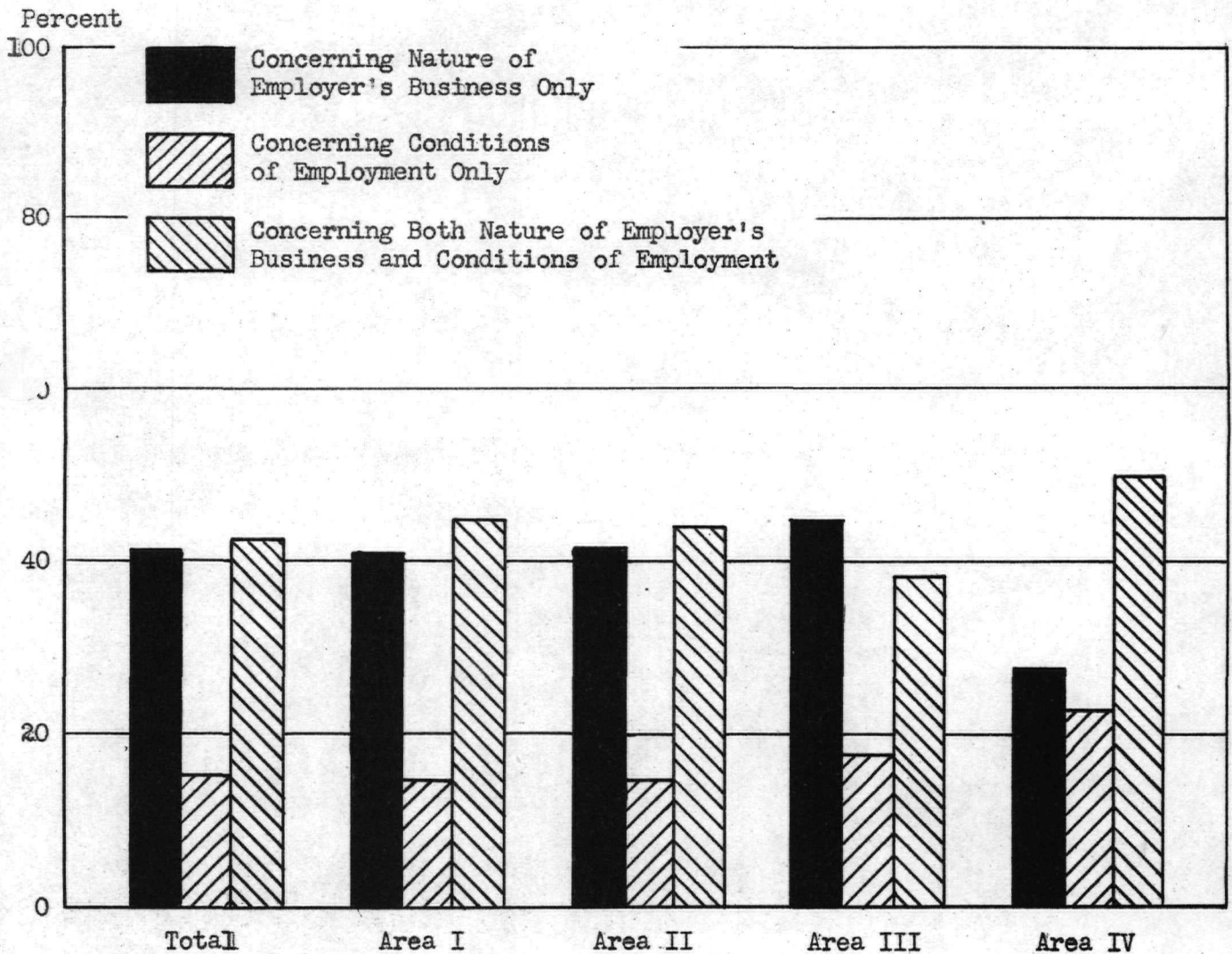


CHART E

Complaints Requiring More Information

By Nature of Information Lacking

As of January 31, 1939



to our field offices and 108 to State Departments of Labor for investigation. Table IX shows these totals distributed by states. The greatest number of complaints originate from New York and the greatest number of cases sent to the field for investigation are also in that state. Cases have been referred to State Departments of Labor in Connecticut, District of Columbia, Mississippi and Illinois.

The last column of Table IX shows that inspection reports have been received on 231 cases sent to the Field and State Departments of Labor for investigation. The greatest number have been received from New York and Maryland, 39 each, and 30 have been received from Massachusetts.

