Performance Measures

Q3 Report (January – March 2016)

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**: 764
- **Monthly Average**: 255
- **Complaints**: 243
- **Convictions**: 521

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
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</thead>
<tbody>
<tr>
<td>Jan</td>
<td>251</td>
</tr>
<tr>
<td>Feb</td>
<td>250</td>
</tr>
<tr>
<td>Mar</td>
<td>263</td>
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</tbody>
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Target Average: 30 Days | Actual Average: 4 Days

PM2 | Intake

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
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<tbody>
<tr>
<td>Jan</td>
<td>30</td>
<td>4</td>
</tr>
<tr>
<td>Feb</td>
<td>30</td>
<td>5</td>
</tr>
<tr>
<td>Mar</td>
<td>30</td>
<td>4</td>
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Target Average: 30 Days | Actual Average: 4 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)

Target Average: 360 Days | Actual Average: 228 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: 998 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: 18 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.

Target Average: 30 Days | Actual Average: 1 Day