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**: 30
- **Monthly Average**: 10
- **Complaints**: 28
- **Convictions**: 2

**PM2 | Intake**

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

- **Target Average**: 5 Days
- **Actual Average**: 1 Day
**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:** 60 Days  |  **Actual Average:** 50 Days

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>60</td>
<td>60</td>
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<tr>
<td>Actual</td>
<td>40</td>
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**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:** 1,028 Days

**2023 Q1 Performance**

- **PM3 Intake & Investigation**
  - Target Average: 60 Days
  - Actual Average: 50 Days
  - Cycle Time Graph:
    - July: Target 60, Actual 40
    - August: Target 60, Actual 40
    - September: Target 60, Actual 70

- **PM4 Formal Discipline**
  - Target Average: 540 Days
  - Actual Average: 1,028 Days
  - Cycle Time Graph:
    - Q1 Average: Target 540, Actual 1,028
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:** 10 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:** 10 Days | **Actual Average:** N/A