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.

**Volume**
Number of complaints and convictions received.

**Q1 Total:** 97  
*Complaints:* 76  *Convictions:* 9  
**Q1 Monthly Average:** 32

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<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Actual</td>
<td>52</td>
<td>29</td>
<td>16</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target:** 7 Days  
**Q1 Average:** 7 Days

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<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
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<td>7</td>
<td>5</td>
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**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:** 90 Days

**Q1 Average:** 71 Days

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<tr>
<th>Month</th>
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<tbody>
<tr>
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<tr>
<td>August</td>
<td>90</td>
<td>53</td>
</tr>
<tr>
<td>September</td>
<td>90</td>
<td>64</td>
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**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:** 365 Days

**Q1 Average:** 570 Days

**Probation Intake**

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

**Target:** 6 Days

**Q1 Average:** 1 Day
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: 8 Days
Q1 Average: 1 Day

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<tbody>
<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
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