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: 260 Monthly Average: 87

Complaints: 253  |  Convictions: 7

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

Target Average: 9 Days  |  Actual Average: 7 Days
PM3 | Intake & Investigation
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

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<thead>
<tr>
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<th>October</th>
<th>November</th>
<th>December</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>80</td>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>Actual</td>
<td>65</td>
<td>55</td>
<td>48</td>
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**Target Average:** 80 Days | **Actual Average:** 56 Days

PM4 | Formal Discipline
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)

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<th>October</th>
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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>1049</td>
<td>394</td>
<td>736</td>
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**Target Average:** 540 Days | **Actual Average:** 1019 Days
**PM7 | Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

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

**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: 16**