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.

Q2 Total: 187

- Complaints: 36
- Convictions: 151

Q2 Monthly Average: 62

**Intake**

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

Target: 7 Days

Q2 Average: 3 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:** 210 Days  
**Q2 Average:** 107 Days

<table>
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<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
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<td>210</td>
<td>210</td>
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<tr>
<td>Actual</td>
<td>109</td>
<td>96</td>
<td>115</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 dispensation by the AG.

**Target:** 540 Days  
**Q2 Average:** 657 Days

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<tbody>
<tr>
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<tr>
<td>Actual</td>
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</table>

**Probation Intake**

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

**Target:** 6 Days  
**Q2 Average:** 2 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
Q2 Average: 1 Day