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: 179
Complaints: 160  Convictions: 19
Q3 Monthly Average: 60

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>64</td>
<td>59</td>
<td>56</td>
</tr>
</tbody>
</table>

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

Target: 10 Days
Q3 Average: 23 Days

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>29</td>
<td>21</td>
<td>5</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:** 365 Days  
**Q3 Average:** 307 Days

![Graph showing Intake & Investigation data]

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>365</td>
<td>283</td>
</tr>
<tr>
<td>February</td>
<td>365</td>
<td>302</td>
</tr>
<tr>
<td>March</td>
<td>365</td>
<td>335</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:** 740 Days  
**Q3 Average:** N/A

*This measure will be reported on an annual basis.*

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

**Target:** 10 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: 5 Days
Q3 Average: N/A

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

**“Complaints” in these measures include complaints, convictions, and arrest reports.**

**The Board utilizes the Department of Investigations for some cases. This average includes their investigation cycle time.**