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:** 955 | **Monthly Average:** 318
- **Complaints:** 840 | **Convictions:** 115
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 957 | Monthly Average: 319

**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: 10 Days | Actual Average: 8 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 841 | Monthly Average: 280

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: 270 Days | Actual Average: 239 Days

1 Due to rounding, there might be small discrepancies between the PM3 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).
**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.).

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>8</td>
</tr>
<tr>
<td>May</td>
<td>7</td>
</tr>
<tr>
<td>Jun</td>
<td>6</td>
</tr>
</tbody>
</table>

Total: 21 | Monthly Average: 7

**PM4 | Formal Discipline – Cycle Time\(^2\)**
Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

<table>
<thead>
<tr>
<th>Days</th>
<th>Intake Time</th>
<th>Investigation Time</th>
<th>Pre-AG Transmittal Time</th>
<th>AG Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>523</td>
<td>34</td>
<td>596</td>
<td></td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days | **Actual Average:** 928 Days

\(^2\) Due to rounding, there might be small discrepancies between the PM4 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).
PM7 | Probation Intake – Volume
Number of new probation cases.

No new probationers were assigned for monitoring this quarter.

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

No new probationers were assigned for monitoring this quarter.
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

The Board did not have any probation violations this quarter.

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 did not have any probation violations this quarter.