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>Month</th>
<th>Total Received</th>
<th>Monthly Average</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>75</td>
<td>38</td>
</tr>
</tbody>
</table>

Complaints: 75 | Convictions: 0

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

Target Average: 10 Days | Actual Average: 10 Days
**PM3 | Intake & Investigation**
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>Actual</td>
<td>210</td>
<td>191</td>
<td>225</td>
</tr>
</tbody>
</table>

**Target Average:** 360 Days  | **Actual Average:** 207 Days

**PM4 | Formal Discipline**
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

**Target Average:** 540 Days  | **Actual Average:** 903 Days
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: 5 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: 10 Days | Actual Average: 1 Day