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.

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>26</td>
<td>23</td>
<td>26</td>
</tr>
</tbody>
</table>

Total Received: 75 Monthly Average: 25

- **Complaints**: 69
- **Convictions**: 6

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

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>22</td>
<td>9</td>
<td>10</td>
</tr>
</tbody>
</table>

**Target Average**: 10 Days | **Actual Average**: 15 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)

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>150</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>Actual</td>
<td>60</td>
<td>239</td>
<td>214</td>
</tr>
</tbody>
</table>

**Target Average:** 150 Days  |  **Actual Average:** 169 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)

**Target Average:** 540 Days  |  **Actual Average:** 392 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:** 14 Days | **Actual Average:** N/A

**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:** 7 Days | **Actual Average:** N/A