

Performance Measures

Q3 Report (January - March 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.

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.

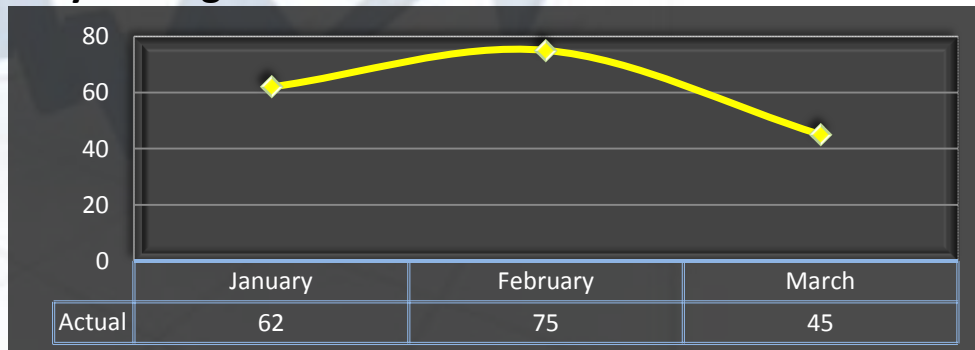
Volume

Number of complaints and convictions received.

Q3 Total: 182

Complaints: 164 Convictions: 18

Q3 Monthly Average: 61

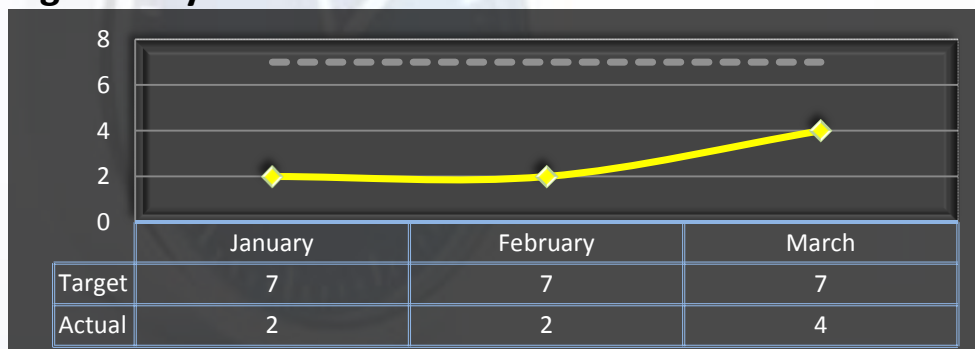


Complaint Intake

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

Target: 7 Days

Q3 Average: 2 Days

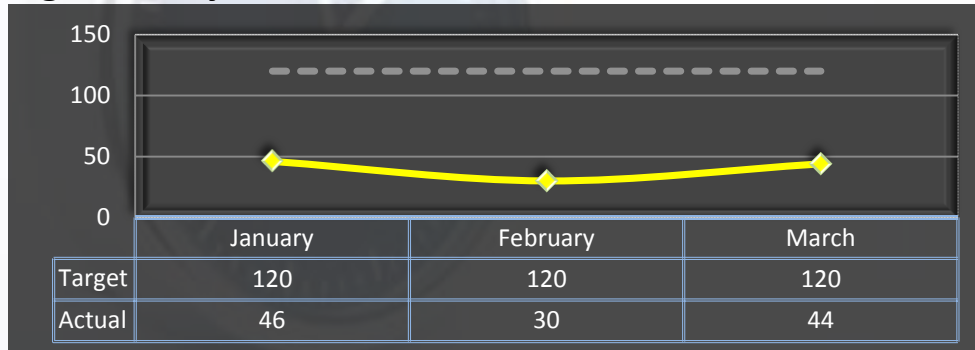


Complaint Intake & Investigation

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: 39 Days

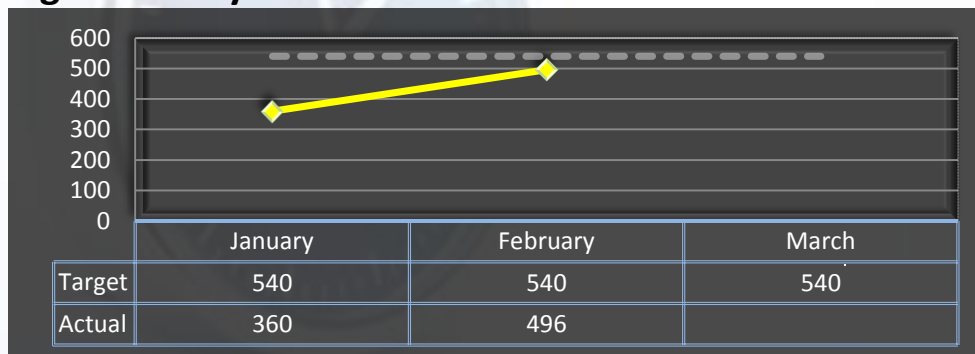


Formal Discipline

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: 428 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.