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 and convictions received.

**Q3 Total: 208**

*Complaints: 189  Convictions: 19*

**Q3 Monthly Average: 69**

![Graph showing the trend of volume from January to March 2012.](image)

![Table showing actual numbers of complaints and convictions received in January, February, and March 2012.](table)

**Intake**

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

**Target: 9 Days**

**Q3 Average: 6 Days**

![Graph showing the trend of intake from January to March 2012.](image)

![Table showing target and actual numbers of intake in January, February, and March 2012.](table)
**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:** 80 Days  
**Q3 Average:** 78 Days

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<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Target</td>
<td>80</td>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>Actual</td>
<td>79</td>
<td>98</td>
<td>64</td>
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</tbody>
</table>

**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:** 890 Days

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<th>January</th>
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<tbody>
<tr>
<td>Target</td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td>Actual</td>
<td>628</td>
<td>820</td>
<td>1007</td>
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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:** 7 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: N/A

*The Board did not handle any probation violations this quarter.*