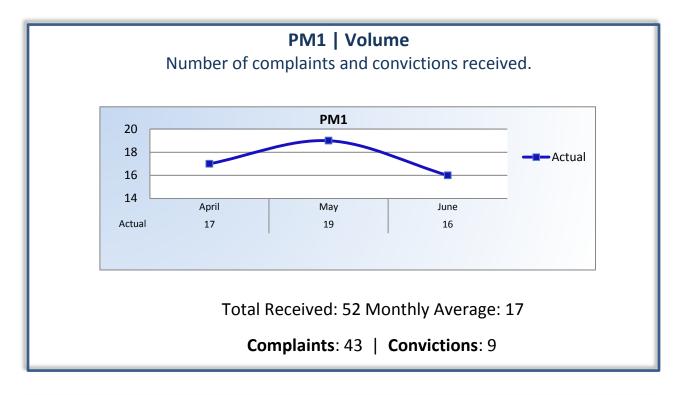
### Department of Consumer Affairs Board of Optometry

## **Performance Measures**

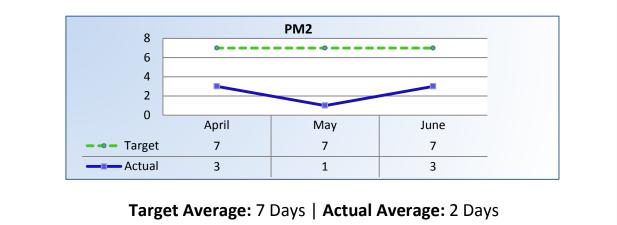
#### Q4 Report (April - June 2014)

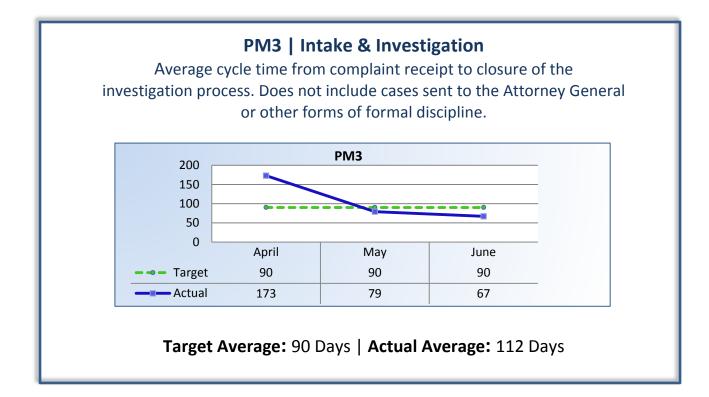
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



#### PM2 | Intake

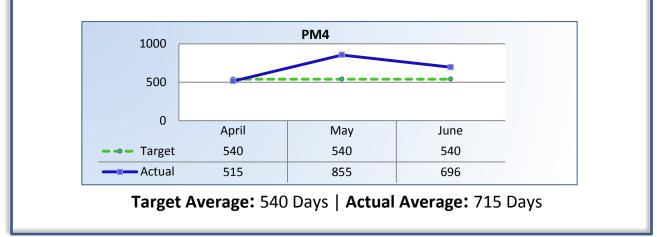
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

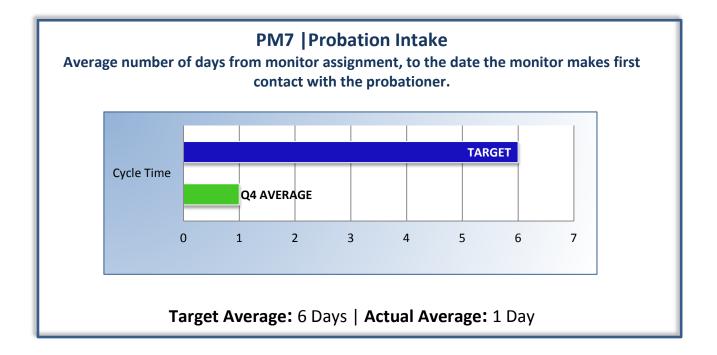




#### PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).





#### **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 report any probation violations this quarter.*

Target Average: 8 Days | Actual Average: N/A