Performance Measures
Q3 Report (January - March 2011)

To ensure stakeholders can review the Board’s progress in 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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These measures are being collected internally and will be released once sufficient data is available.

**Volume**
Number of complaints and convictions received.

**Q3 Total: 48**
- Complaints: 27
- Convictions: 21

**Q3 Monthly Average: 16**

![Volume Graph]

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

**Target: 10 Days**
**Q3 Average: 8 Days**

![Intake Graph]
**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:** 200 Days  
**Q3 Average:** 128 Days

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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Target</td>
<td>200</td>
<td>200</td>
<td>200</td>
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<tr>
<td>Actual</td>
<td>118</td>
<td>95</td>
<td>142</td>
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**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:** 872 Days

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<td>540</td>
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<tr>
<td>Actual</td>
<td>198</td>
<td>848</td>
<td>1220</td>
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**Probation Intake**

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

**Target:** 10 Days  
**Q3 Average:** 8 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: 10 Days
Q3 Average: 4 Days

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<tr>
<td>Actual</td>
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