Department of Consumer Affairs
Bureau of Real Estate

Enforcement Performance Measures

Q3 Report (January – March 2017)

To ensure stakeholders can review the Board’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.

Total Received: 481 | Monthly Average: 160
Complaints: 481 | Convictions: 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

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<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tr>
<td>PM 2 Volume</td>
<td>195</td>
<td>294</td>
<td>207</td>
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**Total:** 696  |  **Monthly Average:** 232

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**PM2 | Intake – Cycle Time**
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

**Target Average:** 10 Days  |  **Actual Average:** 20 Days

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**PM 2 Aging**

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**PM3 | Investigations – Volume**

Number of investigations closed (not including cases transmitted to the Attorney General).

- **January:** 375
- **February:** 283
- **March:** 292

**Total:** 950  |  **Monthly Average:** 317

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**PM3 | Investigations – Cycle Time**

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.

(Includes intake and investigation.)

**Target Average:** 360 Days  |  **Actual Average:** 184 Days
PM4 | Formal Discipline – Volume
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

Total: 229 | Monthly Average: 76

PM4 | Formal Discipline – Cycle Time
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

Target Average: 540 Days | Actual Average: 175 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

The Bureau does not have licensees in a probationary status.

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Bureau does not have licensees in a probationary status.
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

The Bureau does not have licensees in a probationary status.

PM8 | Probation Violation Response – Cycle Time
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Bureau does not have licensees in a probationary status.