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**: 949  
  **Monthly Average**: 316
- **Complaints**: 625  |  **Convictions**: 324

**PM2 | Intake**

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

- **Target Average**: 20 Days  |  **Actual Average**: 25 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:** 210 Days | **Actual Average:** 236 Days

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<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
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<tbody>
<tr>
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</tr>
<tr>
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**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:** 914 Days

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<tr>
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</table>
**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: 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 have any new probation violations this quarter.*

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