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: 1,936**
*Complaints: 575  Convictions: 1,361*

**Q3 Monthly Average: 645**

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>605</td>
</tr>
<tr>
<td>February</td>
<td>594</td>
</tr>
<tr>
<td>March</td>
<td>737</td>
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</tbody>
</table>

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

**Target: 15 Days**

**Q3 Average: 16 Days**

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
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</thead>
<tbody>
<tr>
<td>January</td>
<td>15</td>
<td>17</td>
</tr>
<tr>
<td>February</td>
<td>15</td>
<td>14</td>
</tr>
<tr>
<td>March</td>
<td>15</td>
<td>17</td>
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</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:** 100 Days  
**Q3 Average:** 113 Days

- **January:** Target 100, Actual 93  
- **February:** Target 100, Actual 126  
- **March:** Target 100, Actual 116

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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:** 540 Days  
**Q3 Average:** 654 Days

- **January:** Target 540, Actual 637  
- **February:** Target 540, Actual 985  
- **March:** Target 540, Actual 944

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**Probation Intake**

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

**Target:** 2 Days  
**Q3 Average:** 2 Days

- **January:** Target 2, Actual 2  
- **February:** Target 2, Actual 2  
- **March:** Target 2, Actual 1
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: 2 Days
Q3 Average: 2 Days

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Actual</td>
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<td>2</td>
<td>3</td>
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