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: 4,077 | Monthly Average: 1,359
Complaints: 3,871 | Convictions: 206
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

**Total:** 4,043  |  **Monthly Average:** 1,348

PM2 Volume
- Oct: 1,440
- Nov: 1,378
- Dec: 1,225

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

PM2 Aging
- Oct: 1 Day
- Nov: 1 Day
- Dec: 1 Day

Target = 3
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

**PM 3 Volume**

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>1226</td>
</tr>
<tr>
<td>Nov</td>
<td>1020</td>
</tr>
<tr>
<td>Dec</td>
<td>1023</td>
</tr>
</tbody>
</table>

**Total:** 3,269  |  **Monthly Average:** 1,090

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**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.)

**PM 3 Aging**

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>82</td>
</tr>
<tr>
<td>Nov</td>
<td>88</td>
</tr>
<tr>
<td>Dec</td>
<td>85</td>
</tr>
</tbody>
</table>

**Target Average:** 180 Days  |  **Actual Average:** 85 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: 151 | Monthly Average: 50**

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: 841 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.*

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**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.*