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.

**Q1 Total: 4,894**

*Complaints: 4,737  Convictions: 157*

**Q1 Monthly Average: 1,631**

![Volume Chart]

### Intake

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

**Target: 3 Days**

**Q1 Average: 2 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:** 180 Days  
**Q1 Average:** 74 Days

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<th>August</th>
<th>September</th>
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<tr>
<td>Actual</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  
**Q1 Average:** 777 Days

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