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: 61**

*Complaints: 48  Convictions: 13*

**Q3 Monthly Average: 20**

![Volume Chart]

**Intake**

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

**Target: 7 Days**

**Q3 Average: 8 Days**

![Intake Chart]
**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  
**Q3 Average:** 159 Days

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>135</td>
<td>132</td>
<td>207</td>
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</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:** 365 Days  
**Q3 Average:** 747 Days

**Probation Intake**

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

**Target:** 6 Days  
**Q3 Average:** N/A

The Board did receive any new disciplinary cases 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: 8 Days
Q3 Average: N/A

*The Board did not handle any probation violations this quarter.*