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: 1,027 Monthly Average: 342

**Complaints:** 652  |  **Convictions:** 375

**PM2 | Intake**

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

**Target Average:** 20 Days  |  **Actual Average:** 36 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:** 210 Days | **Actual Average:** 251 Days

**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:** 802 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 30 Days | Actual Average: 8 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 have any new probation violations this quarter.

Target Average: 7 Days | Actual Average: N/A