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: 349  
  - Monthly Average: 116
- **Complaints**: 296  
  - **Convictions**: 53

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

- **Target Average**: 9 Days  
  - **Actual Average**: 10 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:** 90 Days | **Actual Average:** 75 Days

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>68</td>
<td>87</td>
<td>72</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:** 429 Days

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>524</td>
<td>391</td>
<td>374</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.

Target Average: 10 Days | Actual Average: 2 Days

---

**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