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: 111  
*Complaints: 100  Convictions: 11*

Q1 Monthly Average: 37

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Actual</td>
<td>31</td>
<td>59</td>
<td>21</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: 13 Days

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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Actual</td>
<td>15</td>
<td>23</td>
<td>8</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:** 365 Days  
**Q1 Average:** 336 Days

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<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
<td>365</td>
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<tr>
<td>Actual</td>
<td>342</td>
<td>354</td>
<td>312</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:** 740 Days  
**Q1 Average:** N/A

*This measure will be reported on an annual basis.*

**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:** 5 Day
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: 5 Days
Q1 Average: N/A

*The Board did not handle any probation violations this quarter.*

**“Complaints” in these measures include complaints, convictions, and arrest reports.**

**The Board utilizes the Department of Investigations for some cases. This average includes their investigation cycle time.**