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:** 29
- **Q4 Monthly Average:** 10
- **Complaints:** 27  
  **Convictions:** 2

### Intake
**Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.**
- **Target:** 9 Days
- **Q4 Average:** 13 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:** 174 Days

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>125</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Actual</td>
<td>146</td>
<td>162</td>
<td>205</td>
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</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  
**Q4 Average:** N/A

_The Board did not close any disciplinary cases this quarter._

**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.*