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>Total</td>
<td>1415</td>
<td>1355</td>
<td>1715</td>
</tr>
</tbody>
</table>

**Total Received:** 4,485  |  **Monthly Average:** 1,495

**Complaints:** 4,485  |  **Convictions:** 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 4,445 | Monthly Average: 1,482

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

Target Average: 7 Days | Actual Average: 4 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

<table>
<thead>
<tr>
<th>Month</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1585</td>
</tr>
<tr>
<td>Feb</td>
<td>1303</td>
</tr>
<tr>
<td>Mar</td>
<td>1505</td>
</tr>
</tbody>
</table>

**Total:** 4,393 | **Monthly Average:** 1,464

**PM3 | Investigations – Cycle Time**
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation.)

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>61</td>
</tr>
<tr>
<td>Feb</td>
<td>50</td>
</tr>
<tr>
<td>Mar</td>
<td>40</td>
</tr>
</tbody>
</table>

**Target Average:** 60 Days | **Actual Average:** 51 Days
PM4 | Formal Discipline – Volume
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

Total: 76  |  Monthly Average: 25

PM4 | Formal Discipline – Cycle Time
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

Target Average: 540 Days  |  Actual Average: 759 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

Total: 27

PM7 | Probation Intake – Cycle Time
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 – Volume
Number of probation violation cases.

Total: 10

PM8 | Probation Violation Response – Cycle Time
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: 41 Days