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:** 35
- **Monthly Average:** 12
- **Complaints:** 23 | **Convictions:** 12

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

- **Target Average:** 5 Days
- **Actual Average:** 3 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 | **Actual Average:** 256 Days

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>90</td>
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<td>Actual</td>
<td>368</td>
<td>162</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:** 598 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 | Actual Average: 8 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.

The Board did not report any new probation violations this quarter.

Target Average: 21 Days | Actual Average: N/A