Performance Measures
Q1 Report *(July - September 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.

**Q1 Total:** 38
*complaints: 34 convictions: 4*

**Q1 Monthly Average:** 13

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>7</td>
<td>17</td>
<td>14</td>
</tr>
</tbody>
</table>

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

**Target:** 9 Days

**Q1 Average:** 8 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Actual</td>
<td>8</td>
<td>7</td>
<td>9</td>
</tr>
</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:** 125 Days  
**Q1 Average:** 106 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>125</td>
<td>125</td>
<td>125</td>
</tr>
<tr>
<td>Actual</td>
<td>99</td>
<td>136</td>
<td>90</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:** 540 Days  
**Q1 Average:** 658 Days

**Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target:** 25 Days  
**Q1 Average:** 28 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: 14 Days
Q1 Average: N/A

The Board did not handle any probation violations this quarter.