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.

<table>
<thead>
<tr>
<th>Volume</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35</td>
<td>34</td>
<td>32</td>
<td>27</td>
</tr>
</tbody>
</table>

**Fiscal Year Total: 128**

### PM2 | Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

<table>
<thead>
<tr>
<th>Days</th>
<th>Q1 Avg.</th>
<th>Q2 Avg.</th>
<th>Q3 Avg.</th>
<th>Q4 Avg.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
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</tbody>
</table>

**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: 90 Days**

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

Target Average: 14 Days

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.

Target Average: 21 Days