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.

![PM1 Volume Chart](chart.png)

Total Received: 127 Monthly Average: 42

Complaints: 123 | Convictions: 4

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

![PM2 Intake Chart](chart.png)

Target Average: 30 Days | Actual Average: 54 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)

![PM3 Graph]

**Target Average:** 360 Days | **Actual Average:** 139 Days

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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)

![PM4 Graph]

**Target Average:** 540 Days | **Actual Average:** 503 Days
**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:** 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 Board did not have any new probation violations this quarter.*

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