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: 185  

*Complaints: 185  Convictions: 0*

Q1 Monthly Average: 62

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>58</td>
<td>77</td>
<td>50</td>
</tr>
</tbody>
</table>

**Intake**

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

Target: 10 Days  
Q1 Average: 13 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Actual</td>
<td>13</td>
<td>15</td>
<td>11</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:** 365 Days  
**Q1 Average:** 231 Days

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
<td>365</td>
</tr>
<tr>
<td>Actual</td>
<td>232</td>
<td>266</td>
<td>175</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:** 740 Days  
**Q1 Average:** N/A

This measure will be reported on an annual basis.

**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:** 5 Day

The Board did not contact any 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:** 5 Days  
**Q1 Average:** N/A

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

*“Complaints” in these measures include complaints, convictions, and arrest reports.*

**The Board utilizes the Department of Investigations for some cases. This average includes their investigation cycle time.*