Department of Consumer Affairs  
Board of Optometry

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 Chart]

Total Received: 126  
Monthly Average: 42

**Complaints:** 120  |  **Convictions:** 6

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

![PM2 Chart]

**Target Average:** 7 Days  |  **Actual Average:** 2 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>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>60</td>
<td>110</td>
<td>97</td>
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</tbody>
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Target Average: 90 Days | Actual Average: 97 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: 695 days
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

- **Target Average:** 25 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:** 14 Days
- **Actual Average:** 5 Days