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.

Total Received: 2,105 Monthly Average: 702

Complaints: 2,011 | Convictions: 94

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

Target Average: 9 Days | Actual Average: 14 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.

*Consistent data not yet available from BreEZe.*

**Target Average:** 125 Days | **Actual Average:** N/A

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).

*Consistent data not yet available from BreEZe.*

**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.

Consistent data not yet available from BreEZe.

Target Average: 25 Days | Actual Average: N/A