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:** 784
- **Monthly Average:** 261
- **Complaints:** 598
- **Convictions:** 186

### 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:** 10 Days
- **Actual Average:** 1 Day
PM3 | Intake & Investigation
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

Target Average: 180 Days | Actual Average: 161 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: 716 Days
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

- **Target Average:** 5 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:** 15 Days
- **Actual Average:** 4 Days