Performance Measures

Q1 Report (July - Sept 2010)

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 received.*

Q1 Total: 1,341  (179 complaints, 1,162 convictions)
Q1 Average: 447

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Actual</td>
<td>408</td>
<td>451</td>
<td>482</td>
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Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 30 Days
Q1 Average: 28 Days

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<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
<td>53</td>
<td>25</td>
<td>15</td>
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*“Complaints” in these measures include complaints, convictions, and arrest reports.
**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:** 360 Days  
**Q1 Average:** 306 Days

![Graph showing Intake & Investigation data]

**Formal Discipline**

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

**Target:** 540 Days  
**Q1 Average:** 988 Days

![Graph showing Formal Discipline data]

**Probation Intake**

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

**Target:** 15 Days  
**Q1 Average:** 13 Days

![Graph showing Probation Intake data]
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: 30 Days
Q1 Average: 5 Days

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<td>Actual</td>
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