Performance Measures
Q3 Report (January - March 2015)

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.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>263</td>
<td>365</td>
<td>370</td>
</tr>
</tbody>
</table>

Total Received: 998 Monthly Average: 333

Complaints: 848 | Convictions: 150

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

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>8</td>
<td>6</td>
<td>9</td>
</tr>
</tbody>
</table>

Target Average: 10 Days | Actual Average: 8 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.

![Graph showing PM3](image)

**Target Average:** 270 Days  |  **Actual Average:** 170 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).

![Graph showing PM4](image)

**Target Average:** 540 Days  |  **Actual Average:** 891 Days
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 10 Days | Actual Average: 2 Days

**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: 15 Days | Actual Average: 242 Days