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:** 54
- **Monthly Average:** 18
- **Complaints:** 50
- **Convictions:** 4

![Graph showing PM1 Volume](image)

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

- **Target Average:** 7 Days
- **Actual Average:** 2 Days

![Graph showing PM2 Intake](image)
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>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>42</td>
<td>104</td>
<td>133</td>
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Target Average: 90 Days | Actual Average: 84 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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<thead>
<tr>
<th>Cycle Time</th>
<th>TARGET</th>
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<th>Q2 AVERAGE</th>
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Target Average: 540 Days | Actual Average: 516 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:** 25 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.

![Graph showing cycle times with target and actual averages]

**Target Average:** 14 Days | **Actual Average:** 7 Days