Of the 231 reports received, approximately 70 were turned over to the legal department and approximately 161 were being examined by the Cooperation and Enforcement Branch. Of the 161 reports preliminary examination of 85 cases, ^{indicated that} 14 were considered closed; 12 were dropped because no violations were found; and 8 were dropped because the firms were not covered by the Act. In 10 of the 14 cases considered closed, back payments totaling \$455.94 to 102 employees were made. In the other 4, the employers had made restitution to 434 employees by adding the amounts due to the regular payroll checks and the amounts of back payments were not indicated. The closed and dropped cases are shown by states in Table X.

TABLE IX

SUMMARY OF ACTIVITY OF FIELD OPERATIONS
SECTION ON COMPLAINTS PRESUMED
VALID
JANUARY 31, 1939

Areas and States	Complaints Referred to Field Operations Section	Cases * Covering Complaints Referred	Cases Sent to Field	Cases Sent to State Labor Depts.	Cases on Which Reports Have Been Rec'd for Exam.
Total U. S.	<u>1247</u>	<u>1020</u>	<u>740</u>	<u>108</u>	<u>231</u>
Area I	<u>486</u>	<u>404</u>	<u>295</u>	<u>34</u>	<u>108</u>
Connecticut.....	51	34	0	34	11
Delaware	13	13	13	0	5
Maine	13	13	13	0	13
Massachusetts ...	83	68	57	0	30
New Hampshire ...	7	6	6	0	0
New Jersey	61	56	40	0	6
New York	185	148	115	0	39
Pennsylvania	73	66	51	0	4
Rhode Island	0	0	0	0	0
Vermont	0	0	0	0	0
Area II	<u>465</u>	<u>388</u>	<u>252</u>	<u>45</u>	<u>74</u>
Alabama	51	45	34	0	2
Arkansas	3	3	3	0	1
Dist. of Columbia	16	15	0	15	0
Florida	40	15	15	0	2
Georgia	55	55	26	0	5
Louisiana	28	22	22	0	2
Maryland	54	45	45	0	39
Mississippi	13	13	13	0	3
North Carolina ..	37	31	8	30	10
Oklahoma	0	8	8	0	1
South Carolina ..	24	18	18	0	5
Tennessee	32	28	22	0	1
Texas	54	54	19	0	2
Virginia	49	35	18	0	1
West Virginia ...	1	1	1	0	0

(Continued)

* A smaller number of cases than complaints is caused by the fact that quite a few establishments are complained against by more than one person.

TABLE IX (continued)

SUMMARY OF ACTIVITY OF FIELD OPERATIONS
SECTION ON COMPLAINTS PRESUMED
VALID
JANUARY 31, 1939

Areas and States	Complaints Referred to Field Operations Section	Cases * Covering Complaints Referred	Cases Sent to Field	Cases Sent to State Labor Depts.	Cases on Which Reports Have Been Rec'd. for Exam.
Area III	<u>266</u>	<u>198</u>	<u>163</u>	<u>29</u>	<u>47</u>
Illinois	89	47	19	29	23
Indiana	0	0	0	0	0
Iowa	8	8	8	0	1
Kansas	0	0	0	0	0
Kentucky	0	0	0	0	0
Michigan	32	16	16	0	5
Minnesota	13	12	12	0	5
Missouri	75	67	67	0	11
Nebraska	0	0	0	0	0
North Dakota	0	0	0	0	0
Ohio	16	16	16	0	0
South Dakota	0	0	0	0	0
Wisconsin	33	32	25	0	4
Area IV	<u>30</u>	<u>30</u>	<u>30</u>	<u>0</u>	<u>2</u>
Arizona	3	3	3	0	2
California	11	11	11	0	0
Colorado	2	2	2	0	0
Idaho	3	3	3	0	0
Montana	1	1	1	0	0
Nevada	0	0	0	0	0
New Mexico	3	3	3	0	0
Oregon	4	4	4	0	0
Utah	0	0	0	0	0
Washington	3	3	3	0	0
Wyoming	0	0	0	0	0

* A smaller number of cases than complaints is caused by the fact that quite a few establishments are complained against by more than one person.

TABLE X. -- CLOSED AND DROPPED CASES BY STATES
AS OF JANUARY 31, 1939

	Total	Closed by Adjustment			Dropped	
		Cases	Employees	Amount	No Violation	Not Covered
United States	<u>34</u>	<u>14</u>	<u>536</u>	<u>\$455.94</u>	<u>12</u>	<u>8</u>
Alabama	1				1	
Connecticut	5	5	91	440.02		
Delaware	1					1
Georgia	2				1	1
Maryland	7	6	125	9.86		1
Minnesota	1				1	
Mississippi	2					2
New Jersey	3	1	318		1	1
New York	3				2	1
North Carolina	5				5	
Wisconsin	4	2	2	6.06	1	1

Summary of Inspectors' Activity

During January daily summary reports were received from 32 inspectors. Their activity is briefly summarized in Tables XI and XII.

