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>Apr</th>
<th>May</th>
<th>Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>12</td>
<td>16</td>
<td>22</td>
</tr>
<tr>
<td>Convictions</td>
<td></td>
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</tbody>
</table>

**Total Received:** 50  |  **Monthly Average:** 17

**Complaints:** 25  |  **Convictions:** 25
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

![PM 2 Volume chart]

**Total:** 51 | **Monthly Average:** 17

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

![PM 2 Aging chart]

**Target Average:** 5 Days | **Actual Average:** 4 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 60 | Monthly Average: 20

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.)

Target Average: 90 Days | Actual Average: 157 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.).

**PM 4 Volume**

- Apr: 1
- May: 1
- Jun: 2

Total: 4

**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.)

**PM 4 Aging**

- Apr: 1864 Days
- May: 2171 Days
- Jun: 1907 Days

**Target Average:** 540 Days | **Actual Average:** 1,962 Days
**PM7 | Probation Intake – Volume**
Number of new probation cases.

**PM7 Volume**

0

2

0

Apr

May

Jun

**Total: 2**

**PM7 | Probation Intake – Cycle Time**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**PM 7 Aging**

<table>
<thead>
<tr>
<th>Days</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>20</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

**Target Average: 14 Days | Actual Average: 1 Day**
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 1

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: 21 Days | Actual Average: 1 Day