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.

![PM1 Graph]

Total Received: 91 Monthly Average: 30

**Complaints:** 91 | **Convictions:** 0

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

![PM2 Graph]

**Target Average:** 10 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><strong>Target</strong></td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>100</td>
<td>138</td>
<td>124</td>
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</tbody>
</table>

**Target Average:** 360 Days  | **Actual Average:** 124 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><strong>Target</strong></td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>386</td>
<td>821</td>
<td>179</td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days  | **Actual Average:** 509 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Bureau did not contact any new probationers this quarter.*

**Target Average:** 14 Days  |  **Actual Average:** N/A

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