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 received.
Q1 Total: 52
Q1 Monthly Average: 21

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Actual</td>
<td>24</td>
<td>20</td>
<td>19</td>
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Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 7 Days
Q1 Average: 3 Day

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<tr>
<td>Target</td>
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<tr>
<td>Actual</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  
**Q1 Average:** 124 Days

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<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>122</td>
<td>98</td>
<td>170</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:** N/A

*The Board did not close any disciplinary cases this quarter.*

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

**Target:** 10 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: 10 Days
Q1 Average: N/A

The Board did not handle any probation violations this quarter.