Performance Measures
Q3 Report (January - March 2012)

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 received.

- **Q3 Total:** 44
- **Q3 Monthly Average:** 15

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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Actual</td>
<td>10</td>
<td>8</td>
<td>26</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
- **Q3 Average:** 3 Days

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<tr>
<td>Target</td>
<td>7</td>
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<tr>
<td>Actual</td>
<td>2</td>
<td>4</td>
<td>3</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  
**Q3 Average:** 216 Days

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<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>253</td>
<td>206</td>
<td>185</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:** N/A

*The Board did not close any formal discipline cases this quarter.*

**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:** 1 Day
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: N/A

The Board did not handle any probation violations this quarter.