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:** 46  
**Q4 Monthly Average:** 15

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Actual</td>
<td>16</td>
<td>16</td>
<td>14</td>
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**Intake**

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

**Target:** 5 Days  
**Q4 Average:** 2 Days

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<th>June</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
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<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>2</td>
<td>1</td>
<td>3</td>
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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:** 90 Days  
**Q4 Average:** 318 Days

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<tbody>
<tr>
<td>Target</td>
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<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>247</td>
<td>277</td>
<td>463</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  
**Q4 Average:** 640 Days

**Probation Intake**

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

**Target:** 14 Days  
**Q4 Average:** 8 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: 21 Days
Q4 Average: N/A

The Board did not handle any probation violations this quarter.