Performance Measures
Q4 Report (April - June 2016)

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 over April, May, and June]

**Total Received:** 277 | **Monthly Average:** 92

**Complaints:** 277 | **Convictions:** 0

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

![Graph showing PM2 Intake over April, May, and June]

**Target Average:** 10 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: 180 Days | Actual Average: 438 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: 638 Days