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.

![Graph showing PM1 Volume](chart)

- Total Received: 1683
- Monthly Average: 561
- Complaints: 817
- Convictions: 866

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

![Graph showing PM2 Intake](chart)

- Target Average: 15 Days
- Actual Average: 23 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)

**Target Average:** 100 Days | **Actual Average:** 114 Days

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<th>January</th>
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<th>March</th>
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<tbody>
<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
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**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)

**Target Average:** 540 Days | **Actual Average:** 857 Days

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<tr>
<td>Actual</td>
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**PM7 | Probation Intake**

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

Target Average: 2 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: 2 Days | Actual Average: 1 Day