Performance Measures
Q1 Report (July - September 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>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>22</td>
<td>38</td>
<td>18</td>
</tr>
</tbody>
</table>

Total Received: 78 Monthly Average: 26

Complaints: 78 | Convictions: 0

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

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<thead>
<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
<td>1</td>
<td>1</td>
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Target Average: 7 Days | Actual Average: 1 Day
**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:** 113 Days

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>270</td>
<td>270</td>
<td>270</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>109</td>
<td>97</td>
<td>132</td>
</tr>
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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).

*The Board did not report any formal discipline cases this quarter.*

- **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:** 5 Days  |  **Actual Average:** N/A

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:** 15 Days  |  **Actual Average:** N/A