Performance Measures

Q3 Report (January - March 2014)

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.

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<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>16</td>
<td>12</td>
<td>15</td>
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</tbody>
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Total Received: 43 Monthly Average: 14

- Complaints: 28
- Convictions: 15

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

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<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>7</td>
<td>10</td>
<td>21</td>
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Target Average: 10 Days | Actual Average: 12 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: 200 Days | Actual Average: 390 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: 779 Days
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 10 Days | Actual Average: 11 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: 10 Days | Actual Average: 9 Days