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>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>60</td>
<td>58</td>
<td>40</td>
</tr>
</tbody>
</table>

Total Received: 158  Monthly Average: 53

Complaints: 134  |  Convictions: 24

**PM2 | Intake**

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>78</td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>

Target Average: 7 Days  Actual Average: 35 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)

Target Average: 180 Days | Actual Average: 137 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: 860 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:** 15 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 probation violations this quarter.*

**Target Average:** 15 Days | **Actual Average:** n/a