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>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>48</td>
</tr>
<tr>
<td>Aug</td>
<td>56</td>
</tr>
<tr>
<td>Sept</td>
<td>52</td>
</tr>
</tbody>
</table>

**Total Received:** 156  |  **Monthly Average:** 52

**Complaints:** 156  |  **Convictions:** 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 2 Volume</td>
<td>35</td>
<td>42</td>
<td>48</td>
</tr>
</tbody>
</table>

Total: 125 | Monthly Average: 42

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

<table>
<thead>
<tr>
<th>Days</th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>PM 2 Aging</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Target Average: 10 Days | Actual Average: 3 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

**Total:** 56 | **Monthly Average:** 130

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:** 180 Days | **Actual Average:** 372 Days
**PM4 | Formal Discipline -- Volume**
Cases closed, of those transmitted to the Attorney General.

Total: 6 | Monthly Average: 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 transmittal outcome)

Target Average: 540 Days | Actual Average: 568 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.*