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.

Number of complaints and convictions received.

Q1 Total: 783

Complaints: 677    Convictions: 106

Q1 Monthly Average: 261

Intake

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

Target: 10 Days

Q1 Average: 8 Days
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:** 175 Days

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Target</td>
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<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>194</td>
<td>161</td>
<td>181</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:** 1,175 Days

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<tr>
<td>Actual</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
**Q1 Average:** 18 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

Q1 Average: 11 Days