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: 89 Monthly Average: 30

**Complaints:** 89  |  **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:** 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.

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>Actual</td>
<td>266</td>
<td>245</td>
<td>234</td>
</tr>
</tbody>
</table>

**Target Average:** 360 Days | **Actual Average:** 249 Days

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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).

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<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>1152</td>
<td>1229</td>
<td>1287</td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days | **Actual Average:** 1,225 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 10 Days | Actual Average: 5 Days

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: 10 Days | Actual Average: 1 Day