Performance Measures

Q1 Report *(July - September 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.

**Volume**

Number of complaints and convictions received.

**Q1 Total:** 27

**Q1 Monthly Average:** 9

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<th>July</th>
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<tr>
<td>Actual</td>
<td>4</td>
<td>14</td>
<td>9</td>
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**Intake**

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

**Target:** 9 Days

**Q1 Average:** 12 Days

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<tr>
<td>Actual</td>
<td>12</td>
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<td>17</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:** 125 Days

**Q1 Average:** 175 Days

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<td>Target</td>
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<tr>
<td>Actual</td>
<td>107</td>
<td>156</td>
<td>255</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

**Q1 Average:** 1,084 Days

**Probation Intake**

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

**Target:** 25 Days

**Q1 Average:** N/A

*The Board did not contact any new probationers this quarter.*
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: 14 Days
Q1 Average: N/A

The Board did not handle any probation violations this quarter.