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.

**Total Received:** 74  |  **Monthly Average:** 25

**Complaints:** 40  |  **Convictions:** 34
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 74 | Monthly Average: 25

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

Total: 58 | Monthly Average: 19

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: 90 Days | Actual Average: 56 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 | Monthly Average: 2

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: 681 Days
**PM7 | Probation Intake – Volume**
Number of new probation cases.

![Graph showing PM 7 Volume with 0, 2, and 2 cases for October, November, and December respectively. Total: 4](image)

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

![Graph showing PM 7 Aging with 1 day for October and November, and 1 day for December. Target = 14](image)

**Target Average: 14 Days | Actual Average: 1 Day**
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

PM 8 Volume

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Total: 2

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.

PM 8 Aging

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Target Average: 21 Days | Actual Average: 16 Days