Performance Measures

Q2 Report (October - December 2011)

To ensure stakeholders can review the Board’s progress in 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.

Q2 Total: 441
Q2 Monthly Average: 147

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>184</td>
<td>130</td>
<td>127</td>
</tr>
</tbody>
</table>

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

Target: 5 Days
Q2 Average: 3 Days

<table>
<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>4</td>
<td>3</td>
<td>2</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:** 180 Days  
**Q2 Average:** 120 Days

![Chart](chart1.png)

**Formal Discipline**
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

**Target:** 540 Days  
**Q2 Average:** 960 Days

![Chart](chart2.png)

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

**Target:** 10 Days  
**Q2 Average:** 1 Day

![Chart](chart3.png)
**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:** 7 Days  
**Q2 Average:** N/A

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

**Note:** Cycle times are affected by the current hiring freeze and are subject to outside agencies workload and staffing constraints.