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.

- Total Received: 203
- Monthly Average: 68

**Complaints:** 179  |  **Convictions:** 24

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

**Target Average:** 7 Days  |  **Actual Average:** 3 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.

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>120</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>44</td>
<td>38</td>
<td>30</td>
</tr>
</tbody>
</table>

**Target Average: 120 Days | Actual Average: 39 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).

**Target Average: 540 Days | Actual Average: 372 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:** 15 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 new probation violations this quarter.*

**Target Average:** 15 Days | **Actual Average:** N/A