Performance Measures
Q2 Report (October - December 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.

Total Received: 4,195 Monthly Average: 1,398

Complaints: 4,195  |  Convictions: 0

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.

![Graph showing PM3 data]

**Target Average:** 60 Days  |  **Actual Average:** 38 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 PM4 data]

**Target Average:** 540 Days  |  **Actual Average:** 726 Days
**PM7 | Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

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<th>October</th>
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<tbody>
<tr>
<td>Target</td>
<td>10</td>
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<tr>
<td>Actual</td>
<td>4</td>
<td>6</td>
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**Target Average:** 10 Days  |  **Actual Average:** 6 Days

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**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.

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<tr>
<td>Actual</td>
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**Target Average:** 10 Days  |  **Actual Average:** 19 Days