

## Performance Measures

### Q1 Report (July - Sept 2010)

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.

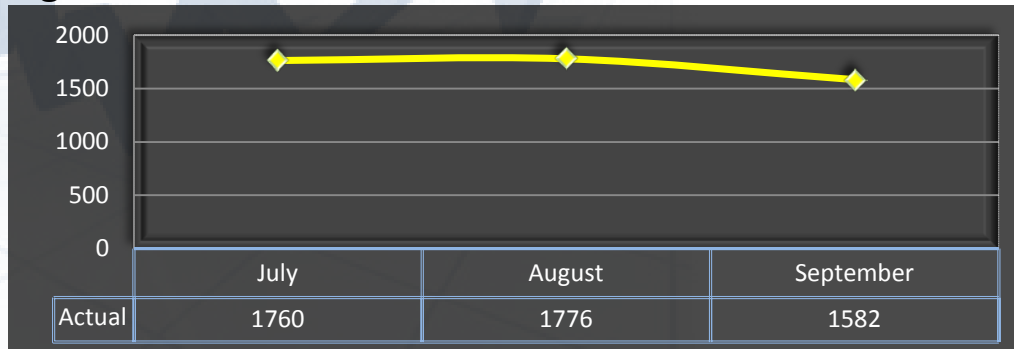
These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

#### Volume

Number of complaints received.\*

**Q1 Total: 5,118**

**Q1 Average: 1,706**

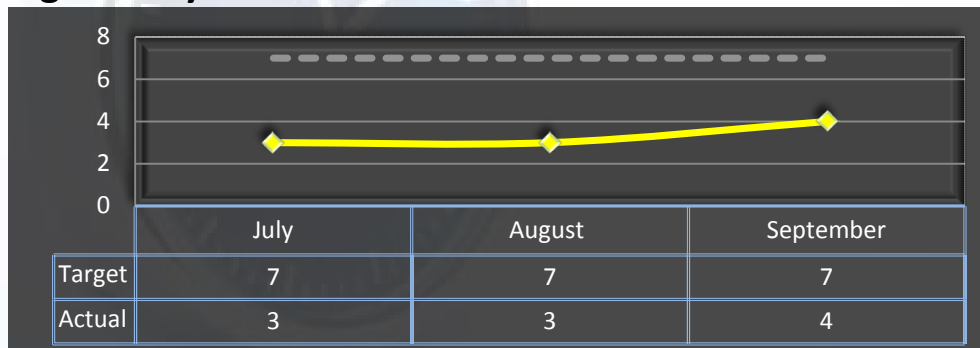


#### Intake

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

**Target: 7 Days**

**Q1 Average: 3 Days**



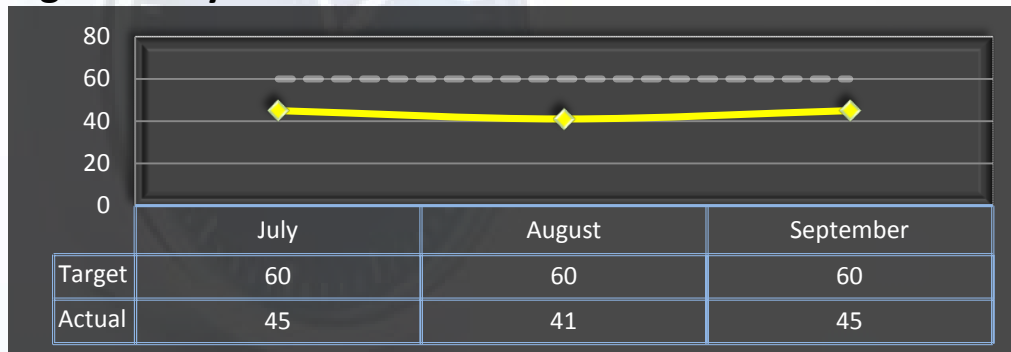
\*"Complaints" in these measures include consumer complaints and internally generated complaints.