Table XI shows that a third (31.2 per cent) of their visits were with employees at their homes for interview outside of the establishment; and two thirds (68.8 per cent) were with representatives of establishments.

TABLE XI
PERCENTAGE DISTRIBUTION OF INSPECTORS' VISITS BY
TYPE OF VISIT
MONTH OF JANUARY, 1939

TYPE OF VISIT	PER CENT
Total Visits	<u>100.0</u>
Visits to persons	<u>31.2</u>
Visits to establishments	68.8

Table XII shows that slightly more than half (52.4 per cent) of the inspectors' time was spent in the field; about an eighth (12.9 per cent) in travel; and a third (34.7 per cent) in the office.

Field time includes time actually spent in inspection and other field work such as attendance at conferences, time necessarily consumed in going from one establishment to another in the same city or village, and time spent in necessary clerical work in factories of other establishments visited.

Travel time includes time spent in traveling from one city or village to another in connection with field or prosecution work.

Office time includes time spent at any office of the Division for any purpose other than prosecution work and attendance at general conferences of inspectors.

TABLE XII
PERCENTAGE DISTRIBUTION OF INSPECTORS' TIME
MONTH OF JANUARY, 1939

INSPECTORS' TIME	Per Cent
Total Time	<u>100.0</u>
Field	52.4
Travel	12.9
Office	34.7
	-

Field Office Activity

As shown in Table XIII a comparison of field office activity in January with that in December in 23 field offices, reveals an increased activity in all types of work reported. The requests for interpretations of the Act received in the field offices increased 55.6 per cent. The number of these requests which were forwarded to Washington more than doubled (137.2 per cent). Office interviews increased 26.6 per cent; complaints forwarded to Washington increased 16.7 per cent; and telephone calls increased 6.1 per cent. These increases would seem to represent the extended area which the Field Operations Section is covering.

A summary of field office activities for the twenty-three offices reporting is shown in Table XIV.

TABLE XIII--COMPARISON OF FIELD OFFICE ACTIVITY
IN TWENTY-THREE OFFICES IN
JANUARY 1939 WITH DECEMBER 1938

	December 1938	January 1939	Percentage Change
1. Office Interviews	2,980	3,774	+ 26.6
2. Requests for Interpretation of the Act			
(a) Received	2,676	4,164	+ 55.6
(b) Forwarded to Washington	129	306	+ 137.2
3. Complaints forwarded to Washington	626	732	+ 16.7
4. Telephone Calls	3,630	3,851	+ 6.1

TABLE XIV
SUMMARY OF FIELD OFFICE ACTIVITY
MONTH OF JANUARY, 1939

Office Location	Office Interviews	Requests for Interpretations of the Act		Complaints forwarded to Washington	Telephone Calls
		Received	Forwarded to Washington		
<u>Total</u>	<u>3774</u>	<u>4164</u>	<u>306</u>	<u>732</u>	<u>3851</u>
Atlanta, Ga.	195	106	5	41	168
Baltimore, Md.	64	2	2	7	50
Birmingham, Ala.	178	65	16	66	60
Boston, Mass.	215	0*	0*	54	451
Charlotte, N. C.	64	112	4	21	48
Chicago, Ill.	435	243	11	104	251
Cleveland, Ohio**	28	3	3	1	6
Columbia, S. C.	77	83	11	10	66
Detroit, Mich.	634	700	8	30	426
Hartford, Conn.***	4	7	7	1	26
Milwaukee, Wis.	71	62	9	4	72
Minneapolis, Minn.	120	202	4	8	273
Nashville, Tenn.	47	71	3	2	8
Newark, N. J.	60	118	2	17	90
New Orleans, La.	223	292	28	55	235
New York, N. Y.	452	1293	165	166	677
Oklahoma City, Okla.	155	187	1	25	119
Philadelphia, Pa.	223	319	10	23	294
Puerto Rico****	-	-	-	-	-
Richmond, Va.	53	35	2	46	67
San Antonio, Texas.	57	6	6	2	71
San Francisco, Calif.	165	97	9	2	168
St. Louis, Mo.	198	10	8	37	165
Wilmington, Del.	57	151	1	10	60

* Boston reports incomplete in regard to requests for interpretation of the Act.

** First report on Cleveland Office January 30, 1939.

*** Hartford Office closed early in January, 1939.

**** Puerto Rico does not make daily reports.

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