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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<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
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</thead>
<tbody>
<tr>
<td>Total Received</td>
<td>689</td>
<td>652</td>
<td>690</td>
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<tr>
<td>Monthly Average</td>
<td>677</td>
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Complaints: 1,944 | Convictions: 87

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

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<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Target</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Actual</td>
<td>9</td>
<td>14</td>
<td>15</td>
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Target Average: 9 Days | Actual Average: 13 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.

Consistent data not yet available from BreEZe.

Target Average: 125 Days | Actual Average: N/A

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).

Consistent data not yet available from BreEZe.

Target Average: 540 Days | Actual Average: N/A
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: 25 Days | Actual Average: N/A