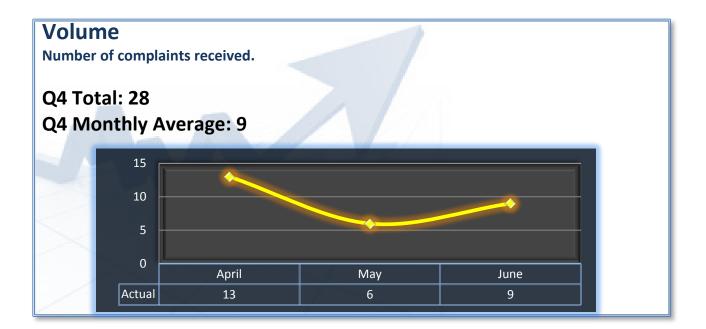
Department of Consumer Affairs Professional Fiduciaries Bureau

Performance Measures

Q4 Report (April - June 2013)

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: 5 Days Q4 Average: 2 Days

April	May	June
April 5	May 5	June 5
	~	~~~~~~~~~~

Intake & Investigation

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

Target: 365 Days Q4 Average: 104 Days

400			
300			
200			
100	~		
0	April	May	June
Target	365	365	365
Actual	87	102	138

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: 540 Days Q4 Average: 940 Days



Probation Intake

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

Target: 10 Days Q4 Average: N/A

The Bureau did not contact any new probationers this quarter.

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: 10 Days Q4 Average: N/A

The Bureau did not handle any probation violations this quarter.