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:** 165  
*Complaints:* 153  
*Convictions:* 12  
**Q3 Monthly Average:** 55

**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:** 7 Days
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: 49 Days

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: 653 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: 2 Days
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.