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.

![Graph showing PM1](image)

Total Received: 227 Monthly Average: 76

**Complaints: 223 | Convictions: 4**

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

![Graph showing PM2](image)

**Target Average: 10 Days | Actual Average: 21 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)

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<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td>Actual</td>
<td>378</td>
<td>291</td>
<td>298</td>
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</tbody>
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**Target Average:** 365 Days | **Actual Average:** 322 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)

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<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>1567</td>
<td>742</td>
<td>1497</td>
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**Target Average:** 540 Days | **Actual Average:** 1,199 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

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

**Target Average:** 7 Days | **Actual Average:** N/A