

## Performance Measures

### Q4 Report (April - June 2011)

To ensure stakeholders can review the Committee'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.

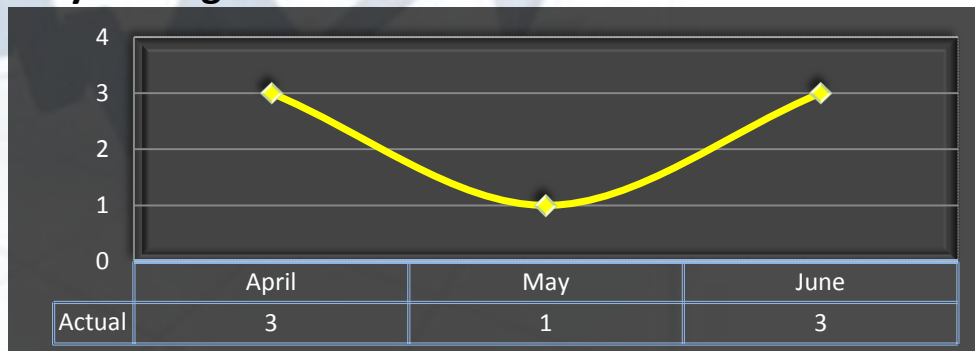
In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

#### Volume

Number of complaints received.

**Q4 Total: 7**

**Q4 Monthly Average: 2**

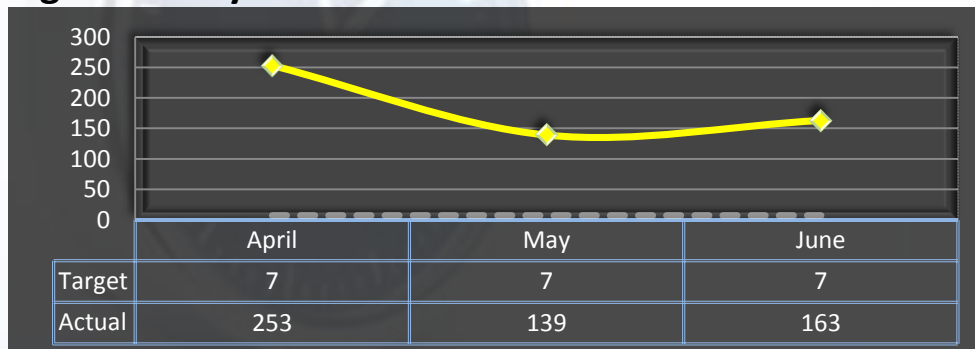


#### Intake\*

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

**Target: 7 Days**

**Q4 Average: 203 Days\***



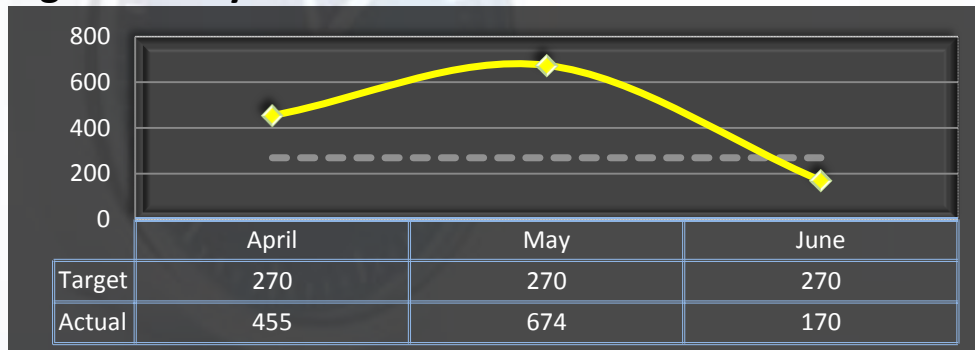
*\*The increased intake cycle time during Q4 is reflective of two significant batches of complaints, the first of which commanded the majority of enforcement staff resources which were limited due to vacancies, and the cases opened in this period required additional time to research a unique internet-related issue.*

## 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: 270 Days**

**Q4 Average: 303 Days**



## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Committee, and prosecution by the AG)

**Target: 540 Days**

**Q4 Average: N/A**

*The Committee did not close any disciplinary cases this quarter.*

## Probation Intake

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

**Target: 10 Days**

**Q4 Average: N/A**

*The Committee 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: 10 Days**

**Q4 Average: N/A**

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