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
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Number of complaints and convictions received.

**Total Received:** 54  
**Monthly Average:** 18

**Complaints:** 52  |  **Convictions:** 2

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

**Target Average:** 7 Days  |  **Actual Average:** 1 Day
**PM3 | Intake & Investigation**
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

![Graph showing PM3 data over months with Target and Actual values]

- **Target Average:** 90 Days
- **Actual Average:** 412 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)

![Graph showing PM4 data with Target and Average values]

- **Target Average:** 540 Days
- **Actual Average:** 1,696 Days
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 25 Days | Actual Average: 1 Day

**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: 14 Days | Actual Average: 3 Days