Performance Measures

Q1 Report *(July - September 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.

Q1 Total: 563
Q1 Monthly Average: 188

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<th>July</th>
<th>August</th>
<th>September</th>
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<tr>
<td>Actual</td>
<td>186</td>
<td>186</td>
<td>191</td>
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**Intake**

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

Target: 10 Days
Q1 Average: 6 Days

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<tr>
<td>Target</td>
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<td>Actual</td>
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<td>9</td>
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**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**
**Q1 Average: 66 Days**

![Graph showing Intake & Investigation cycle time from July to September.

**Formal Discipline**
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target: 270 Days**
**Q1 Average: 1,432 Days**

![Graph showing Formal Discipline cycle time from July to September.

**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**

![Graph showing Probation Intake cycle time from Q1 Average to Target.]
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
Q1 Average: N/A

The Bureau did not handle any probation violations this quarter.