

## Performance Measures

### Q1 Report (July - Sept 2010)

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.

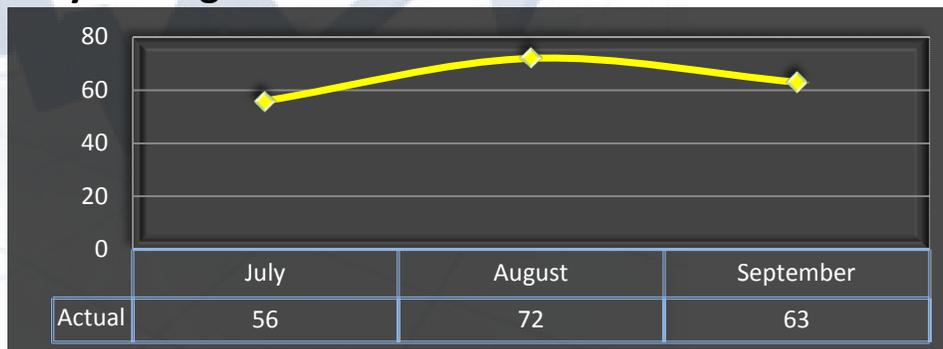
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

### Complaint Volume

Number of complaints received.

**Q1 Total: 191 (Complaints: 183 Convictions: 8)**

**Q1 Monthly Average: 64**

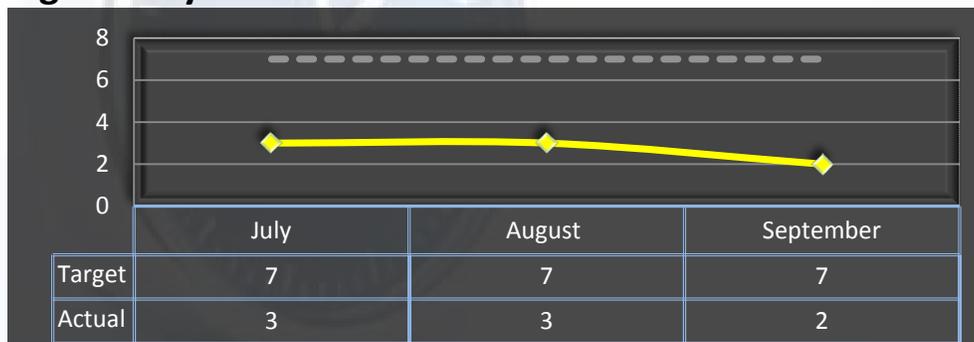


### Complaint Intake

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

**Target: 7 Days**

**Q1 Average: 3 Days**



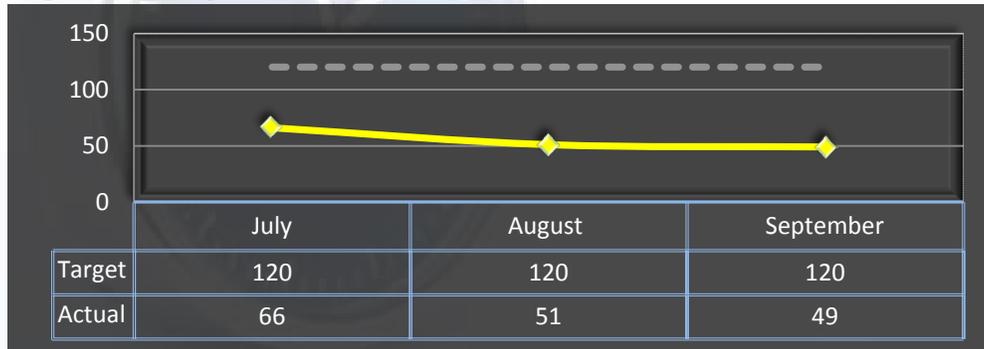
\*"Complaints" in these measures include complaints, convictions, and arrest reports.

## Complaint Intake & Investigation

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

**Target: 120 Days**

**Q1 Average: 55 Days**

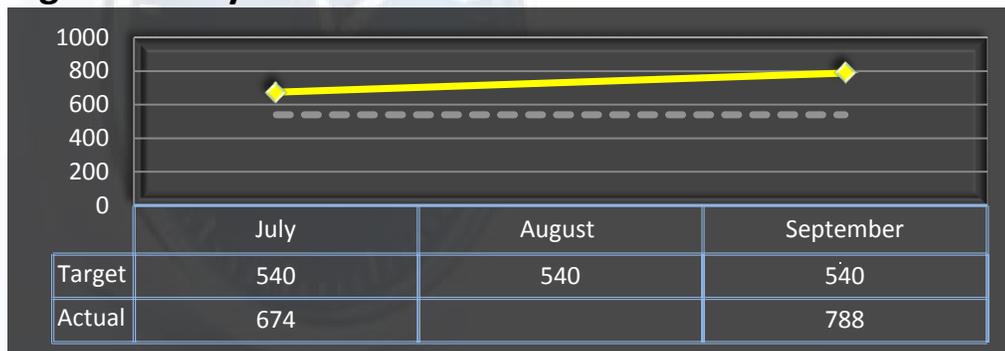


## Formal Discipline

Average cycle time from receipt of complaint, to closure of cases sent to the Attorney General or other formal discipline.

**Target: 540 Days**

**Q1 Average: 487 Days**

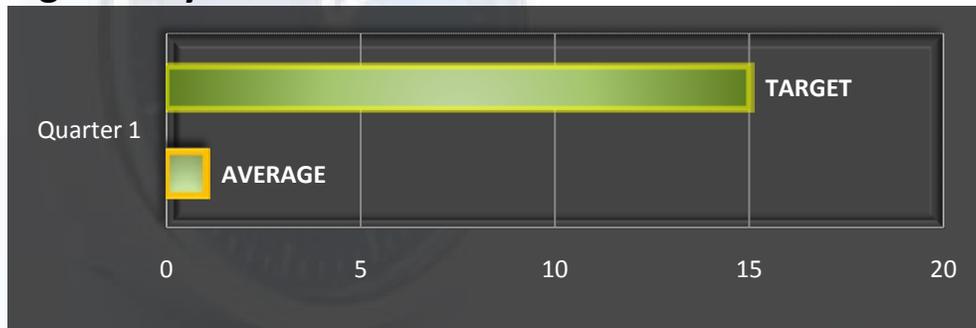


## Probation Intake

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

**Target: 15 Days**

**Q1 Average: 1 Day** (only 1 data point available)



## **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: 15 Days**

**Q1 Average: N/A**

*The Bureau did not receive any probation violations this quarter.*