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.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>5</td>
<td>9</td>
<td>11</td>
</tr>
</tbody>
</table>

**Total Received:** 25  
**Monthly Average:** 8

**Complaints:** 25  
**Convictions:** 0

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

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Target Average:** 5 Days  
**Actual Average:** 1 Day
**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:** 60 Days
- **Actual Average:** 67 Days

![PM3 Intake & Investigation Chart]

**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:** 710 Days

![PM4 Formal Discipline Chart]
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.

Target Average: 10 Days | Actual Average: 7 Days