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:** 1,829  **Monthly Average:** 610

**Complaints:** 786  |  **Convictions:** 1,043

**PM2 | Intake**

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

**Target Average:** 15 Days  |  **Actual Average:** 8 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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<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Actual</td>
<td>110</td>
<td>88</td>
<td>82</td>
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**Target Average: 100 Days | Actual Average: 93 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)

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<th>Apr</th>
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<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>647</td>
<td>725</td>
<td>674</td>
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**Target Average: 540 Days | Actual Average: 680 Days**
**PM7 | Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

![Graph PM7](image)

**Target Average:** 2 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.

![Graph PM8](image)

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