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.

![Graph showing PM1 Volume](image)

Total Received: 4,602 Monthly Average: 1,534
Complaints: 4,512 | Convictions: 90

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

![Graph showing PM2 Intake](image)

Target Average: 3 Days | Actual Average: 2 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  |  **Actual Average:** 79 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  |  **Actual Average:** 897 Days