

## Performance Measures

### Q2 Report (October - December 2011)

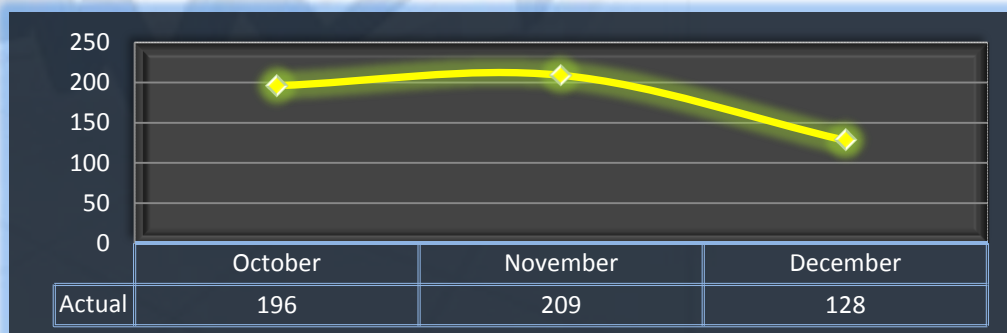
To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

#### Volume

Number of complaints received.

**Q2 Total: 533**

**Q2 Monthly Average: 178**

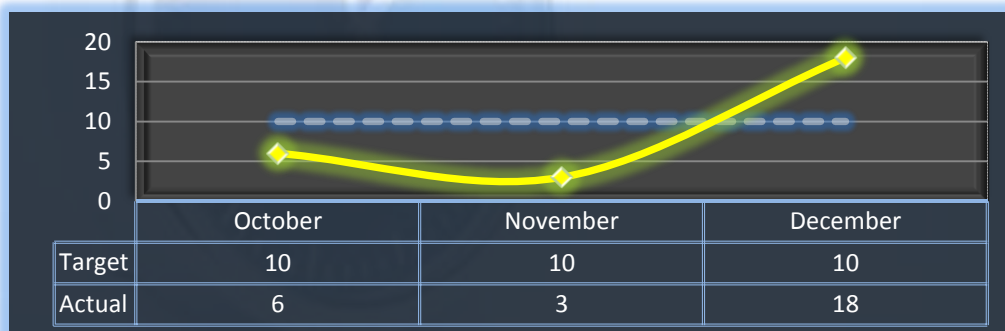


#### Intake

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

**Target: 10 Days**

**Q2 Average: 9 Days**

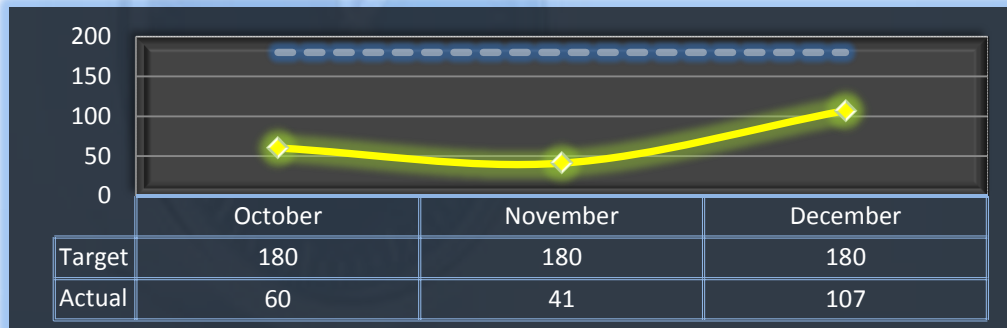


## Intake & Investigation

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: 180 Days**

**Q2 Average: 70 Days**

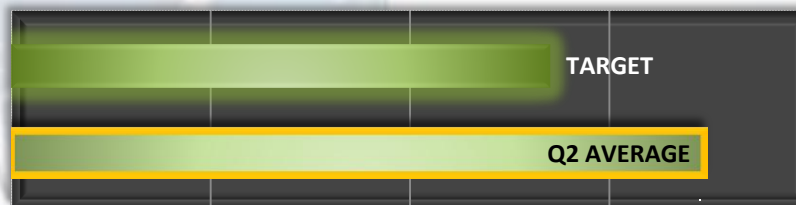


## Formal Discipline

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

**Target: 270 Days**

**Q2 Average: 347 Days**



## Probation Intake

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

**Target: 15 Days**

**Q2 Average: 1 Day**

*The Bureau did not assign any new probation cases 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: 30 Days**

**Q2 Average: N/A**

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