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: 1,582 Monthly Average: 527

**Complaints:** 116  |  **Convictions:** 1,466

### PM2 | Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target Average:** 30 Days  |  **Actual Average:** 25 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>
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<th>October</th>
<th>November</th>
<th>December</th>
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</thead>
<tbody>
<tr>
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<tr>
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<td>181</td>
<td>182</td>
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**Target Average:** 360 Days | **Actual Average:** 194 Days

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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).

<table>
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<th>October</th>
<th>November</th>
<th>December</th>
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<tbody>
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<tr>
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</table>

**Target Average:** 540 Days | **Actual Average:** 1,195 Days
**PM7 | Probation Intake**

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

**Target Average:** 15 Days  |  **Actual Average:** 8 Days

![Graph PM7](image)

**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.

**Target Average:** 30 Days  |  **Actual Average:** 7 Days

![Graph PM8](image)