

## Performance Measures

### Q3 Report (January - March 2012)

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.

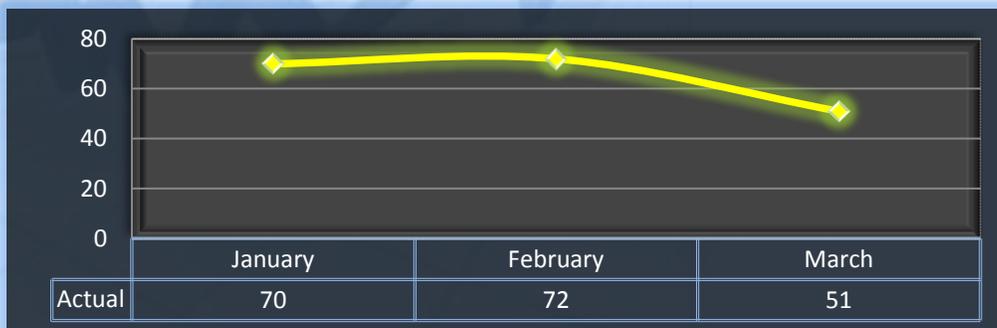
#### Volume

Number of complaints and convictions received.

**Q3 Total: 193**

*Complaints: 174 Convictions: 19*

**Q3 Monthly Average: 64**

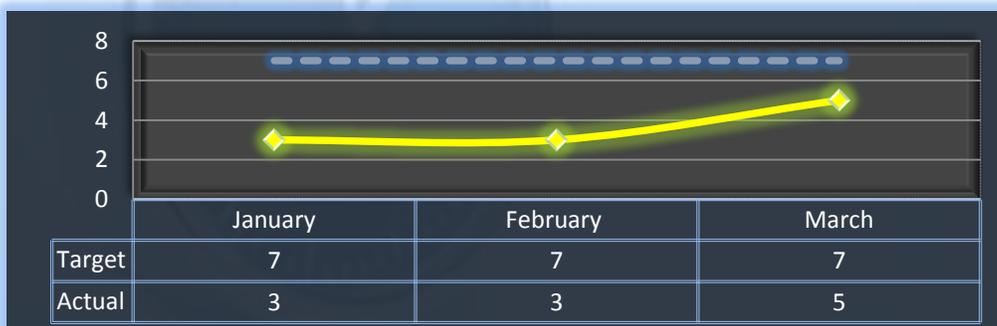


#### Complaint Intake

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

**Target: 7 Days**

**Q3 Average: 3 Days**

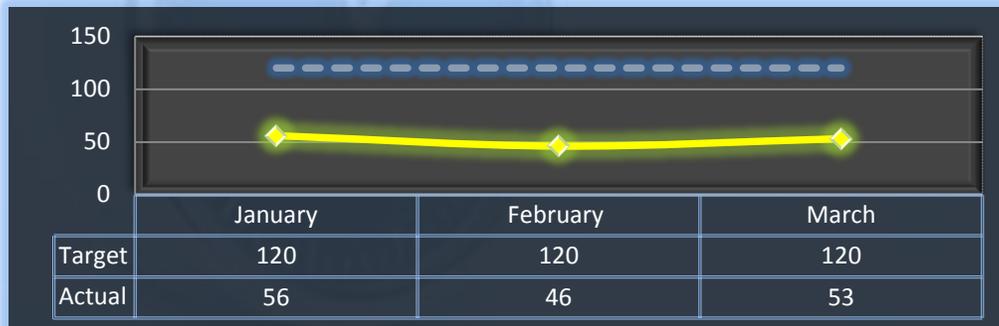


## Complaint Intake & Investigation

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

**Target: 120 Days**

**Q3 Average: 52 Days**

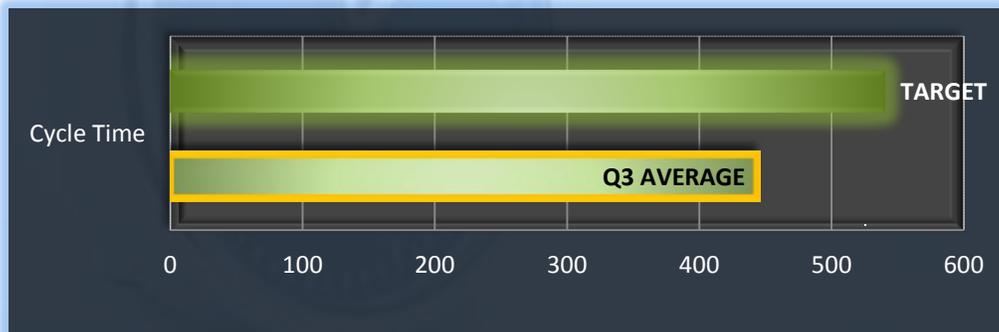


## Formal Discipline

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: 540 Days**

**Q3 Average: 443 Days**



## Probation Intake

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

**Target: 15 Days**

**Q3 Average: N/A**

*The Bureau 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: 15 Days**

**Q3 Average: N/A**

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