Performance Measures

Q2 Report (October - December 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:** 52
- **Monthly Average:** 17
- **Complaints:** 48
- **Convictions:** 4

![PM1 Volume Chart]

**PM2 | Intake**

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

- **Target Average:** 7 Days
- **Actual Average:** 2 Days

![PM2 Intake Chart]
**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 data]

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
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<tr>
<td>Actual</td>
<td>64</td>
<td>79</td>
<td>87</td>
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**Target Average:** 90 Days | **Actual Average:** 80 Days

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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 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:** 25 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:** 14 Days | **Actual Average:** N/A