Performance Measures

Q1 Report (July - September 2015)

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:** 193
- **Monthly Average:** 64
- **Complaints:** 198
- **Convictions:** 0

![PM1 Graph](image)

**PM2 | Intake**

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

- **Target Average:** 10 Days
- **Actual Average:** 3 Days

![PM2 Graph](image)
**PM3 | Intake & Investigation**

Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

**Target Average:** 180 Days | **Actual Average:** 273 Days

**PM4 | Formal Discipline**

Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)

**Target Average:** 540 Days | **Actual Average:** 824 Days