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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>12</td>
</tr>
<tr>
<td>Feb</td>
<td>6</td>
</tr>
<tr>
<td>Mar</td>
<td>13</td>
</tr>
</tbody>
</table>

**Total Received: 31 Monthly Average: 10**

**Complaints: 31 | Convictions: 0**

**PM2 | Intake**

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Feb</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Mar</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

**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)

![Graph showing PM3 data]

**Target Average:** 365 Days | **Actual Average:** 128 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)

*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

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