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.

*PM 1 Volume*

- **Jan**: 1505
- **Feb**: 1631
- **Mar**: 1777

**Total Received**: 4,913 | **Monthly Average**: 1,638

**Complaints**: 4,643 | **Convictions**: 270
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 4,898 | Monthly Average: 1,633

**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: 2,959 | Monthly Average: 986

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: 78 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: 348 | Monthly Average: 116

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

*The Board does not have licensees in a probationary status.*

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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.

*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.