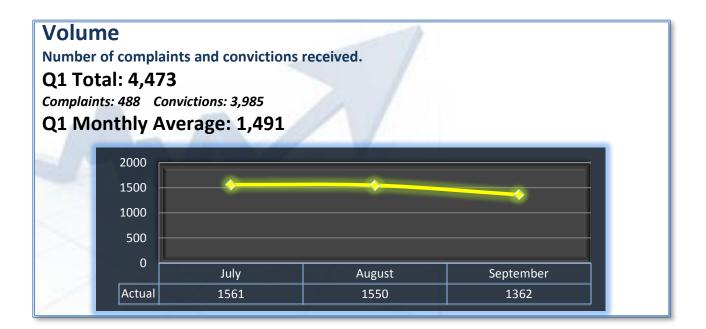
Department of Consumer Affairs Bureau of Security & Investigative Services

# **Performance Measures**

#### Q1 Report (July - September 2011)

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days





### Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

# Target: 90 Days

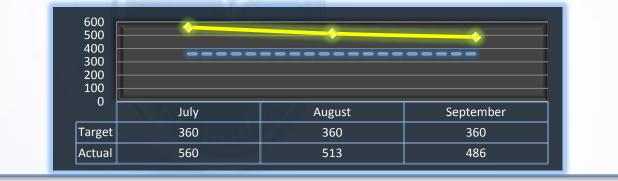


#### **Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

## Target: 360 Days

Q1 Average: 520 Days



#### **Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

#### Target: 14 Days Q1 Average: 5 Days



#### **Probation Violation Response** Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action. Target: 30 Days Q1 Average: 19 Days 40 30 20 10 July August September Target 30 30 30 Actual 8 30 $\mathbf{\mathbf{\overline{S}}}$