Department of Consumer Affairs
Bureau of Real Estate

Performance Measures

Q4 Report (April - June 2014)

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.

**PM1 | Volume**

Number of complaints and convictions received.

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<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>226</td>
<td>187</td>
<td>283</td>
</tr>
</tbody>
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Total Received: 696 Monthly Average: 232

**Complaints**: 696 | **Convictions**: 0

**PM2 | Intake**

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

<table>
<thead>
<tr>
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<th>April</th>
<th>May</th>
<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>23</td>
<td>11</td>
<td>12</td>
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**Target Average**: 10 Days | **Actual Average**: 16 Days
PM3 | 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 Average: 360 Days | Actual Average: 244 Days

PM4 | 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 Average: 540 Days | Actual Average: 281 Days