Performance Measures
Q4 Report (April - June 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:** 57
- **Monthly Average:** 19
- **Complaints:** 57  |  **Convictions:** 0

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

- **Target Average:** 7 Days  |  **Actual Average:** 1 Day
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>Apr</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>147</td>
<td>125</td>
<td>123</td>
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**Target Average:** 270 Days | **Actual Average:** 132 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:** 486 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: 5 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: 15 Days | Actual Average: n/a