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: 60
Monthly Average: 20

- **Complaints:** 56
- **Convictions:** 4

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

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Actual</td>
<td>24</td>
<td>11</td>
<td>14</td>
</tr>
</tbody>
</table>

**Target Average:** 30 Days  | **Actual Average:** 19 Days
PM3 | Intake & Investigation

Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

Target Average: 360 Days | Actual Average: 147 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)

Target Average: 540 Days | Actual Average: 783 Days
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