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.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM 1 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>25</td>
</tr>
<tr>
<td>Nov</td>
<td>22</td>
</tr>
<tr>
<td>Dec</td>
<td>27</td>
</tr>
</tbody>
</table>

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).

<table>
<thead>
<tr>
<th>Month</th>
<th>count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>17</td>
</tr>
<tr>
<td>Nov</td>
<td>21</td>
</tr>
<tr>
<td>Dec</td>
<td>20</td>
</tr>
</tbody>
</table>

**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)

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>60</td>
</tr>
<tr>
<td>Nov</td>
<td>51</td>
</tr>
<tr>
<td>Dec</td>
<td>56</td>
</tr>
</tbody>
</table>

**Target Average:** 90 Days | **Actual Average:** 56 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

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 transmittal outcome)

Target Average: 540 Days | Actual Average: 681 Days
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.