Performance Measures
Q1 Report (July - September 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.

Q1 Total: 398
Q1 Monthly Average: 133

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<tr>
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<th>July</th>
<th>August</th>
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<tbody>
<tr>
<td>Actual</td>
<td>111</td>
<td>189</td>
<td>98</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
Q1 Average: 3 Days

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<td>Target</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Actual</td>
<td>3</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: 180 Days**

**Q1 Average: 79 Days**

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<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
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<tr>
<td>Actual</td>
<td>83</td>
<td>76</td>
<td>78</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 Board, and prosecution by the AG)

**Target: 270 Days**

**Q1 Average: N/A**

*The Bureau did not have any cases go through formal discipline this quarter.*

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

**Target: 15 Days**

**Q1 Average: N/A**

*The Bureau did not contact any 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:** 30 Days  
**Q1 Average:** N/A

_The Bureau did not handle any probation violations this quarter._