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**: 28
- **Monthly Average**: 9
- **Complaints**: 28
- **Convictions**: 0

**PM2 | Intake**

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

- **Target Average**: 5 Days
- **Actual Average**: 3 Days
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: 365 Days | Actual Average: 195 Days

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td>Actual</td>
<td>237</td>
<td>181</td>
<td>158</td>
</tr>
</tbody>
</table>

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)

The Bureau did not have any cases closed in formal discipline this quarter.

Target Average: 540 Days | Actual Average: N/A
**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:** 10 Days  |  **Actual Average:** N/A

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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.

_The Bureau did not have any probation violations this quarter._

**Target Average:** 10 Days  |  **Actual Average:** N/A