To ensure stakeholders can review the Board’s progress in 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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These measures are being collected internally and will be released once sufficient data is available.

**Volume**

Number of complaints and convictions received.

**Q4 Total: 57**

*Complaints: 30  Convictions: 27*

**Q4 Monthly Average: 19**

![Volume Graph](image)

**Intake**

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 10 Days**

**Q4 Average: 8 Days**

![Intake Graph](image)
### 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.

**Target:** 200 Days  
**Q4 Average:** 124 Days

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>200</td>
<td>200</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target</td>
<td>200</td>
<td>200</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual</td>
<td>128</td>
<td>122</td>
<td>123</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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:** 540 Days  
**Q4 Average:** 864 Days

### Probation Intake

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

**Target:** 10 Days  
**Q4 Average:** 9 Days
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: 10 Days

Q4 Average: 9 Days

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>13</td>
<td>7</td>
<td>3</td>
</tr>
</tbody>
</table>