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 received.

**Q4 Total:** 292
**Q4 Monthly Average:** 97

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Actual</td>
<td>79</td>
<td>99</td>
<td>114</td>
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</table>

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

**Target:** 10 Days
**Q4 Average:** 10 Days

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<tr>
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<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>5</td>
<td>3</td>
<td>17</td>
</tr>
</tbody>
</table>
**Intake & Investigation**

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

**Target:** 180 Days  
**Q4 Average:** 68 Days

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<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>Actual</td>
<td>64</td>
<td>70</td>
<td>51</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 Board, and prosecution by the AG)

**Target:** 270 Days  
**Q4 Average:** N/A

*The Bureau did not close any formal discipline cases this quarter.*

**Probation Intake**

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

**Target:** 15 Days  
**Q4 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: 30 Days
Q4 Average: N/A

The Bureau did not handle any probation violations this quarter.