Performance Measures
Q1 Report (July - September 2013)

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.

Total Received: 176 Monthly Average: 59

- **Complaints**: 162
- **Convictions**: 14

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

Target Average: 5 Days | Actual Average: 7 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:** 120 Days
- **Actual Average:** 88 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>120</td>
<td>135</td>
</tr>
<tr>
<td>August</td>
<td>120</td>
<td>104</td>
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<tr>
<td>September</td>
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<td>52</td>
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</table>

**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
- **Actual Average:** 1,349 Days

<table>
<thead>
<tr>
<th>Month</th>
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<tbody>
<tr>
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<td>August</td>
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<tr>
<td>September</td>
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<td>670</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.

Target Average: 15 Days | Actual Average: 4 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: 15 Days | Actual Average: 2 Days