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.

Total Received: 610 Monthly Average: 203

Complaints: 203 | 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: 26 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.

- **Target Average:** 360 Days
- **Actual Average:** 213 Days

**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).

- **Target Average:** 540 Days
- **Actual Average:** 277 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

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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 does not have licensees in a probationary status.*

**Target Average:** 30 Days | **Actual Average:** n/a