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.

Q2 Total: 3,828
Q2 Monthly Average: 1,276

**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 7 Days
Q2 Average: 4 Days
**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:** 60 Days  
**Q2 Average:** 51 Days

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<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
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</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>49</td>
<td>51</td>
<td>54</td>
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**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  
**Q2 Average:** 603 Days

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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>729</td>
<td>493</td>
<td>586</td>
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**Consumer Satisfaction**

Percentage of consumer survey responses indicating satisfaction with the complaint process.

**Target:** 85%  
**Q2 Average:** 87%
Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.
Target: 10 Days
Q2 Average: 4 Days

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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>5</td>
<td>4</td>
<td>4</td>
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</tbody>
</table>

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
Q2 Average: N/A

The Bureau did not report any violations this quarter.