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:** 2,323
- **Monthly Average:** 774
  - **Complaints:** 1,083
  - **Convictions:** 1,240

**PM2 | Intake**

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

- **Target Average:** 15 Days
- **Actual Average:** 18 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:** 100 Days
- **Actual Average:** 123 Days

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<th>July</th>
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<tbody>
<tr>
<td>Target</td>
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<td>100</td>
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<tr>
<td>Actual</td>
<td>91</td>
<td>161</td>
<td>114</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
- **Actual Average:** 667 Days

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<td>Actual</td>
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PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 2 Days | Actual Average: 2 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: 2 Days | Actual Average: 2 Days