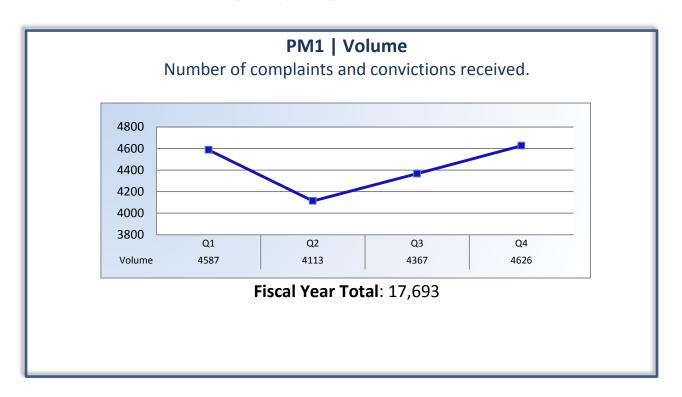
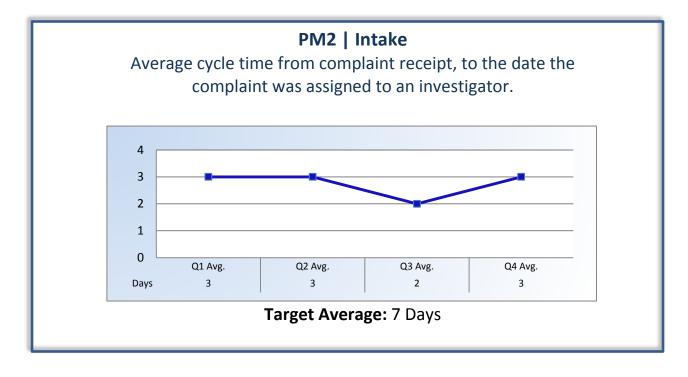
# **Bureau of Automotive Repair**

## **Performance Measures**

### Annual Report (2013 – 2014 Fiscal Year)

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.





#### PM3 | 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 Average: 60 Days

#### **PM4 | 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 Average:** 540 Days



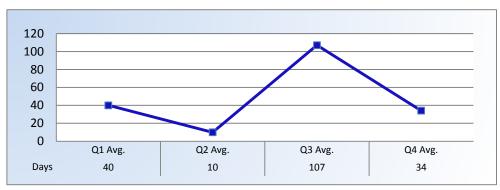
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days

## **PM8 | 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 Average: 10 Days