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: 224
Complaints: 185  Convictions: 39
Q1 Monthly Average: 75

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<th>July</th>
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<tr>
<td>Actual</td>
<td>64</td>
<td>91</td>
<td>69</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
Q1 Average: 5 Days

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<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Actual</td>
<td>5</td>
<td>4</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:** 180 Days  
**Q1 Average:** 149 Days

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<tr>
<td>Actual</td>
<td>113</td>
<td>182</td>
<td>119</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:** 947 Days

**Probation Intake**

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

**Target:** 5 Days  
**Q1 Average:** 2 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: 15 Days**

**Q1 Average: 4 Days**