Performance Measures

Q1 Report (July - September 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.

Q1 Total: 604

Complaints: 330  Convictions: 274

Q1 Monthly Average: 201

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

Target: 5 Days

Q1 Average: 5 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: 180 Days**

**Q1 Average: 97 Days**

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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>180</td>
<td>180</td>
<td>180</td>
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<tr>
<td><strong>Actual</strong></td>
<td>101</td>
<td>95</td>
<td>95</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**

**Q1 Average: 760 Days**

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<th>July</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>540</td>
<td>540</td>
<td>540</td>
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<tr>
<td><strong>Actual</strong></td>
<td>768</td>
<td>632</td>
<td>914</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**

**Q1 Average: 1 Day**

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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Actual</strong></td>
<td>1</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
Q1 Average: N/A

*The Board did not handle any probation violations this quarter.*