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:** 210
- **Monthly Average:** 70
- **Complaints:** 173 | **Convictions:** 37

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

- **Target Average:** 2 Days
- **Actual Average:** 1 Day
**PM3 | Intake & Investigation**
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
</tr>
<tr>
<td>Actual</td>
<td>156</td>
<td>109</td>
<td>215</td>
</tr>
</tbody>
</table>

**Target Average:** 270 Days | **Actual Average:** 145 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)

<table>
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<tr>
<th>Cycle Time</th>
<th>Q4 Average</th>
<th>Target</th>
</tr>
</thead>
</table>

**Target Average:** 540 Days | **Actual Average:** 1,090 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: 1 Day

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: 3 Days