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 received.*

**Q1 Total:** 115  
**Q1 Monthly Average:** 38

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
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<tbody>
<tr>
<td>Actual</td>
<td>61</td>
<td>40</td>
<td>14</td>
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**Intake**

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

**Target:** 7 Days  
**Q1 Average:** 3 Day

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<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>3</td>
<td>2</td>
<td>3</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:** N/A

*The Board did not contact any new probationers this quarter.*

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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  
**Q1 Average:** N/A

*The Board did not close any disciplinary cases this quarter.*

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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:** 270 Days  
**Q1 Average:** 63 Days

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<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>62</td>
<td>47</td>
<td>85</td>
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**Graph**

A bar graph showing the comparison between the target and actual values for July, August, and September. The x-axis represents the months, and the y-axis represents the number of days. The target values are indicated by a horizontal line above the graph, while the actual values are shown as bars below the line. The bars for July, August, and September are 62, 47, and 85 days respectively, indicating a deviation from the target values.
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
Q1 Average: N/A

The Board did not handle any probation violations this quarter.