Performance Measures

Q4 Report (April - June 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.

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.

Q4 Total: 211
Complaints: 198 Convictions: 13
Q4 Monthly Average: 70

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>67</td>
<td>65</td>
<td>79</td>
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Complaint Intake
Average cycle time from the date of complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days
Q4 Average: 2 Days

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<th>April</th>
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<tbody>
<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
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</table>
**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  
**Q4 Average:** 31 Days

![Graph](image1)

<table>
<thead>
<tr>
<th>Month</th>
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<th>Actual</th>
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<tr>
<td>April</td>
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<tr>
<td>May</td>
<td>120</td>
<td>25</td>
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<tr>
<td>June</td>
<td>120</td>
<td>37</td>
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**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:** 625 Days

![Graph](image2)

**Probation Intake**

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

**Target:** 15 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: 15 Days
Q4 Average: N/A

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