

# Landscape Architects Technical Committee

## Performance Measures

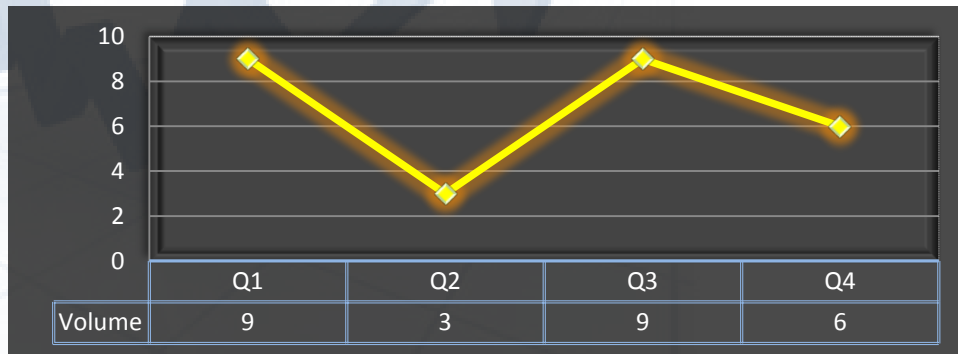
### Annual Report (2012 – 2013 Fiscal Year)

To ensure stakeholders can review the Committee's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

#### Volume

Number of complaints and convictions received.

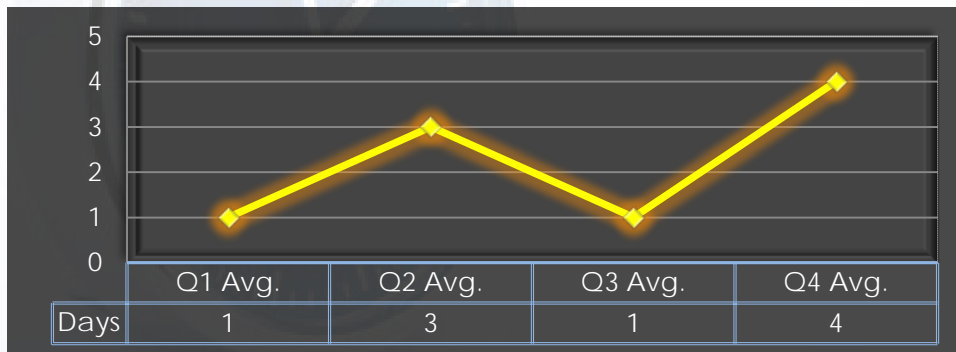
The Committee had an annual total of 27 this fiscal year.



#### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

The Committee has set a target of 7 days for this measure.



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

The Committee has set a target of 270 days for this measure.

