

## Performance Measures

### Q2 Report (October - December 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.

#### Volume

Number of complaints received.

**Q2 Total: 4,121**

**Q2 Monthly Average: 1,374**



#### Intake

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

**Target: 7 Days**

**Q2 Average: 4 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: 60 Days**

**Q2 Average: 46 Days**

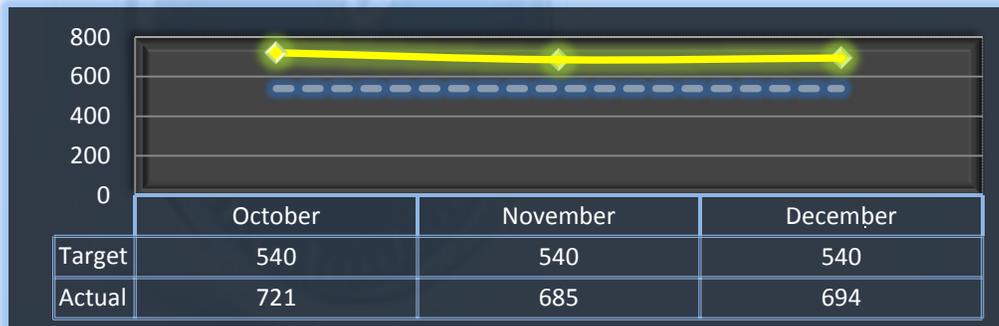


## Formal Discipline

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: 700 Days**

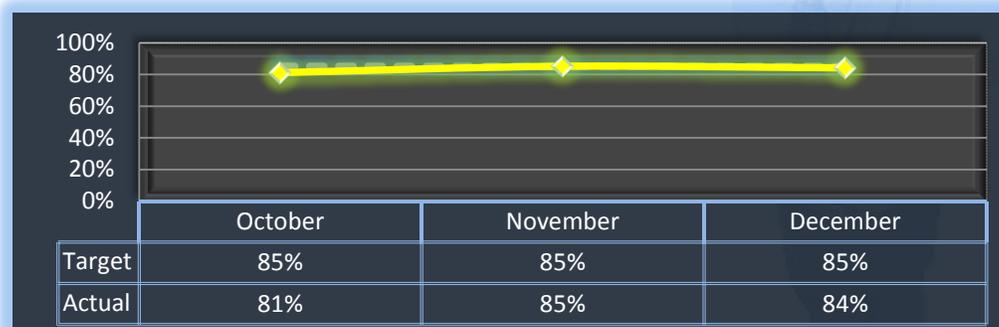


## Consumer Satisfaction

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

**Target: 85%**

**Q2 Average: 83%**



## 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: 4 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: 20 Days**

