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.

- **Total Received:** 2,057
- **Monthly Average:** 686
- **Complaints:** 1,976
- **Convictions:** 81

![PM1 Graph]

**PM2 | Intake**

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

- **Target Average:** 9 Days
- **Actual Average:** 17 Days

![PM2 Graph]
**PM3 | Intake & Investigation**
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation).

![PM3 Graph]

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>125</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Actual</td>
<td>222</td>
<td>210</td>
<td>190</td>
</tr>
</tbody>
</table>

Target Average: 125 Days | Actual Average: 206 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)

![PM4 Graph]

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
</tr>
<tr>
<td>Actual</td>
<td>963</td>
<td>844</td>
<td>956</td>
</tr>
</tbody>
</table>

Target Average: 540 Days | Actual Average: 914 Days