Performance Measures
Q4 Report (April - June 2015)

To ensure stakeholders can review the Committee'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>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>13</td>
<td>7</td>
<td>45</td>
</tr>
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Total Received: 65 Monthly Average: 22
Complaints: 22 | Convictions: 43

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

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Actual</td>
<td>32</td>
<td>112</td>
<td>10</td>
</tr>
</tbody>
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Target Average: 30 Days | Actual Average: 18 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)

![Bar chart showing cycle time with target and Q4 average.]

**Target Average:** 120 Days | **Actual Average:** 32 Days

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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)

![Line chart with data points for April, May, and June showing target and actual values.]

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>414</td>
<td>411</td>
<td>518</td>
</tr>
</tbody>
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**Target Average:** 540 Days | **Actual Average:** 482 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Committee did not contact any new probationers this quarter.*

**Target Average:** 10 Days  |  **Actual Average:** N/A

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.

*The Committee did not have any probation violations this quarter.*

**Target Average:** 15 Days  |  **Actual Average:** N/A