Performance Measures

Q1 Report (July - September 2012)

To ensure stakeholders can review the Committee’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: 40
Complaints: 6  Convictions: 34
Q1 Monthly Average: 13

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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>14</td>
<td>19</td>
<td>7</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 30 Days
Q1 Average: 2 Days

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<tbody>
<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
<td>3</td>
<td>1</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:** 120 Days  
**Q1 Average:** 45 Days

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<tr>
<td>Target</td>
<td>120</td>
<td>120</td>
<td>120</td>
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<tr>
<td>Actual</td>
<td>77</td>
<td>29</td>
<td>40</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 Committee, and prosecution by the AG)

**Target:** 540 Days  
**Q1 Average:** 846 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:** N/A

*The Committee did not contact any new probationers this quarter.*
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 Committee did not handle any probation violations this quarter.