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.

- **Actual**: April 264, May 204, June 173

Total Received: 641 Monthly Average: 214

**Complaints**: 451  |  **Convictions**: 190

**PM2 | Intake**

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

- **Target**: April 10, May 10, June 10
- **Actual**: April 5, May 6, June 10

**Target Average**: 10 Days  |  **Actual Average**: 6 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)

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>Actual</td>
<td>139</td>
<td>195</td>
<td>148</td>
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Target Average: 180 Days | Actual Average: 157 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)

Cycle Time

<table>
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<tr>
<th>Cycle Time</th>
<th>TARGET</th>
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<tr>
<td>Q4 AVERAGE</td>
<td>824 Days</td>
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Target Average: 540 Days | Actual Average: 824 Days
PM7 | Probation Intake

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

Target Average: 5 Days | Actual Average: 1 Day

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: 2 Days