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:** 256  **Monthly Average:** 85  
**Complaints:** 256  |  **Convictions:** 0

**PM2 | Intake**

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

**Target Average:** 10 Days  |  **Actual Average:** 32 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>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>Actual</td>
<td>230</td>
<td>242</td>
<td>208</td>
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</tbody>
</table>

**Target Average:** 360 Days  |  **Actual Average:** 227 Days

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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).

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<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>281</td>
<td>287</td>
<td>243</td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days  |  **Actual Average:** 269 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Bureau does not have licensees in a probationary status.

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 does not have licensees in a probationary status.

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