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.**

**Q3 Total:** 20  
**Q3 Monthly Average:** 7

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>6</td>
<td>4</td>
<td>10</td>
</tr>
</tbody>
</table>

### Intake

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

**Target:** 9 Days  
**Q3 Average:** 9 Days

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Actual</td>
<td>4</td>
<td>6</td>
<td>12</td>
</tr>
</tbody>
</table>
**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:** 125 Days  
**Q3 Average:** 158 Days

**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  
**Q3 Average:** 1,182 Days

**Probation Intake**

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

**Target:** 25 Days  
**Q3 Average:** N/A

*The Board did not contact any new probationers this quarter.*
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: 14 Days
Q3 Average: N/A

The Board did not handle any probation violations this quarter.