Performance Measures
Q2 Report (October - December 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.

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>69</td>
<td>39</td>
<td>62</td>
</tr>
<tr>
<td>Total Received: 170</td>
<td>Monthly Average: 57</td>
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<tr>
<td>Complaints: 81</td>
<td>Convictions: 89</td>
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PM2 | Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>4</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

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.

![Graph showing comparison of target and actual average cycle times for Intake & Investigation.](image)

**Target Average:** 120 Days  |  **Actual Average:** 46 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).

![Graph showing comparison of target and actual average cycle times for Formal Discipline.](image)

**Target Average:** 540 Days  |  **Actual Average:** 453 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 15 Days | Actual Average: 1 Day

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