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: 41
Q2 Monthly Average: 14

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: 41
Q2 Monthly Average: 14

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<thead>
<tr>
<th></th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tbody>
<tr>
<td>Actual</td>
<td>22</td>
<td>14</td>
<td>5</td>
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Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 5 Days
Q2 Average: 7 Days

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<tr>
<td>Target</td>
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<tr>
<td>Actual</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:** 90 Days  
**Q2 Average:** 273 Days

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<td>Target</td>
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<td>90</td>
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<tr>
<td>Actual</td>
<td>271</td>
<td>305</td>
<td>250</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:** 644 Days

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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:** 14 Days  
**Q2 Average:** 5 Days
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
Q2 Average: N/A

The Board did not handle any probation violations this quarter.