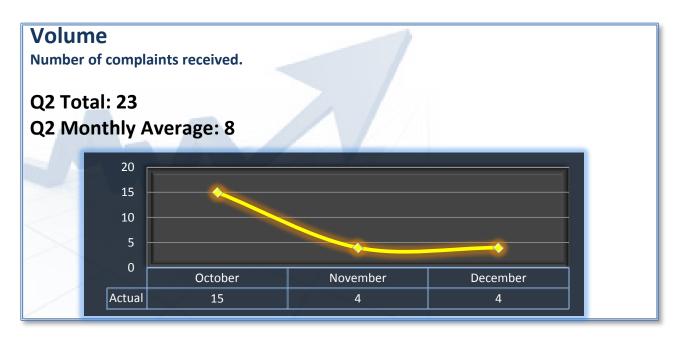
#### **Department of Consumer Affairs**

# Professional Fiduciaries Bureau

### **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.



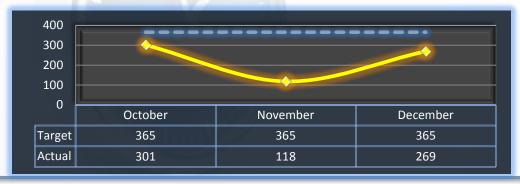


# **Intake & Investigation**

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

Target: 365 Days

Q2 Average: 247 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 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.