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: 233
- Monthly Average: 78
- Complaints: 129
- Convictions: 104

**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
**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>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>210</td>
<td>210</td>
<td>210</td>
</tr>
<tr>
<td>Actual</td>
<td>112</td>
<td>84</td>
<td>45</td>
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</tbody>
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**Target Average:** 210 Days | **Actual Average:** 81 Days

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**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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<th>Apr</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>608</td>
<td>384</td>
<td>593</td>
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</tbody>
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**Target Average:** 540 Days | **Actual Average:** 539 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target Average: 6 Days  |  Actual Average: 2 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: 10 Days  |  Actual Average: 2 Days