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: 45
Q1 Monthly Average: 15

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<td>Actual</td>
<td>17</td>
<td>12</td>
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Intake

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

Target: 5 Days
Q1 Average: 1 Day

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<tr>
<td>Target</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:** 60 Days
**Q1 Average:** 79 Days

**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:** 363 Days

**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:** 9 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: 10 Days
Q4 Average: N/A

The Board did not handle any probation violations this quarter.