Performance Measures

Q3 Report *(January - March 2012)*

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.*

**Q3 Total: 67**

*Complaints: 25  Convictions: 42*  
**Q3 Monthly Average: 22**

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<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tr>
<td>Actual</td>
<td>13</td>
<td>23</td>
<td>31</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**  
**Q3 Average: 8 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>5</td>
<td>19</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:** 200 Days  
**Q3 Average:** 158 Days

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<td>Target</td>
<td>200</td>
<td>200</td>
<td>200</td>
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<tr>
<td>Actual</td>
<td>124</td>
<td>212</td>
<td>292</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  
**Q3 Average:** 367 Days

**Probation Intake**

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

**Target:** 10 Days  
**Q3 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
Q3 Average: 1 Day