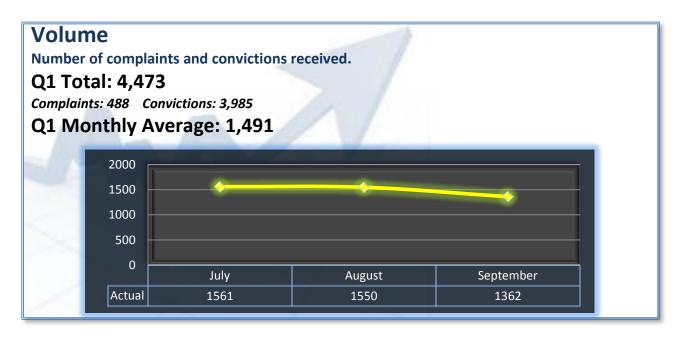
### Department of Consumer Affairs

# Bureau of Security & Investigative Services

## **Performance Measures**

Q1 Report (July - September 2011)

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.



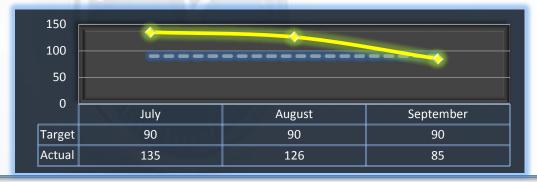


#### **Intake & Investigation**

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: 90 Days** 

Q1 Average: 115 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 Bureau, and prosecution by the AG)

Target: 360 Days

Q1 Average: 520 Days



#### **Probation Intake**

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

Target: 14 Days

Q1 Average: 5 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: 30 Days** 

Q1 Average: 19 Days

