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: 6,544
- Monthly Average: 2,181
- Complaints: 599 | Convictions: 5,945

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

- Target Average: 7 Days
- Actual Average: 2 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>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>116</td>
<td>90</td>
<td>95</td>
</tr>
</tbody>
</table>

**Target Average:** 90 Days  |  **Actual Average:** 100 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).

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>182</td>
<td>159</td>
<td>208</td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days  |  **Actual Average:** 178 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: 5 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.

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

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