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

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<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Actual</td>
<td>70</td>
<td>72</td>
<td>51</td>
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**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

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<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>3</td>
<td>3</td>
<td>5</td>
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</table>
**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

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<tbody>
<tr>
<td>Target</td>
<td>120</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>Actual</td>
<td>56</td>
<td>46</td>
<td>53</td>
</tr>
</tbody>
</table>

**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.