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.

- Total Received: 57
- Monthly Average: 19
- Complaints: 55
- Convictions: 2

**PM2 | Intake**

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

- Target Average: 7 Days
- Actual Average: 2 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.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>100</td>
<td>173</td>
<td>88</td>
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</tbody>
</table>

**Target Average:** 90 Days  |  **Actual Average:** 138 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).

**Target Average:** 540 Days  |  **Actual Average:** 623 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:** 6 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.

**Target Average:** 8 Days | **Actual Average:** 1 Day