Performance Measures

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 and annual basis.

**PM1 | Volume**

Number of complaints and convictions received.

Fiscal Year Total: 617

**PM2 | Intake**

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

Target Average: 5 Days
**PM3 | 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.

**Target Average:** 180 Days

<table>
<thead>
<tr>
<th>Days</th>
<th>Q1 Avg.</th>
<th>Q2 Avg.</th>
<th>Q3 Avg.</th>
<th>Q4 Avg.</th>
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<tbody>
<tr>
<td></td>
<td>133</td>
<td>128</td>
<td>115</td>
<td>124</td>
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**PM4 | Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).

**Target Average:** 540 Days

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<th>Days</th>
<th>Q1 Avg.</th>
<th>Q2 Avg.</th>
<th>Q3 Avg.</th>
<th>Q4 Avg.</th>
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<tr>
<td></td>
<td>718</td>
<td>885</td>
<td>728</td>
<td>846</td>
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</table>
**PM7 | Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

<table>
<thead>
<tr>
<th>Days</th>
<th>Q1 Avg.</th>
<th>Q2 Avg.</th>
<th>Q3 Avg.</th>
<th>Q4 Avg.</th>
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<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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Target Average: 10 Days

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**PM8 | Probation Violation Response**

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 reported this year.

Target Average: 7 Days