## 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: 60 Days**

**Q1 Average: 44 Days**

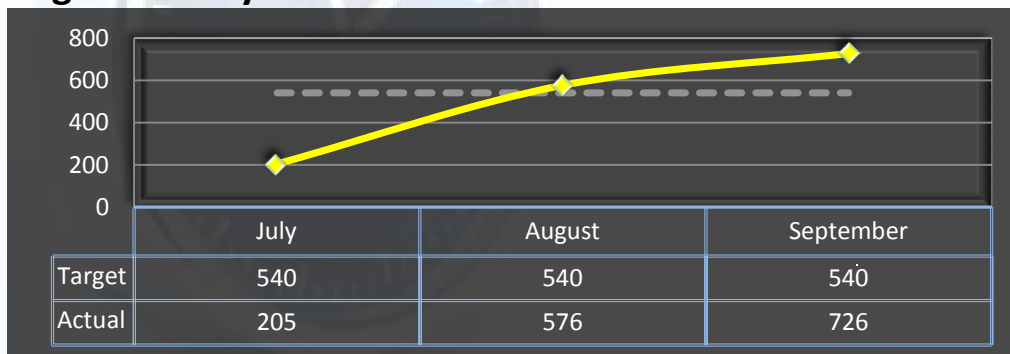


## Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

**Target: 540 Days**

**Q1 Average: 345 Days**

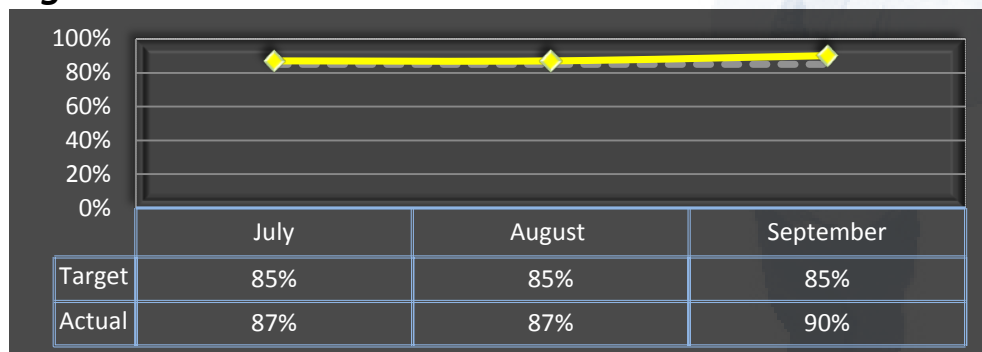


## Consumer Satisfaction

Percentage of consumer survey responses indicating satisfaction with the complaint process.

**Target: 85%**

**Q1 Average: 88%**

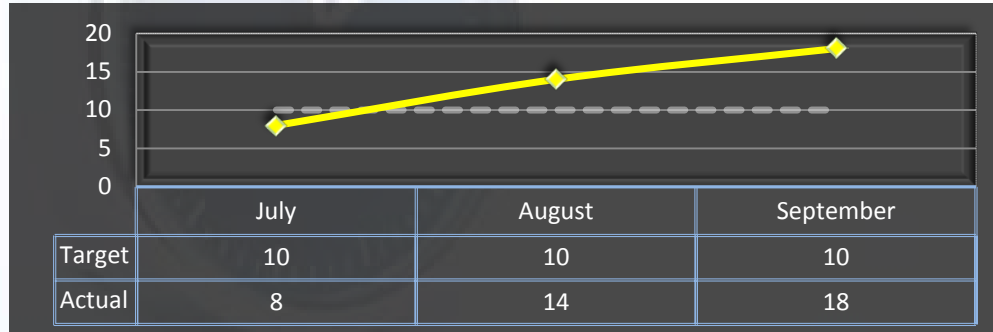


## Probation Intake

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

**Target: 10 Days**

**Q1 Average: 9 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: 10 Days**

**Q1 Average: N/A**

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