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.

Q4 Total: 50
Q4 Monthly Average: 17
*Complaints: 45 Convictions: 5*

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<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Actual</td>
<td>18</td>
<td>18</td>
<td>14</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 9 Days
Q4 Average: 9 Days
**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

**Q4 Average:** 123 Days

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<tr>
<td>Target</td>
<td>125</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Actual</td>
<td>186</td>
<td>99</td>
<td>125</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:** 540 Days

**Q4 Average:** 1,154 Days

**Probation Intake**

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

**Target:** 25 Days

**Q4 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
Q4 Average: N/A

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