*Department of Consumer Affairs*

# Board of Optometry

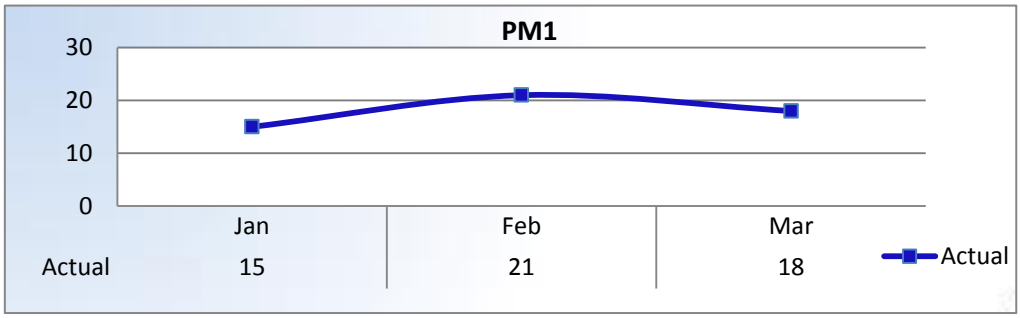
## Performance Measures

### 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.

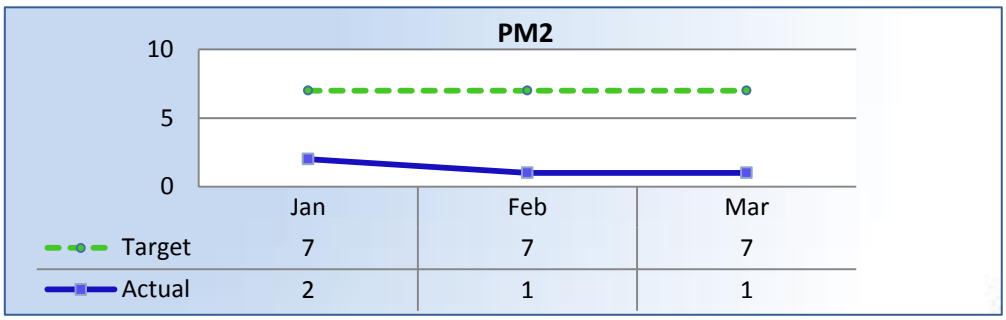



**Total Received**: 54 **Monthly Average**: 18

**Complaints**: 52 | **Convictions**: 2

**PM2 | Intake**

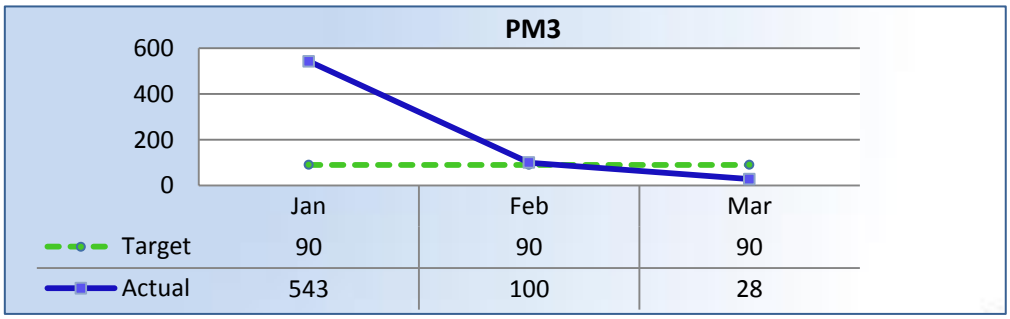
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.




**Target Average:** 7 Days | **Actual Average:** 1 Day

## PM3 | Intake & Investigation

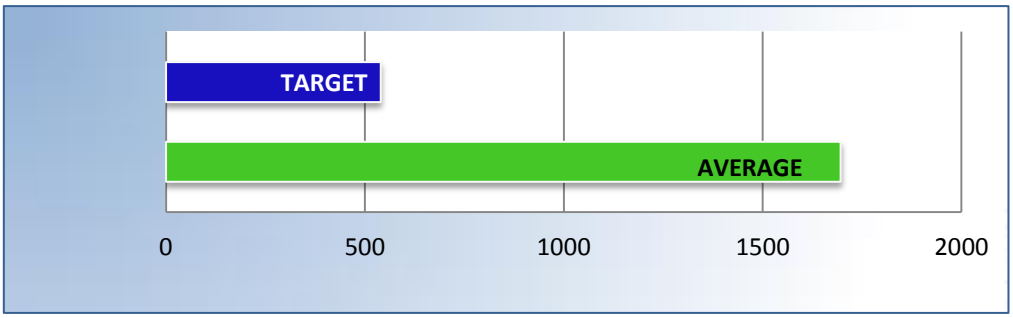
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)




**Target Average:** 90 Days | **Actual Average:** 412 Days

## PM4 | Formal Discipline

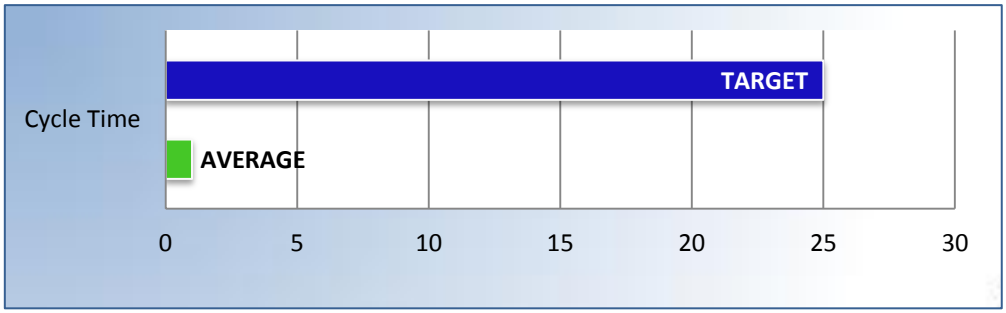
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)




**Target Average:** 540 Days | **Actual Average:** 1,696 Days

## PM7 |Probation Intake

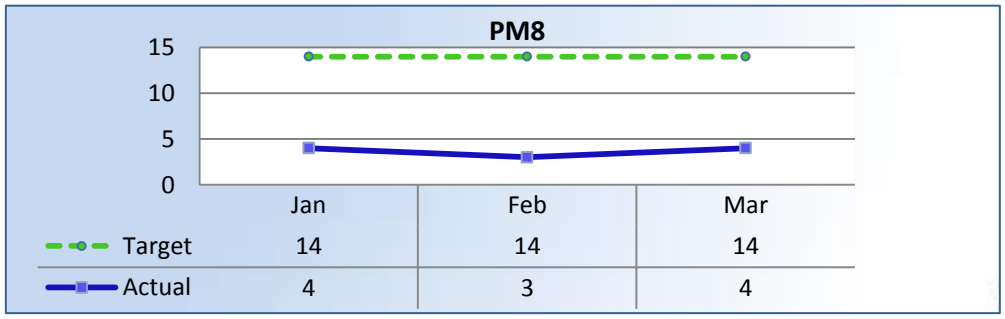
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.




**Target Average:** 25 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:** 14 Days | **Actual Average:** 3 Days