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: 177 Monthly Average: 59

Complaints: 152 | Convictions: 25

**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.

**Target Average:** 120 Days  |  **Actual Average:** 80 Days

![PM3 Graph](image)

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**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:** 405 Days

![PM4 Graph](image)
**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 have any probation violations this quarter.*

*Target Average:* 15 Days  |  *Actual Average:* N/A