Performance Measures

Q1 Report (July - September 2014)

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>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>83</td>
<td>51</td>
<td>82</td>
</tr>
</tbody>
</table>

Total Received: 216 Monthly Average: 72

Complaints: 198 | Convictions: 18

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

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>7</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Target Average: 7 Days | Actual Average: 5 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.

**Target Average:** 120 Days | **Actual Average:** 45 Days

![Graph showing PM3 cycle times for July, August, and September.]

**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:** 411 Days

![Bar chart showing cycle times for Q1.]

---

*PM3 and PM4 data as of the end of the reporting period.*
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: 7 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: 15 Days | Actual Average: N/A