Performance Measures

Q2 Report (October - December 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 Volume](image)

**Total Received:** 815  
**Monthly Average:** 272

**Complaints:** 321  |  **Convictions:** 494

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

![Graph showing PM2 Intake](image)

**Target Average:** 30 Days  |  **Actual Average:** 19 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>Oct</th>
<th>Nov</th>
<th>Dec</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>360</td>
<td>360</td>
<td>360</td>
</tr>
<tr>
<td>Actual</td>
<td>487</td>
<td>329</td>
<td>224</td>
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**Target Average:** 360 Days | **Actual Average:** 394 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>Oct</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>928</td>
<td>967</td>
<td>1130</td>
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**Target Average:** 540 Days | **Actual Average:** 984 Days
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target Average:** 15 Days  |  **Actual Average:** 16 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.

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

**Target Average:** 30 Days  |  **Actual Average:** N/A