

## Performance Measures

### Q3 Report (January - March 2012)

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.

#### Volume\*

Number of complaints and convictions received.

**Q3 Total: 1,153**

*Complaints: 1,122 Convictions: 31*

**Q3 Monthly Average: 384**

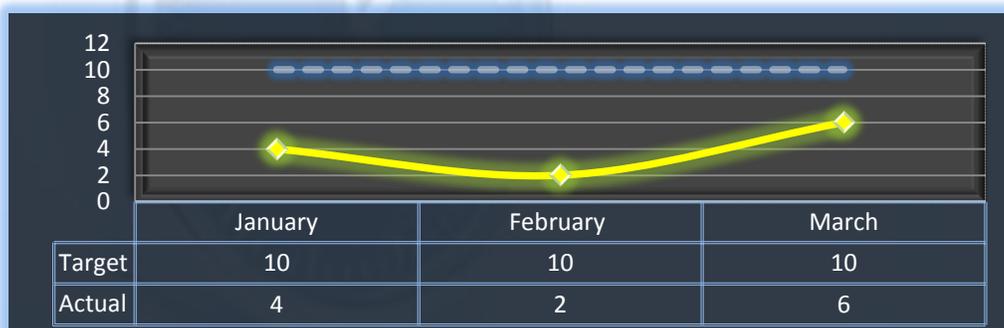


#### Intake

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

**Target: 10 Days**

**Q3 Average: 4 Days**



*\*The increased number in the CBA's volume of complaints and convictions received reflects an additional 872 internal complaints that were opened in February 2012 for licensees who failed to respond to CBA peer review notification letters.*

## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target: 180 Days**

**Q3 Average: 159 Days**

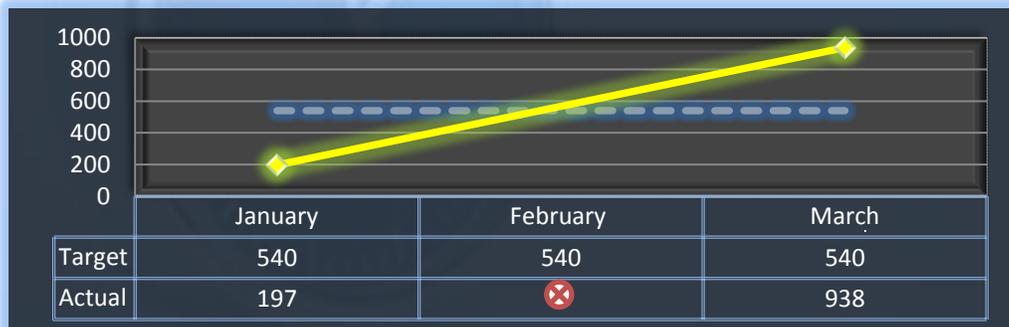


## Formal Discipline

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)

**Target: 540 Days**

**Q3 Average: 753 Days**

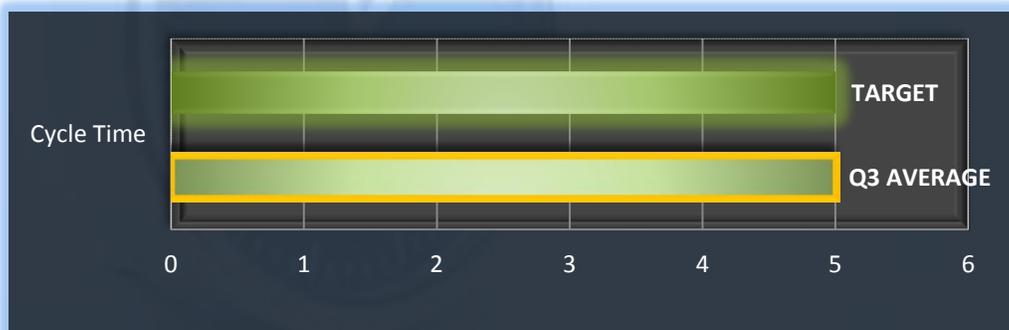


## Probation Intake

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

**Target: 5 Days**

**Q3 Average: 5 Days**



## 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: 15 Days**

**Q3 Average: 1 Day**

