To ensure stakeholders can review the Board’s progress in 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.

**Q1 Total:** 30

*Complaints: 18  Convictions: 12*

**Q1 Monthly Average:** 10

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
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<tr>
<td>Actual</td>
<td>7</td>
<td>13</td>
<td>10</td>
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**Intake**

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

Target: 10 Days

**Q1 Average:** 36 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:** 200 Days
**Q1 Average:** 183 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
**Q1 Average:** 571 Days

**Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.
**Target:** 10 Days
**Q1 Average:** 28 Days
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: 10 Days
Q1 Average: N/A

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