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.

Consistent data not yet available from BreEZe.

Total Received: N/A  
Monthly Average: N/A  
Complaints: N/A  |  Convictions: N/A

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

Target Average: 15 Days  |  Actual Average: 48 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:** 100 Days  |  **Actual Average:** 225 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Actual</td>
<td>245</td>
<td>260</td>
<td>137</td>
</tr>
</tbody>
</table>

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).

*Consistent data not yet available from BreEZe.*

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

Target Average: 2 Days | Actual Average: 2 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: 2 Days | Actual Average: 1 Day