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.

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<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tbody>
<tr>
<td>Total Received</td>
<td>263</td>
<td>199</td>
<td>183</td>
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**PM2 | Intake**

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

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<th>Jan</th>
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<tbody>
<tr>
<td>Target Average</td>
<td>10</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Actual Average</td>
<td>7</td>
<td>2</td>
<td>3</td>
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**Total Received:** 645  **Monthly Average:** 215

**Complaints:** 460  |  **Convictions:** 185
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: 183 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: 941 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: 2 Days