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:** 5,624
- **Monthly Average:** 1,875
- **Complaints:** 482
- **Convictions:** 5,142

**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>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
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<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>116</td>
<td>89</td>
<td>133</td>
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</table>

**Target Average:** 90 Days | **Actual Average:** 115 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>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
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<td>540</td>
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<tr>
<td>Actual</td>
<td>169</td>
<td>663</td>
<td>297</td>
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</tbody>
</table>

**Target Average:** 540 Days | **Actual Average:** 229 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target Average**: 14 Days | **Actual Average**: 4 Days

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.

**Target Average**: 30 Days | **Actual Average**: 12 Days