

Department of Consumer Affairs
Bureau of Security and
Investigative Services

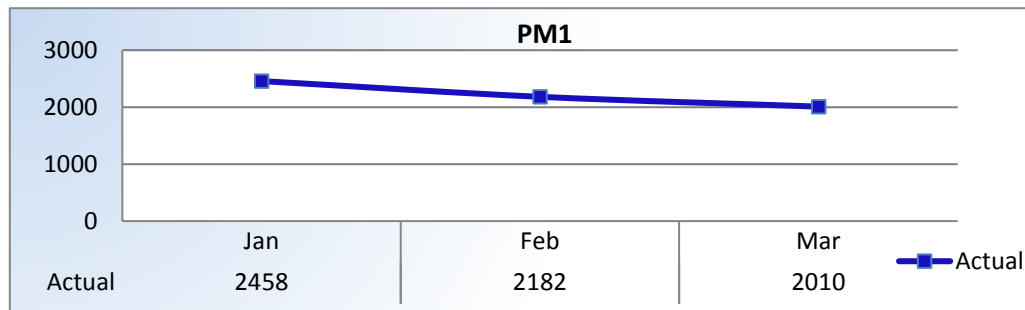
Performance Measures

Q3 Report (January – March 2016)

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.

PM1 | Volume

Number of complaints and convictions received.

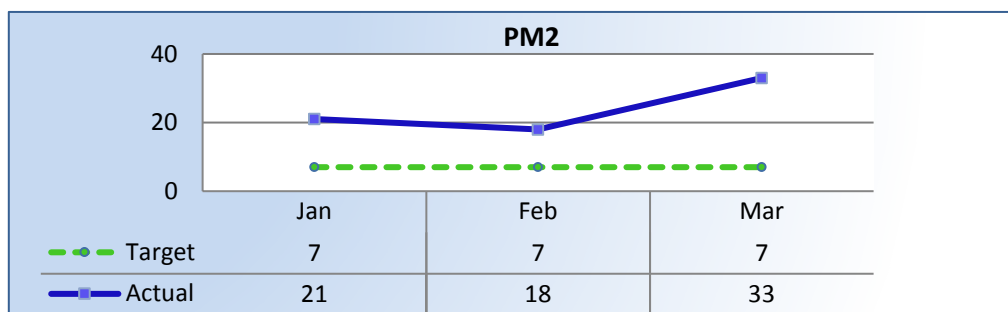


Total Received: 6,650 Monthly Average: 2,217

Complaints: 437 | Convictions: 6,213

PM2 | Intake

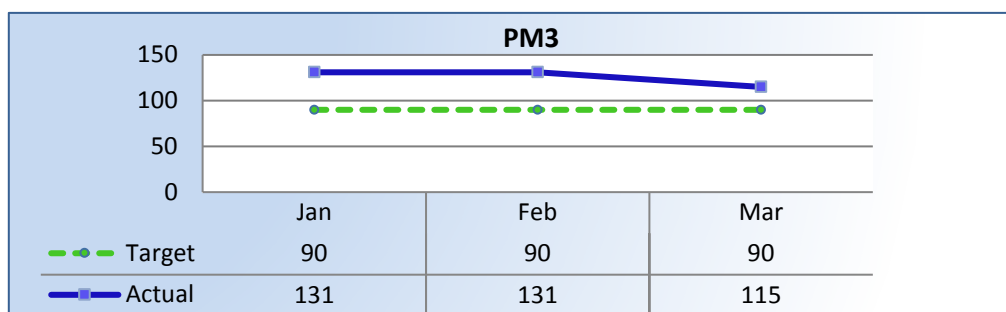
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 24 Days

PM3 | Intake & Investigation

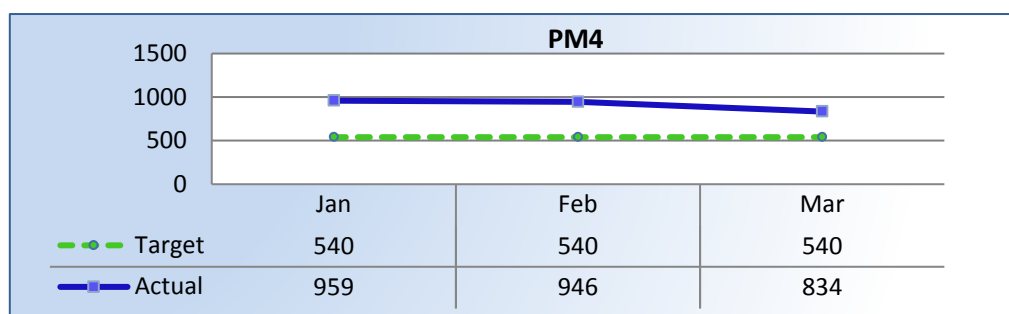
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation.)*



Target Average: 90 Days | Actual Average: 127 Days**

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)



Target Average: 540 Days | Actual Average: 920 Days**

*Data includes application investigations.

** In January 2016, the Bureau transitioned to a new database system. Tracking and reporting in the previous database system utilized different logic when computing case aging for PM3 and PM4. Most notably, only those cases referred to the Attorney General are now included in PM4. In the previous database system and reporting periods prior to Q3 15/16, cases for which the Bureau has statutory authority to take disciplinary action without referral to the AG were included in PM4. Accordingly, these non-referred disciplinary cases are now included in PM3.

PM7 | Probation Intake

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

No new probationers were assigned for monitoring during this quarter.

Target Average: 14 Days | **Actual Average:** n/a

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 have any probation violations this quarter.

Target Average: 30 Days | **Actual Average:** n/a