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:** 94  
**Monthly Average:** 31

**Complaints:** 84  
**Convictions:** 10

### PM2 | Intake
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)

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>21</td>
<td>77</td>
<td>68</td>
</tr>
</tbody>
</table>

**Target Average:** 90 Days  |  **Actual Average:** 56 Days

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**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)

*The Board did not have any cases closed in formal discipline this quarter.*

**Target Average:** 540 Days  |  **Actual Average:** n/a
**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:** 25 Days  |  **Actual Average:** n/a

**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:** 14 Days  |  **Actual Average:** n/a