Department of Consumer Affairs

Bureau of Security & Investigative Services

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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

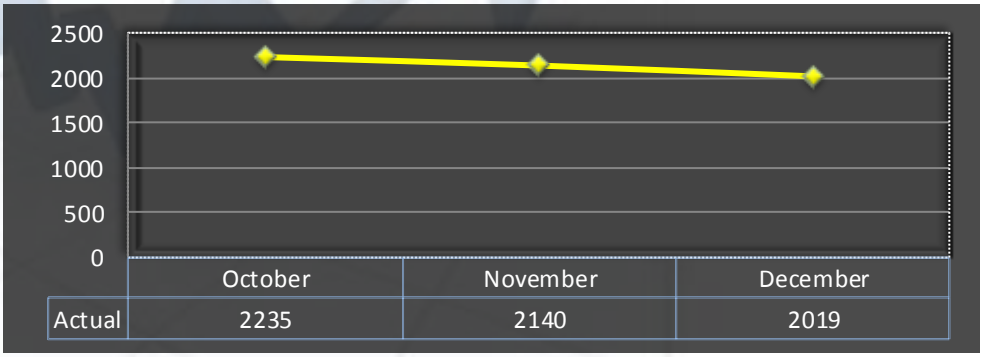
Volume

Number of complaints and convictions received.

Q2 Total: 6,394

Complaints: 536 Convictions: 5,858

Q2 Monthly Average: 2,131



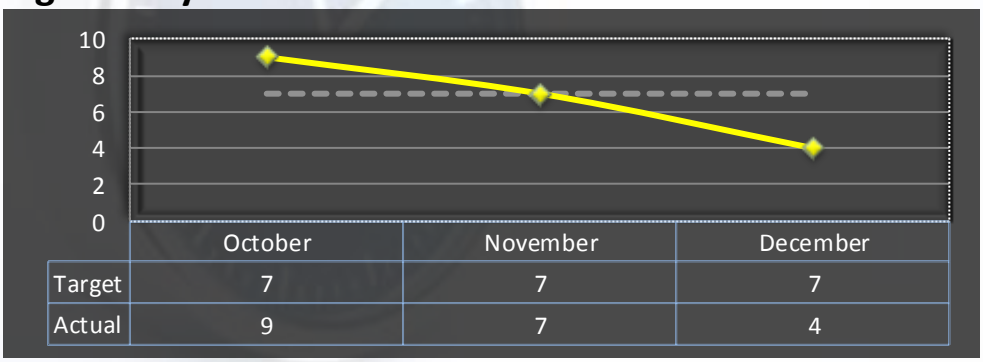
	October	November	December
Actual	2235	2140	2019

Intake

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

Target: 7 Days

Q2 Average: 7 Days



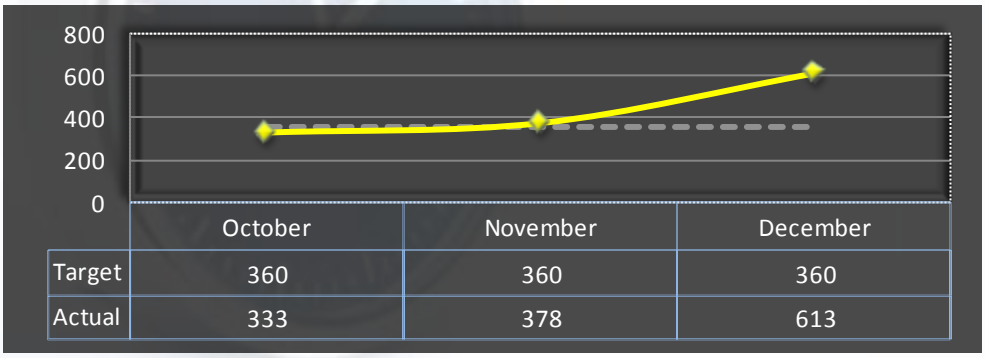
	October	November	December
Target	7	7	7
Actual	9	7	4

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: 360 Days

Q2 Average: 376 Days



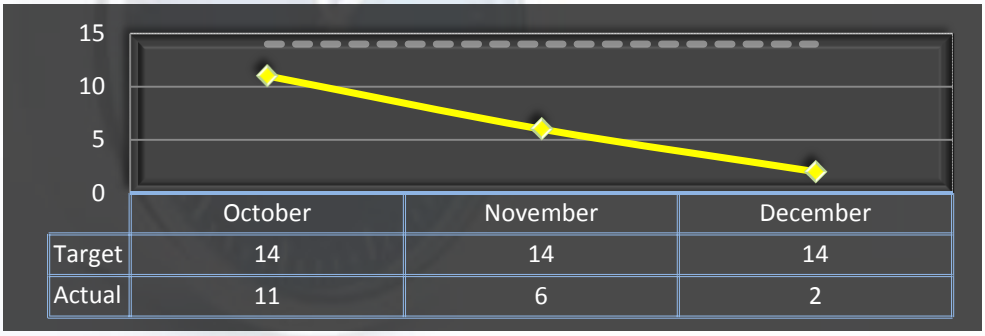
	October	November	December
Target	360	360	360
Actual	333	378	613

Probation Intake

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

Target: 14 Days

Q2 Average: 6 Days



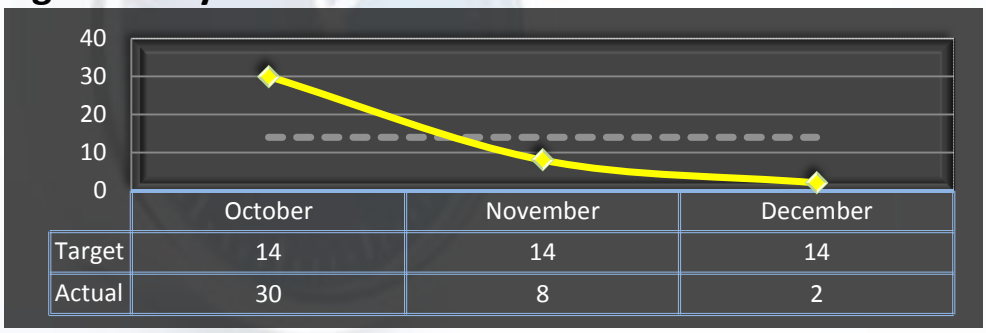
	October	November	December
Target	14	14	14
Actual	11	6	2

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: 30 Days

Q2 Average: 13 Days



	October	November	December
Target	14	14	14
Actual	30	8	2