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: 247 Monthly Average: 82

- **Complaints**: 85
- **Convictions**: 162

### PM2 | Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target Average**: 7 Days | **Actual Average**: 2 Days
**PM3 | Intake & Investigation**
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

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<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>210</td>
<td>210</td>
<td>210</td>
</tr>
<tr>
<td>Actual</td>
<td>60</td>
<td>74</td>
<td>70</td>
</tr>
</tbody>
</table>

**Target Average:** 210 Days | **Actual Average:** 67 Days

**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)

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<tr>
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<th>October</th>
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<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
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<td>540</td>
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<tr>
<td>Actual</td>
<td>548</td>
<td>639</td>
<td>739</td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days | **Actual Average:** 642 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 6 Days | Actual Average: 2

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: 2