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.

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<th>July</th>
<th>Aug</th>
<th>Sept</th>
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<td><strong>PM 1 Volume</strong></td>
<td>1472</td>
<td>1762</td>
<td>1601</td>
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**Total Received:** 4,835  |  **Monthly Average:** 1,612

**Complaints:** 4,558  |  **Convictions:** 277
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 4,817 | Monthly Average: 1,606

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

Target Average: 3 Days | Actual Average: 1 Day
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 3,256 | Monthly Average: 1,085

PM3 | Investigations – Cycle Time
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation)

Target Average: 180 Days | Actual Average: 84 Days
PM4 | Formal Discipline – Volume
Cases closed, of those transmitted to the Attorney General.

Total: 225 | Monthly Average: 75

PM4 | Formal Discipline – Cycle Time
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

Target Average: 540 Days | Actual Average: 637 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

The Board does not have licensees in a probationary status.

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board does not have licensees in a probationary status.
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

The Board does not have licensees in a probationary status.

PM8 | Probation Violation Response – Cycle Time
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

The Board does not have licensees in a probationary status.