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>April</td>
<td>41</td>
<td>10</td>
</tr>
<tr>
<td>May</td>
<td>44</td>
<td>10</td>
</tr>
<tr>
<td>June</td>
<td>45</td>
<td>10</td>
</tr>
</tbody>
</table>

Total Received: 130 Monthly Average: 43

**Complaints:** 130  |  **Convictions:** 0

### 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>April</td>
<td>10</td>
<td>27</td>
</tr>
<tr>
<td>May</td>
<td>10</td>
<td>19</td>
</tr>
<tr>
<td>June</td>
<td>10</td>
<td>10</td>
</tr>
</tbody>
</table>

**Target Average:** 10 Days  |  **Actual Average:** 19 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: 180 Days | Actual Average: 135 Days

![Graph showing cycle time from April to June with target and actual values.]

**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: 857 Days

![Bar chart showing cycle time with target and actual values.]
**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:** 30 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 Board did not report any new probation violations this quarter.*

**Target Average:** 30 Days  |  **Actual Average:** N/A