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.

Total Received: 1,075 Monthly Average: 358

Complaints: 882 | Convictions: 193

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

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: 270 Days | Actual Average: 166 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)

Target Average: 540 Days | Actual Average: 1,165 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: 14 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: 7 Days