Performance Measures
Q1 Report (July - September 2013)

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.

**PM1 | Volume**
Number of complaints and convictions received.

![Graph showing PM1 Volume for July, August, and September with actual values of 341, 262, and 169, respectively.]

Total Received: 772 Monthly Average: 257

**Complaints: 772 | Convictions: 0**

**PM2 | Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

![Graph showing PM2 Intake for July, August, and September with actual values of 19, 20, and 16, respectively.]

Target Average: 10 Days | Actual Average: 19 Days
**PM3 | 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.

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>Actual</td>
<td>231</td>
<td>243</td>
<td>242</td>
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**Target Average:** 360 Days  |  **Actual Average:** 238 Days

**PM4 | 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).

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<th>July</th>
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<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>234</td>
<td>256</td>
<td>278</td>
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**Target Average:** 540 Days  |  **Actual Average:** 252 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Bureau did not contact any new probationers this quarter.*

**Target Average:** 14 Days | **Actual Average:** N/A

PM8 | 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.

*The Bureau did not report any probation violations this quarter.*

**Target Average:** 30 Days | **Actual Average:** N/A