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.

**PM1 | Volume**

Number of complaints and convictions received.

- Total Received: 524
- Monthly Average: 175

**Complaints:** 209 | **Convictions:** 315

**PM2 | Intake**

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

- Target Average: 5 Days
- Actual Average: 6 Days
**PM3 | 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.

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>Actual</td>
<td>68</td>
<td>123</td>
<td>131</td>
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**Target Average: 180 Days | Actual Average: 133 Days**

**PM4 | 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 Average: 540 Days | Actual Average: 718 Days**
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 10 Days | Actual Average: 1 Day

PM8 | 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.

The Board did not report any new probation violations this quarter.

Target Average: 7 Days | Actual Average: N/A