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 Graph](image)

Total Received: 49  
Monthly Average: 16

**Complaints:** 34  |  **Convictions:** 15

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

![PM2 Graph](image)

**Target Average:** 5 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>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>298</td>
<td>175</td>
<td>227</td>
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</tbody>
</table>

**Target Average:** 90 Days | **Actual Average:** 231 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)

**Target Average:** 540 Days | **Actual Average:** 901 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 14 Days | Actual Average: 3 Days

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: 21 Days | Actual Average: N/A