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: 52
Complaints: 48  Convictions: 4

Q1 Monthly Average: 17

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>20</td>
<td>18</td>
<td>14</td>
</tr>
</tbody>
</table>

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

Target: 5 Days
Q1 Average: 5 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>
**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:** 90 Days  
**Q1 Average:** 261 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Actual</td>
<td>217</td>
<td>295</td>
<td>262</td>
</tr>
</tbody>
</table>

**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 complete 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:** 14 Days  
**Q1 Average:** N/A

*The Board did not place any licensees on probation 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: 21 Days
Q1 Average: N/A

The Board did not handle any probation violations this quarter.