Performance Measures
Q4 Report (April - June 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.

Q4 Total: 521
Q4 Monthly Average: 174

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<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Actual</td>
<td>182</td>
<td>171</td>
<td>168</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
Q4 Average: 4 Days

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<th>April</th>
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<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>6</td>
<td>3</td>
<td>2</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

**Q4 Average:** 45 Days

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<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
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<tr>
<td>Actual</td>
<td>47</td>
<td>44</td>
<td>45</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

**Q4 Average:** 638 Days

**Probation Intake**

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

**Target:** 15 Days

**Q4 Average:** 8 Days
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
Q4 Average: N/A

The Bureau did not handle any probation violations this quarter.