To ensure stakeholders can review the Board’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>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>August</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>September</td>
<td>10</td>
<td>9</td>
</tr>
</tbody>
</table>

Total Received: 25 Monthly Average: 8

**Complaints:** 24  |  **Convictions:** 1

**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>July</td>
<td>9</td>
<td>8</td>
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<tr>
<td>August</td>
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<td>9</td>
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<tr>
<td>September</td>
<td>9</td>
<td>11</td>
</tr>
</tbody>
</table>

**Target Average:** 9 Days  |  **Actual Average:** 10 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.

![Graph showing PM3 cycle time for July, August, and September]

**Target Average:** 125 Days  |  **Actual Average:** 115 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 Board and prosecution by the AG).

![Bar chart showing cycle time for Q1]

**Target Average:** 540 Days  |  **Actual Average:** 255 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Board did not contact any new probationers this quarter.*

**Target Average:** 25 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 Board did not report any new probation violations this quarter.*

**Target Average:** 14 Days | **Actual Average:** N/A