

Performance Measures

Q2 Report (October - December 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.

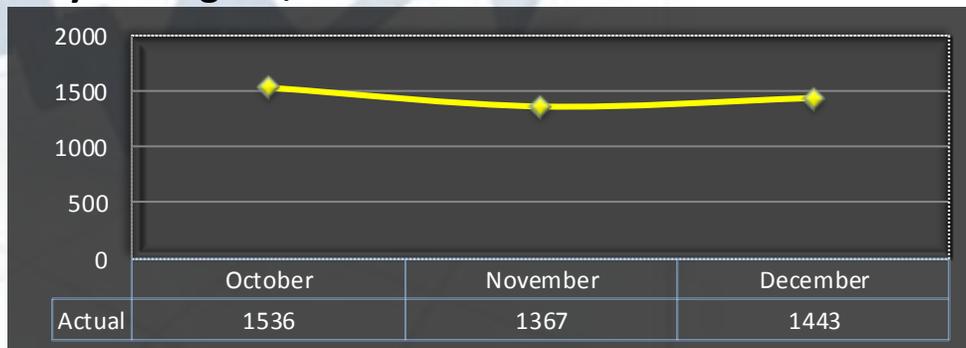
These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q2 Total: 4,346

Q2 Monthly Average: 1,449

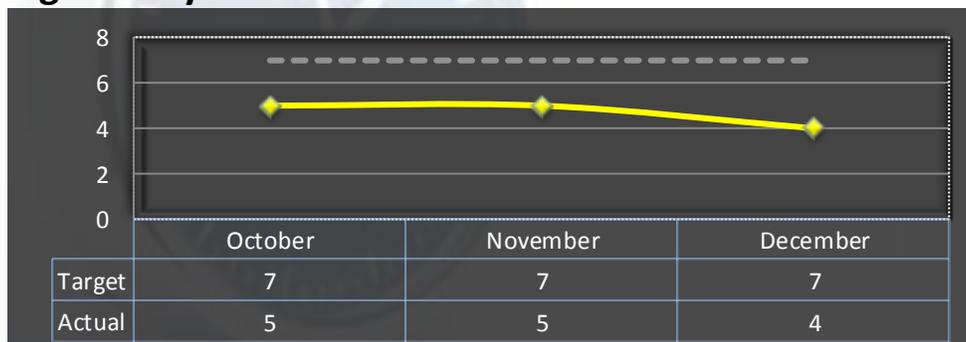


Intake

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

Target: 7 Days

Q2 Average: 5 Days

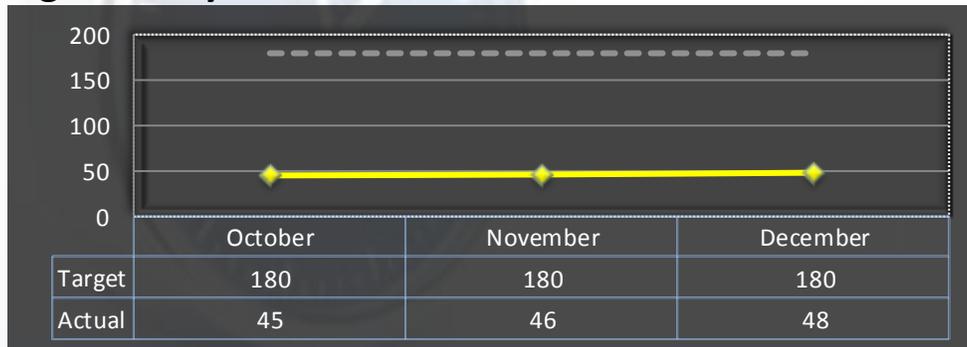


Intake & Investigation

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: 180 Days

Q2 Average: 46 Days

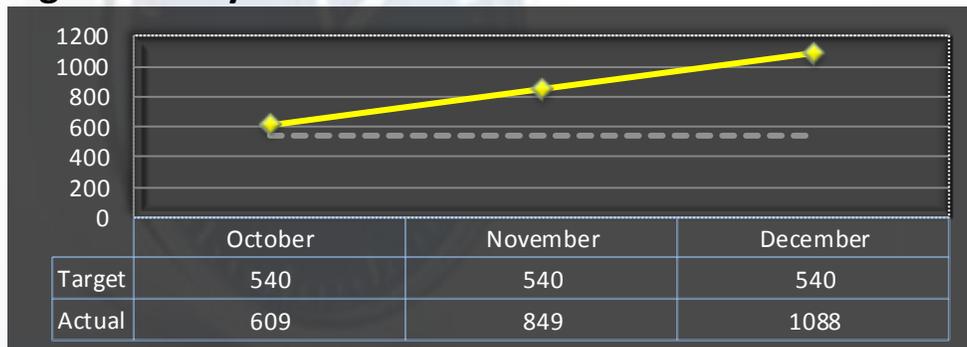


Formal Discipline

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: 540 Days

Q2 Average: 796 Days

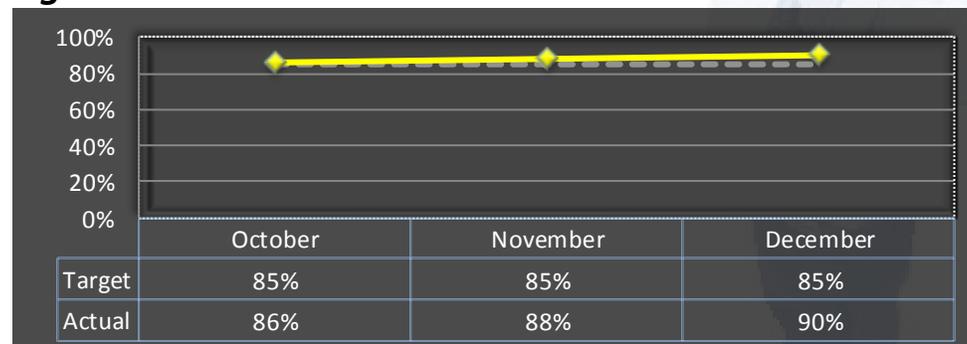


Consumer Satisfaction

Percentage of consumer survey responses indicating satisfaction with the complaint process.

Target: 85%

Q2 Average: 88%

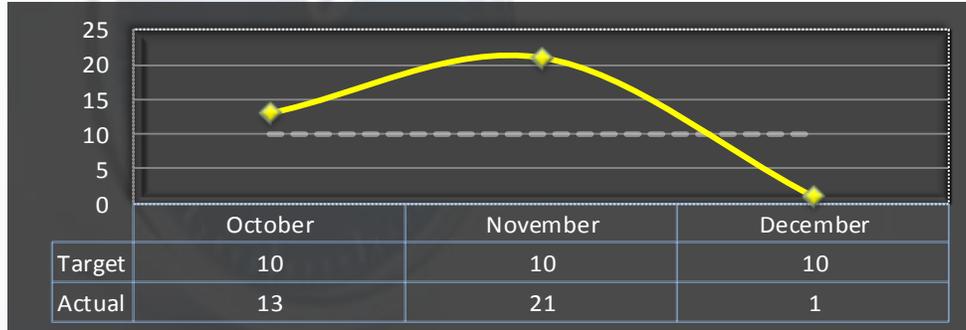


Probation Intake

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

Target: 10 Days

Q2 Average: 13 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: 10 Days

Q2 Average: N/A

The Bureau did not handle any probation violations this quarter.