Performance Measures

Q2 Report *(October - December 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.

Q2 Total: 385
Q2 Monthly Average: 129

**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: 17 Days
**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  
**Q2 Average:** 89 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>104</td>
<td>93</td>
<td>72</td>
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</tbody>
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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  
**Q2 Average:** 1,047 Days

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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>270</td>
<td>270</td>
<td>270</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>863</td>
<td>1,231</td>
<td>1,231</td>
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</tbody>
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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:** N/A

*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.