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: 72
- Monthly Average: 24
- Complaints: 72 | Convictions: 0

**PM2 | Intake**

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

- Target Average: 7 Days
- Actual Average: 2 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.

**Target Average:** 180 Days | **Actual Average:** 125 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
</tr>
<tr>
<td>Actual</td>
<td>99</td>
<td>152</td>
<td>111</td>
</tr>
</tbody>
</table>

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).

*The Board did not have report any formal discipline cases this quarter.*

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

*The Board did not contact any new probationers this quarter.*

**Target Average:** 5 Days  |  **Actual Average:** N/A

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:** 15 Days  |  **Actual Average:** N/A