Performance Measures

Q4 Report (April - June 2012)

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.

Q4 Total: 5,322
Q4 Monthly Average: 1,774

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<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Actual</td>
<td>1721</td>
<td>1827</td>
<td>1774</td>
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**Intake**

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

Target: 7 Days
Q4 Average: 4 Days

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<tr>
<td>Target</td>
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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: 60 Days
Q4 Average: 43 Days

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: 589 Days

Consumer Satisfaction
Percentage of consumer survey responses indicating satisfaction with the complaint process.
Target: 88%
Q4 Average: 89%
Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days
Q4 Average: 3 Days

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
Q4 Average: 25 Days