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>Complaints</th>
<th>Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>80</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>68</td>
<td>0</td>
</tr>
<tr>
<td>Jun</td>
<td>55</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total Received:** 203  |  **Monthly Average:** 68

**Complaints:** 203  |  **Convictions:** 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

- April: 127
- May: 121
- June: 119

**Total:** 367 | **Monthly Average:** 122

---

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

- April: 3 days
- May: 3 days
- June: 3 days

**Target Average:** 10 Days | **Actual Average:** 3 Days
**PM3 | Investigations – Volume**

Number of investigations closed (not including cases transmitted to the Attorney General).

### PM 3 Volume

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>53</td>
</tr>
<tr>
<td>May</td>
<td>61</td>
</tr>
<tr>
<td>Jun</td>
<td>25</td>
</tr>
</tbody>
</table>

**Total: 139 | Monthly Average: 46**

---

**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.)

### PM 3 Aging

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>388</td>
</tr>
<tr>
<td>May</td>
<td>264</td>
</tr>
<tr>
<td>Jun</td>
<td>596</td>
</tr>
</tbody>
</table>

**Target Average: 180 Days | Actual Average: 371 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: 2

**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: 1,627 Days
**PM7 | Probation Intake – Volume**

Number of new probation cases.

*No new probationers were assigned for monitoring this quarter.*

---

**PM7 | Probation Intake – Cycle Time**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*No new probationers were assigned for monitoring this quarter.*
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

The Bureau did not have any probation violations this quarter.

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.

The Bureau did not have any probation violations this quarter.