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:** 31  
**Q3 Monthly Average:** 10

![Volume Chart]

### Intake

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

**Target:** 5 Days  
**Q3 Average:** 1 Day

![Intake Chart]
**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:** 60 Days

**Q3 Average:** 53 Days

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<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Target</td>
<td>60</td>
<td>60</td>
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<tr>
<td>Actual</td>
<td>43</td>
<td>50</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 Days

*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:** 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: 9 Days