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 and convictions received.

Q4 Total: 205
Complaints: 172  Convictions: 33
Q4 Monthly Average: 68

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

Target: 7 Days
Q4 Average: 5 Days
Complaint Intake & Investigation
Average cycle time from receipt to closure of the investigation process, does not include cases sent to Attorney General or other formal discipline.
**Target:** 120 Days
**Q4 Average:** 40 Days

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<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>120</td>
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<td><strong>Actual</strong></td>
<td>40</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 Bureau, and prosecution by the AG)*
**Target:** 540 Days
**Q4 Average:** 598 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:** 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: 15 Days
Q4 Average: N/A

*The Bureau did not handle any probation violations this quarter.*