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.

<table>
<thead>
<tr>
<th>Actual</th>
<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
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<td></td>
<td>27</td>
<td>29</td>
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Total Received: 86 Monthly Average: 28

**Complaints:** 76  |  **Convictions:** 10

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**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>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>13</td>
<td>8</td>
<td>12</td>
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**Target Average:** 10 Days  |  **Actual Average:** 11 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:** 150 Days | **Actual Average:** N/A

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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).

*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.

**Target Average:** 14 Days | **Actual Average:** 4 Days

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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.

**Target Average:** 7 Days | **Actual Average:** 3 Days