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 chart showing monthly actual values for July, August, and September, with actual values of 66, 90, and 57 respectively.]

**Total Received:** 213  **Monthly Average:** 71

**Complaints:** 74  |  **Convictions:** 139

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

![PM2 chart showing actual values for July, August, and September, with actual values of 2, 2, and 2 respectively.]

**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)

<table>
<thead>
<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>210</td>
<td>210</td>
<td>210</td>
</tr>
<tr>
<td>Actual</td>
<td>87</td>
<td>87</td>
<td>81</td>
</tr>
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</table>

Target Average: 210 Days | Actual Average: 86 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)

<table>
<thead>
<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>507</td>
<td>521</td>
<td>400</td>
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</tbody>
</table>

Target Average: 540 Days | Actual Average: 475 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:** 3 Days

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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.

**Target Average:** 10 Days | **Actual Average:** 1 Day