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.

![Graph showing PM1 performance measures for different months.](Graph.png)

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>3</td>
<td>2</td>
<td>1</td>
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</tbody>
</table>

Total Received: 6 Monthly Average: 2

**Complaints**: 6 | **Convictions**: 0

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

_The Committee did not report any closed or assigned complaints._

**Target Average**: 30 Days | **Actual Average**: N/A
**PM3 | Intake & Investigation**

Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation).

*The Committee did not report any closed investigations.*

**Target Average:** 360 Days  |  **Actual Average:** N/A

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**PM4 | Formal Discipline**

Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome).

![Cycle Time Graph](image)

**Target Average:** 540 Days  |  **Actual Average:** 246 Days
**PM7 | Probation Intake**  
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Committee did not contact any new probationers this quarter.*

Target Average: 10 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 Committee did not have any new probation violations this quarter.*

Target Average: 10 Days | Actual Average: N/A