Performance Measures

Q3 Report (January - March 2011)

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.

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

Volume

Number of complaints and convictions received.

Q3 Total: 1,072

Complaints: 850  Convictions: 222

Q3 Monthly Average: 357

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<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Actual</td>
<td>335</td>
<td>388</td>
<td>349</td>
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Intake

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

Target: 10 Days

Q3 Average: 20 Days

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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>19</td>
<td>20</td>
<td>21</td>
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**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: 270 Days**  
**Q3 Average: 190 Days**

![Graph showing Intake & Investigation](image)

**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: 925 Days**

![Graph showing Formal Discipline](image)

**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: 12 Days**

![Graph showing Probation Intake](image)
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: 1 Day