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 and convictions received.

**Q4 Total: 6,461**

*Complaints: 609  Convictions: 5,852*

**Q4 Monthly Average: 2,154**

![Volume Graph]

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

**Target: 7 Days**

**Q4 Average: 3 Days**

![Intake Graph]
**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
**Q4 Average:** 103 Days

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<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
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<td>90</td>
<td>90</td>
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<tr>
<td>Actual</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:** 360 Days
**Q4 Average:** 345 Days

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<tr>
<td>Actual</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:** 14 Days
**Q4 Average:** 7 Days

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<tr>
<td>Actual</td>
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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
Q4 Average: 16 Days