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: 210

Complaints: 207  Convictions: 3

Q4 Monthly Average: 70

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

Target: 10 Days
Q4 Average: 20 Days
**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:** 365 Days  
**Q4 Average:** 302 Days

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Target</strong></td>
<td>365</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>354</td>
<td>286</td>
<td>288</td>
</tr>
</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:** 740 Days  
**Q4 Average:** N/A

*This measure will be reported on an annual basis.*

**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:** 4 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: 5 Days
Q4 Average: 10 Days

*“Complaints” in these measures include complaints, convictions, and arrest reports.

**The Board utilizes the Department of Investigations for some cases. This average includes their investigation cycle time.