Performance Measures
Q4 Report (April - June 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>April</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Actual</td>
<td>135</td>
<td>162</td>
<td>250</td>
</tr>
<tr>
<td>Total</td>
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</table>

Total Received: 547 Monthly Average: 182

**Complaints:** 367 | **Convictions:** 180

**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>April</th>
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<th>June</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>11</td>
<td>2</td>
<td>5</td>
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**Target Average:** 10 Days | **Actual Average:** 6 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:** 180 Days | **Actual Average:** 133 Days

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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>122</td>
<td>107</td>
<td>183</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:** 1,104 Days

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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>942</td>
<td>1336</td>
<td>1682</td>
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</table>
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 5 Days | Actual Average: 2 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: 15 Days | Actual Average: 5 Days