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.

Total Received: 131 Monthly Average: 44
Complaints: 87 | Convictions: 44

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

Target Average: 7 Days | Actual Average: 8 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.

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<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>120</td>
<td>120</td>
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<tr>
<td>Actual</td>
<td>120</td>
<td>118</td>
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*Target Average: 120 Days | Actual Average: 116 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).

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*Target Average: 540 Days | Actual Average: 970 Days*
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 15 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: 9 Days