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:** 848
- **Monthly Average:** 248

**Complaints:** 744  |  **Convictions:** 104

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

- **Target Average:** 10 Days
- **Actual Average:** 8 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:** 270 Days  |  **Actual Average:** 191 Days

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
</tr>
<tr>
<td>Actual</td>
<td>215</td>
<td>132</td>
<td>225</td>
</tr>
</tbody>
</table>

**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:** 1,021 Days

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>878</td>
<td>1352</td>
<td>1090</td>
</tr>
</tbody>
</table>
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: 8 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.

Target Average: 15 Days | Actual Average: 28 Days