Department of Consumer Affairs

Bureau of Security & Investigative Services

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.

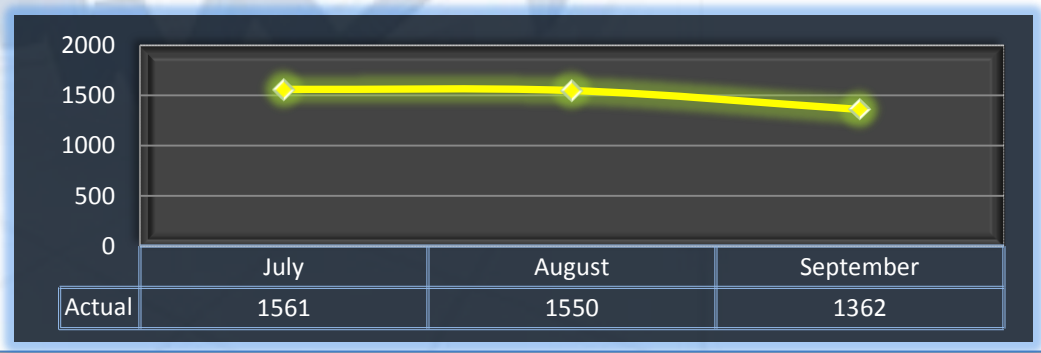
Volume

Number of complaints and convictions received.

Q1 Total: 4,473

Complaints: 488 Convictions: 3,985

Q1 Monthly Average: 1,491



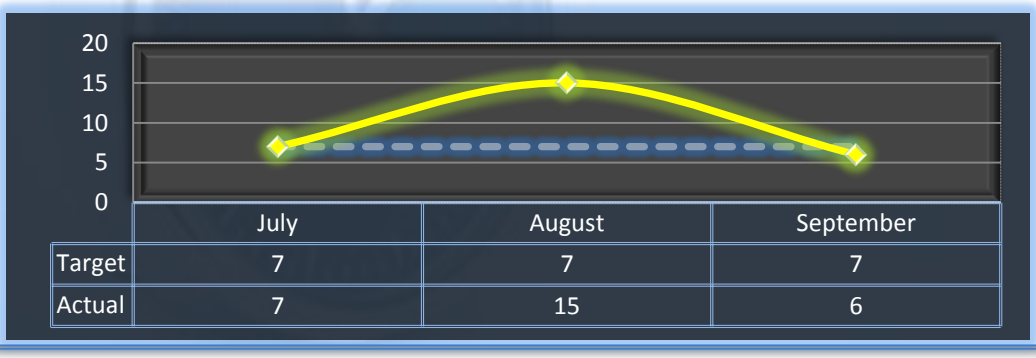
	July	August	September
Actual	1561	1550	1362

Intake

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

Target: 7 Days

Q1 Average: 9 Days



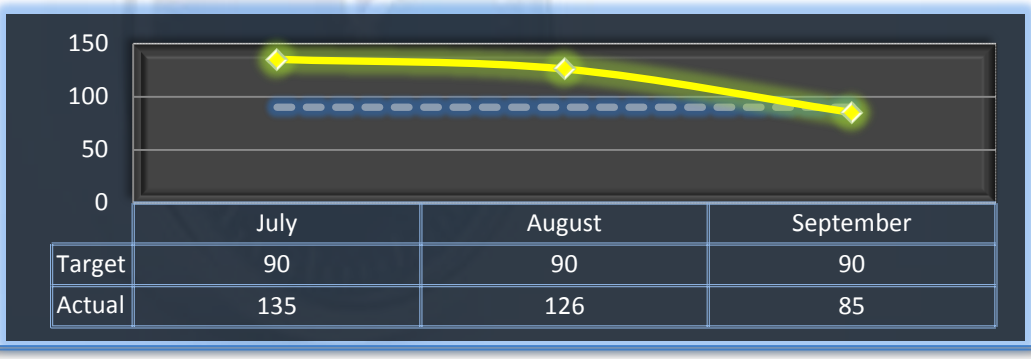
	July	August	September
Target	7	7	7
Actual	7	15	6

