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: 91

*Complaints: 88  Convictions: 3*

Q1 Monthly Average: 30

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
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</thead>
<tbody>
<tr>
<td>Actual</td>
<td>34</td>
<td>31</td>
<td>26</td>
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</table>

**Intake**

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

Target: 30 Days

Q1 Average: 10 Days

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Actual</td>
<td>7</td>
<td>14</td>
<td>11</td>
</tr>
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</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: 360 Days
Q1 Average: 232 Days

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<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>Actual</td>
<td>177</td>
<td>264</td>
<td>276</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: 540 Days
Q1 Average: 732 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: 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: 10 Days**
**Q1 Average: N/A**

_The Board did not respond to any probation violations this quarter._