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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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Actual</td>
<td>7</td>
<td>10</td>
<td>12</td>
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</tbody>
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Total Received: 29 Monthly Average: 10

**Complaints:** 27  |  **Convictions:** 2

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

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
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**Target Average:** 5 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.

![Graph showing PM3 Intake & Investigation](chart.png)

**Target Average:** 60 Days | **Actual Average:** 49 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).

*The Board did not have any cases closed in formal discipline 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: 10 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.

Target Average: 10 Days | Actual Average: 5 Days