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.

![Bar chart showing PM1 Volume for July, August, and September with actual numbers and target numbers.

- **Total Received:** 99
- **Monthly Average:** 33
- **Complaints:** 92
- **Convictions:** 7

**PM2 | Intake**

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

![Bar chart showing PM2 Intake for July, August, and September with target and actual numbers.

- **Target Average:** 30 Days
- **Actual Average:** 11 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: 360 Days  |  Actual Average: 229 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>360</td>
<td>221</td>
</tr>
<tr>
<td>August</td>
<td>360</td>
<td>251</td>
</tr>
<tr>
<td>September</td>
<td>360</td>
<td>194</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).

Target Average: 540 Days  |  Actual Average: 955 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
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<td>966</td>
</tr>
<tr>
<td>August</td>
<td>540</td>
<td>1018</td>
</tr>
<tr>
<td>September</td>
<td>540</td>
<td>850</td>
</tr>
</tbody>
</table>
**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

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**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