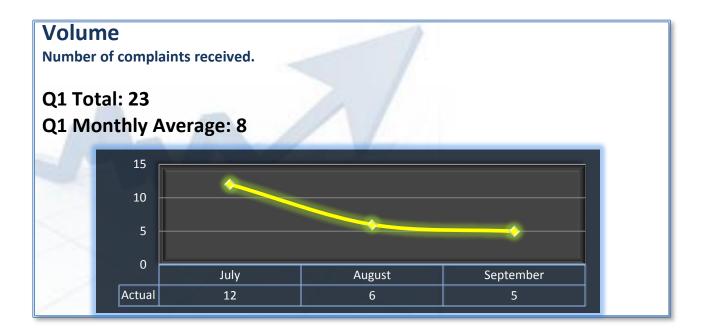
Department of Consumer Affairs Professional Fiduciaries Bureau

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

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



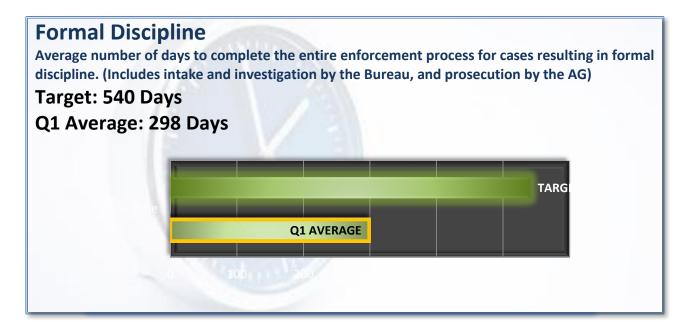
Intake & Investigation

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

Target: 365 Days



400 300			
200			
100			
0	July	August	September
Target	365	365	365
Target			



Probation Intake

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

Target: 10 Days Q1 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: 10 Days Q1 Average: N/A

The Bureau did not handle any probation violations this quarter.