Performance Measures

Q2 Report (October - December 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.

**Q2 Total: 83**

- Complaints: 77
- Convictions: 6

**Q2 Monthly Average: 28**

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<tr>
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<th>October</th>
<th>November</th>
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<tr>
<td>Actual</td>
<td>27</td>
<td>31</td>
<td>25</td>
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**Intake**

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

**Target: 30 Days**

**Q2 Average: 8 Days**

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<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
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<tr>
<td>Actual</td>
<td>5</td>
<td>9</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:** 360 Days
**Q2 Average:** 204 Days

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<td>Target</td>
<td>360</td>
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<tr>
<td>Actual</td>
<td>226</td>
<td>205</td>
<td>189</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
**Q2 Average:** 965 Days

**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 Board 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 Board did not respond to any probation violations this quarter.