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: 533  
Q2 Monthly Average: 178

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<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
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</thead>
<tbody>
<tr>
<td>Actual</td>
<td>196</td>
<td>209</td>
<td>128</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  
Q2 Average: 9 Days

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<th>October</th>
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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>6</td>
<td>3</td>
<td>18</td>
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**Probation Intake**

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

**Target:** 15 Days

**Q2 Average:** 1 Day

*The Bureau did not assign any new probation cases 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: 30 Days
Q2 Average: N/A

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