Performance Measures
Q3 Report *(January - March 2013)*

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.

Q3 Total: 4,158
Q3 Monthly Average: 1,386

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<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>1369</td>
<td>1247</td>
<td>1542</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
Q3 Average: 4 Days

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<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>4</td>
<td>4</td>
<td>4</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  
**Q3 Average:** 45 Days

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<tbody>
<tr>
<td>Target</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Actual</td>
<td>51</td>
<td>42</td>
<td>41</td>
</tr>
</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 Bureau and prosecution by the AG).

**Target:** 540 Days  
**Q3 Average:** 454 Days

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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>465</td>
<td>470</td>
<td>422</td>
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**Consumer Satisfaction**

Percentage of consumer survey responses indicating satisfaction with the complaint process.

**Target:** 85%  
**Q3 Average:** 89%

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<tbody>
<tr>
<td>Target</td>
<td>88%</td>
<td>85%</td>
<td>85%</td>
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<tr>
<td>Actual</td>
<td>94%</td>
<td>87%</td>
<td>87%</td>
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</table>
**Probation Intake**

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

**Target: 10 Days**

**Q3 Average: 5 Days**

![Graph showing Probation Intake](image)

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</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>4</td>
<td>7</td>
<td>5</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: 10 Days**

**Q3 Average: 29 Days**

![Graph showing Probation Violation Response](image)