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.

<table>
<thead>
<tr>
<th>PM1</th>
<th>Volume</th>
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<tbody>
<tr>
<td></td>
<td>Number of complaints and convictions received.</td>
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<thead>
<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
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</thead>
<tbody>
<tr>
<td>PM 1 Volume</td>
<td>1557</td>
<td>1809</td>
<td>1686</td>
</tr>
</tbody>
</table>

**Total Received:** 5,052  |  **Monthly Average:** 1,684  
**Complaints:** 4,835  |  **Convictions:** 217
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

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<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
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</thead>
<tbody>
<tr>
<td>Volume</td>
<td>1548</td>
<td>1797</td>
<td>1677</td>
</tr>
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</table>

Total: 5,022 | Monthly Average: 1,674

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

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<tr>
<th></th>
<th>July</th>
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<th>Sept</th>
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<tbody>
<tr>
<td>Days</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</table>

Target Average: 3 Days | Actual Average: 1 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 3,017 | Monthly Average: 1,006

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: 81 Days
**PM4 | Formal Discipline -- Volume**
Cases closed, of those transmitted to the Attorney General.

![PM 4 Volume Chart]

Total: 342 | Monthly Average: 114

**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 transmittal outcome)

![PM 4 Aging Chart]

Target Average: 540 Days | Actual Average: 757 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.*

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.*