Performance Measures

Q2 Report (October - December 2011)

To ensure stakeholders can review the Committee’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 received.

Q2 Total: 5  
Q2 Monthly Average: 2  

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<thead>
<tr>
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<th>October</th>
<th>November</th>
<th>December</th>
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</thead>
<tbody>
<tr>
<td>Actual</td>
<td>1</td>
<td>2</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days  
Q2 Average: 2 Days  

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<th>October</th>
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<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
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<tr>
<td>Actual</td>
<td>4</td>
<td>1</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:** 270 Days

**Q2 Average:** 622 Days

![Intake & Investigation Graph]

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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 Committee, and prosecution by the AG)

**Target:** 540 Days

**Q2 Average:** N/A

*The Committee did not close any disciplinary cases this quarter.*

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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

**Q2 Average:** N/A

*The Committee did not contact any new probationers 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: 10 Days
Q2 Average: N/A

The Committee did not handle any probation violations this quarter.