Performance Measures
Q1 Report (July - September 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: 145  Monthly Average: 48
Complaints: 144  |  Convictions: 1

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

Target Average: 10 Days  |  Actual Average: 3 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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<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</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>56</td>
<td>118</td>
<td>143</td>
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</tbody>
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**Target Average:** 180 Days  |  **Actual Average:** 109 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>Jul</th>
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<th>Sept</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>376</td>
<td>898</td>
<td>42</td>
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**Target Average:** 540 Days  |  **Actual Average:** 656 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:** 30 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:** 30 Days  |  **Actual Average:** N/A