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.

![PM1 chart](chart.png)

- **Total Received:** 1,392  
- **Monthly Average:** 464

**Complaints:** 185  |  **Convictions:** 1,207

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

![PM2 chart](chart.png)

- **Target Average:** 30 Days  
- **Actual Average:** 23 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:** 235 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:** 1,158 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target Average:** 15 Days | **Actual Average:** 4 Days

<table>
<thead>
<tr>
<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
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<td>Actual</td>
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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.

**Target Average:** 30 Days | **Actual Average:** 1 Day

Cycle Time

Q4 AVERAGE

TARGET