Performance Measures

Q4 Report (April - June 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.

Q4 Total: 153

*Complaints: 123  Convictions: 30*

Q4 Monthly Average: 51

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<td>Actual</td>
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**Intake**

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

Target: 2 Days

Q4 Average: 4 Days

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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  
**Q4 Average:** 74 Days

**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  
**Q4 Average:** 559 Days

**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 Days
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
Q4 Average: 4 Days

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