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: 863

Complaints: 416  Convictions: 447

Q4 Monthly Average: 288

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<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Actual</td>
<td>329</td>
<td>288</td>
<td>246</td>
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Intake

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

Target: 20 Days

Q4 Average: 35 Days

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<th>April</th>
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<tbody>
<tr>
<td>Target</td>
<td>20</td>
<td>20</td>
<td>20</td>
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<tr>
<td>Actual</td>
<td>28</td>
<td>45</td>
<td>34</td>
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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:** 210 Days  
**Q4 Average:** 267 Days

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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  
**Q4 Average:** 976 Days

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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:** 30 Days  
**Q4 Average:** 27 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: 7 Days
Q4 Average: 3 Days