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>Month</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>50</td>
</tr>
<tr>
<td>Nov</td>
<td>43</td>
</tr>
<tr>
<td>Dec</td>
<td>28</td>
</tr>
</tbody>
</table>

**Total Received:** 121 | **Monthly Average:** 40

**Complaints:** 109 | **Convictions:** 12
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>41</td>
<td>47</td>
<td>31</td>
</tr>
</tbody>
</table>

**Total:** 119 | **Monthly Average:** 40

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

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days</td>
<td>5</td>
<td>7</td>
<td>16</td>
</tr>
</tbody>
</table>

**Target Average:** 7 Days | **Actual Average:** 9 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 96 | Monthly Average: 32

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: 138 Days
PM4 | Formal Discipline – Volume
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

Total: 7

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: 866 Days
**PM7 | Probation Intake – Volume**

Number of new probation cases.

Total: 1

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**PM7 | Probation Intake – Cycle Time**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 15 Days | Actual Average: 1 Day
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 6

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.

Target Average: 15 Days | Actual Average: 1 Day