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: 20  
Q2 Monthly Average: 7

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<tr>
<td>Actual</td>
<td>4</td>
<td>11</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days  
Q2 Average: 12 Days

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<td>Actual</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:** 365 Days  
**Q2 Average:** 174 Days

![Intake & Investigation Graph](image)

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<tr>
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<td>Actual</td>
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<td>81</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  
**Q2 Average:** N/A

*The Bureau did not close any formal discipline cases this quarter.*

**Probation Intake**

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

**Target:** 10 Days  
**Q2 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: 10 Days
Q2 Average: N/A

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