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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>37</td>
<td>10</td>
</tr>
<tr>
<td>Feb</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Mar</td>
<td>42</td>
<td>10</td>
</tr>
</tbody>
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**Total Received:** 117  **Monthly Average:** 39
**Complaints:** 116  **Convictions:** 1

**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>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Feb</td>
<td>10</td>
<td>2</td>
</tr>
<tr>
<td>Mar</td>
<td>10</td>
<td>3</td>
</tr>
</tbody>
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**Target Average:** 10 Days  **Actual Average:** 3 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: 180 Days | Actual Average: 272 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: 667 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:** 30 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.

*The Board did not have any probation violations this quarter.*

**Target Average:** 30 Days | **Actual Average:** N/A