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.

- Total Received: 193
- Monthly Average: 64

  - Complaints: 152
  - Convictions: 41

**PM2 | Intake**

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

- Target Average: 9 Days
- Actual Average: 208 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.

<table>
<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>80</td>
<td>80</td>
<td>80</td>
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<tr>
<td>Actual</td>
<td>670</td>
<td>38</td>
<td>71</td>
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Target Average: 80 Days | Actual Average: 268 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: 1,084 Days
**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 report contact any new probationer this quarter._

**Target Average:** 7 Days  |  **Actual Average:** N/A

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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.

_The Board did not report any new probation violations this quarter._

**Target Average:** 10 Days  |  **Actual Average:** N/A