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: 349 Monthly Average: 116

**Complaints:** 256  |  **Convictions:** 93

**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:** 9 Days  |  **Actual Average:** 9 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.

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<th>July</th>
<th>August</th>
<th>September</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>79</td>
<td>84</td>
<td>99</td>
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**Target Average: 90 Days | Actual Average: 88 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).

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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>774</td>
<td>198</td>
<td>828</td>
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**Target Average: 540 Days | Actual Average: 680 Days**
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Board did not contact any new probationers this quarter.*

**Target Average:** 10 Days  |  **Actual Average:** N/A

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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 report any new probation violations this quarter.*

**Target Average:** 7 Days  |  **Actual Average:** N/A