Performance Measures

Q4 Report (April - June 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.

Q4 Total: 576

- Complaints: 253
- Convictions: 323

Q4 Monthly Average: 192

![Graph showing volume trend]

**Intake**

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

Target: 5 Days

Q4 Average: 3 Days

![Graph showing intake trend]
**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: 180 Days**
**Q4 Average: 112 Days**

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<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
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<tr>
<td>Actual</td>
<td>124</td>
<td>121</td>
<td>93</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 Bureau, and prosecution by the AG)

**Target: 540 Days**
**Q4 Average: 858 Days**

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<tr>
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<td>540</td>
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<tr>
<td>Actual</td>
<td>1075</td>
<td>718</td>
<td>806</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: 10 Days**
**Q4 Average: 1 Day**

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<td>Target</td>
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<td>10</td>
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<tr>
<td>Actual</td>
<td>1</td>
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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: 7 Days
Q4 Average: N/A

The Board did not report any probation violations this quarter.

Note: Cycle times are affected by the current hiring freeze and are subject to outside agencies workload and staffing constraints.