Performance Measures

Q4 Report (April - June 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.

![PM1 Graph]

Total Received: 81 Monthly Average: 27

**Complaints:** 37  |  **Convictions:** 44

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

![PM2 Graph]

**Target Average:** 10 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)

**Target Average:** 200 Days  |  **Actual Average:** 252 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>200</td>
<td>157</td>
</tr>
<tr>
<td>May</td>
<td>200</td>
<td>283</td>
</tr>
<tr>
<td>June</td>
<td>200</td>
<td>260</td>
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</tbody>
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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:** 1,143 Days

**Cycle Time**

- **Target**
- **Q4 Average**
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: 5 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: 10 Days | Actual Average: 5 Days