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: 90 Days

Q1 Average: 115 Days



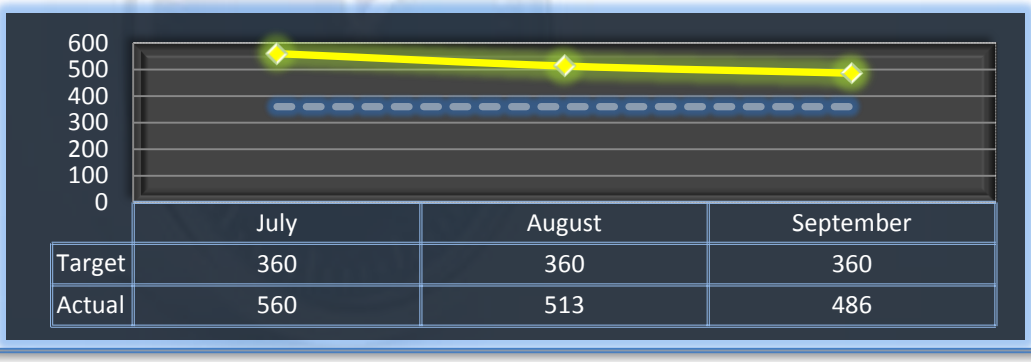
	July	August	September
Target	90	90	90
Actual	135	126	85

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

Q1 Average: 520 Days



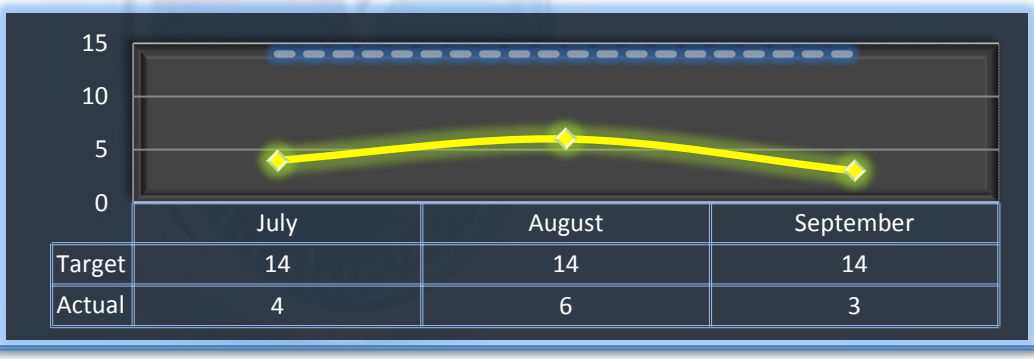
	July	August	September
Target	360	360	360
Actual	560	513	486

Probation Intake

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

Target: 14 Days

Q1 Average: 5 Days



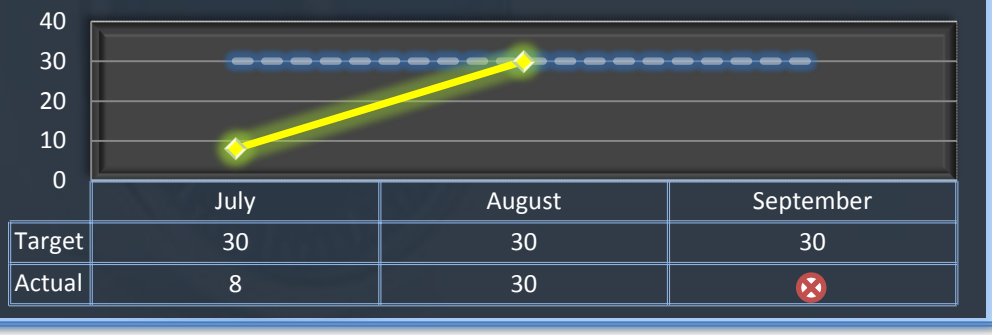
	July	August	September
Target	14	14	14
Actual	4	6	3

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: 19 Days



	July	August	September
Target	30	30	30
Actual	8	30	