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:** 107  
*Complaints: 103  Convictions: 4*

**Q4 Monthly Average:** 36

**Intake**

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

**Target:** 30 Days  
**Q4 Average:** 28 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:** 360 Days
**Q4 Average:** 258 Days

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>281</td>
<td>305</td>
<td>147</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:** 1,836 Days

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

**Target:** 10 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: 10 Days
Q4 Average: N/A

The Board did not respond to any probation violations this quarter.