## DEPARTMENT OF LAW AND PUBLIC SAFETY FY 2017 PERFORMANCE INDICATORS

Frequency	Desired Trend	Target	Prior Quarter (Jan - Mar) FY 2016	Prior Quarter (Apr - Jun) FY 2016	Prior Quarter (Jul - Sept) FY 2017	Current Quarter (Oct-Dec) FY 2017	% CHANGE	12 Month Average
Quarterly	Varies	11,000	9,102	11,476	11,846	13,037	10.1%	3,788
Quarterly	Decrease	<35	37	49	51	40	-21.6%	15
Quarterly	Varies	<10	10	12	12	10	-16.7%	4
Quarterly	Increase	0.7%	0.1%	0.1%	0.1%	0.2%	100.0%	0.1%
Quarterly	Increase	0.8%	1.1%	1.0%	1.0%	1.0%	0.0%	1.0%
Quarterly	Increase	1.5%	0.9%	1.1%	1.0%	1.0%	0.0%	1.0%
Quarterly	Increase	2.0%	1.8%	1.8%	1.7%	1.6%	-5.9%	1.7%
Quarterly	Varies	525	595	759	522	524	0.4%	200
Quarterly	Varies	58	149	135	121	114	-5.8%	43
Quarterly	Increase	29	33	44	36	41	13.9%	13
Quarterly	Decrease	30	156	172	183	176	-3.8%	172
Quarterly	Decrease	60	152	280	192	205	6.8%	207
Quarterly	Decrease	30	55	53	48	36	-25.0%	48
Quarterly	Decrease	15	39	62	96	115	19.8%	78
Annually	Maintain	8	1	2	1	4	300.0%	1
Quarterly	Increase	411	504	362	304	281	-7.6%	121
Quarterly	Increase	173	182	199	151	173	14.6%	59
Quarterly	Increase	95.0%	91.7%	92.4%	95.0%	89.0%	-6.3%	92.0%
Annually	Increase	7	7	7	7	7	0.0%	7
Quarterly	Increase	3,926	4,364	3,683	4,225	4,288	1.5%	1,380
Quarterly	Increase	50	45	45	55	48	-12.7%	16
	Quarterly Annually Quarterly	Prequency  Quarterly Quarterly Quarterly Quarterly Poercease Quarterly Increase Quarterly Increase Quarterly Increase Quarterly Increase Quarterly Increase Quarterly Increase Quarterly Quarterly Quarterly Quarterly Decrease Quarterly Decrease Quarterly Quarterly Decrease Quarterly Increase	Frequency Trend Target  Quarterly Varies 11,000 Quarterly Decrease 35 Quarterly Increase 0.7% Quarterly Increase 1.5% Quarterly Increase 1.5% Quarterly Increase 2.0%  Quarterly Increase 2.0%  Quarterly Varies 525 Quarterly Varies 58 Quarterly Increase 29  Quarterly Decrease 30 Quarterly Decrease 60 Quarterly Decrease 15  Annually Maintain 8  Quarterly Increase 411 Quarterly Increase 173 Quarterly Increase 95.0%  Annually Increase 7  Quarterly Increase 7	Desired Trend   Target   Target   FY 2016	Prequency   Trend   Target   (Jan - Mar)   (Apr - Jun)	Prior Quarter (Jan - Mar)   Prior Quarter (Apr - Jun)   FY 2016   FY 2017	Desired Trend   Target   Prior Quarter (Jan - Mar)   FY 2016   FY 2016   FY 2017   Prior Quarter (Jul - Sept)   FY 2017	Prior Quarter (Jan - Mar)   FY 2016   FY 2017   FY 201

FY 2017 PERFORMANCE INDICATORS Quarter Ending December 31, 2016	Frequency	Desired Trend	Target	Prior Quarter (Jan - Mar) FY 2016	Prior Quarter (Apr - Jun) FY 2016	Prior Quarter (Jul - Sept) FY 2017	Current Quarter (Oct-Dec) FY 2017	% CHANGE	12 Month Average
Emergency Management									
<u>Disasters</u>									
Number Of Hours Spent On Preparedness	Quarterly	Increase	2,400	2,400	2,400	2,400	1,920	-20.0%	760
Exercises/Drills	Annually	Increase	40	15	12	7	8	14.3%	4
Services To The State									
Percentage Of Litigation Resolved Without Need Of Trial	Quarterly	Increase	97.0%	97.2%	97.4%	96.3%	92.9%	-3.5%	95.9%
Litigation Filed By The State	Quarterly	Increase	3,293	3,518	3,624	3,519	3,268	-7.1%	1,161
Services To The Public									
Bureau of Securities									
Average Response Time To an Investor From a Complaint (days)	Quarterly	Maintain	1	1	1	1	1	0.0%	1
Registrations (Total)	Quarterly	Maintain	10,500	11,843	10,257	10,501	7,756	-26.1%	3,363
% Of Total Registrations									
Broker/Dealers	Quarterly	Maintain	0.3%	0.4%	0.2%	0.3%	0.3%	0.0%	0.3%
Investment Advisers	Quarterly	Maintain	0.7%	0.7%	1.0%	0.6%	0.8%	33.3%	0.8%
Broker Dealer Agents	Quarterly	Maintain	93.8%	94.1%	92.3%	95.1%	93.3%	-1.9%	93.7%
Investment Adviser Representatives	Quarterly	Maintain	5.2%	4.8%	6.5%	4.0%	5.6%	40.0%	5.2%
Gaming									
Monthly Revenue Certification Audits Completed	Monthly	Maintain	18	18	18	18	18	0.0%	18
Number Of Gaming Inspections - Slot Machines *	Quarterly	Varies	16,500	17,052	16,320	16,991	13,336	-21.5%	5,308
Percent Of Field Inspections - Slot Machines *	Quarterly	Maintain	100%	103.3%	98.9%	102.9%	80.8%	-21.5%	96.5%

## Notes:

\*Gaming - decline due to closing of the Taj Mahal casino.