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: 20
Q3 Monthly Average: 7

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

Target: 5 Days
Q3 Average: 3 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:** 365 Days  
**Q3 Average:** 69 Days

<table>
<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
<th>Target</th>
<th>Actual</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>365</td>
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<td>191</td>
<td>203</td>
<td>110</td>
<td>365</td>
<td>365</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:** 540 Days  
**Q3 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  
**Q3 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
Q3 Average: N/A

The Bureau did not handle any probation violations this quarter.