Performance Measures

**Q4 Report (April - June 2012)**

To ensure stakeholders can review the Committee’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: 57**

*Complaints: 5  Convictions: 52*

**Q4 Monthly Average: 19**

<table>
<thead>
<tr>
<th>Month</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>27</td>
<td>17</td>
<td>13</td>
</tr>
</tbody>
</table>

**Intake**

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

**Target: 30 Days**

**Q4 Average: 1 Days**

<table>
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<tr>
<th>Month</th>
<th>April</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
<td>1</td>
<td>2</td>
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</tbody>
</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:** 120 Days  
**Q4 Average:** 42 Days

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<th>April</th>
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<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>120</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>Actual</td>
<td>51</td>
<td>7</td>
<td>52</td>
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</tbody>
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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 Committee, and prosecution by the AG)

**Target:** 540 Days  
**Q4 Average:** 868 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:** N/A

*The Committee 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
Q4 Average: N/A

The Committee did not handle any probation violations this quarter.