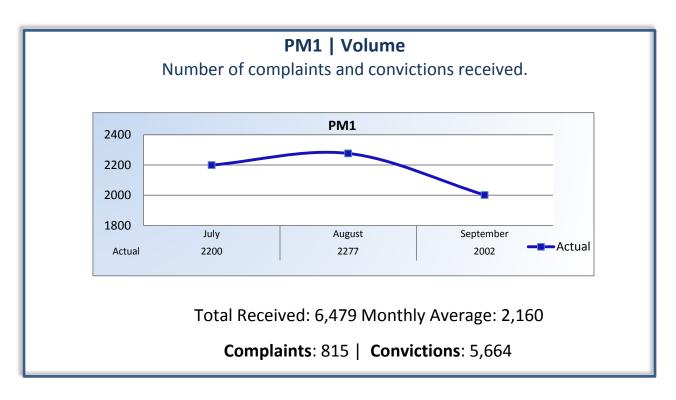
#### **Department of Consumer Affairs**

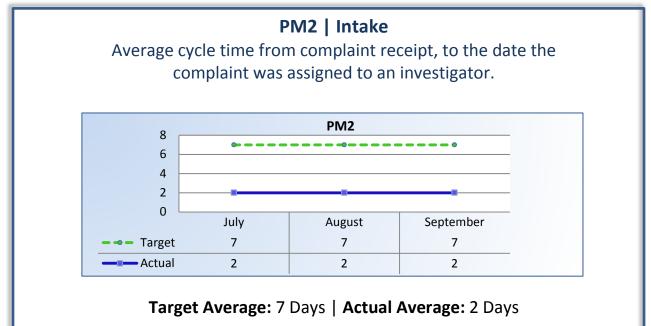
# Bureau of Security and Investigative Services

# **Performance Measures**

Q1 Report (July - September 2014)

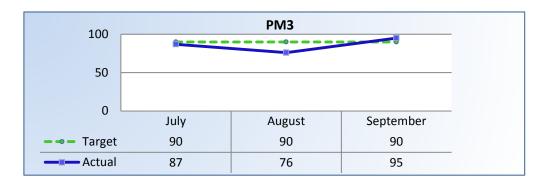
To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.





### PM3 | Intake & Investigation

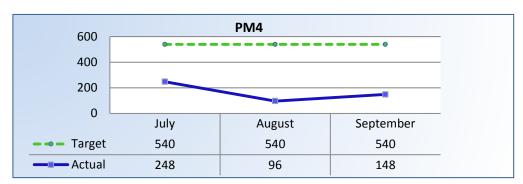
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



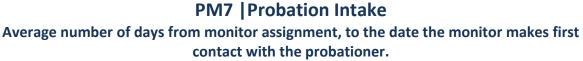
Target Average: 90 Days | Actual Average: 85 Days

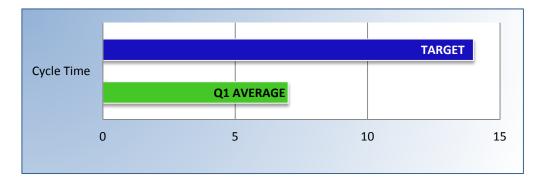
#### **PM4 | Formal Discipline**

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 Average: 540 Days | Actual Average: 168 Days





Target Average: 14 Days | Actual Average: 7 Days

## **PM8 | 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.

The Bureau did not report any probation violations this quarter.

Target Average: 30 Days | Actual Average: N/A