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.

![Graph showing PM1 Volume from April to June]

- **Total Received:** 5,064
- **Monthly Average:** 2,532
- **Complaints:** 5,064
- **Convictions:** 0

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

![Graph showing PM2 Intake from April to June]

- **Target Average:** 7 Days
- **Actual Average:** 3 Days

Target Average: 7 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:** 60 Days  |  **Actual Average:** 44 Days

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<th></th>
<th>Apr</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
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<td>60</td>
<td>60</td>
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<tr>
<td><strong>Actual</strong></td>
<td>46</td>
<td>42</td>
<td>44</td>
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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:** 815 Days

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<tr>
<td><strong>Actual</strong></td>
<td>836</td>
<td>709</td>
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</table>
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 10 Days | Actual Average: 12 Days

**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.

Target Average: 10 Days | Actual Average: 24 Days