Performance Measures

Q2 Report (October - December 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.

Q2 Total: 111

*Complaints: 80  Convictions: 31*

Q2 Monthly Average: 37

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<th>October</th>
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<tr>
<td>Actual</td>
<td>31</td>
<td>42</td>
<td>38</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 2 Days
Q2 Average: 2 Days

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<tr>
<td>Target</td>
<td>2</td>
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<tr>
<td>Actual</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:** 270 Days  
**Q2 Average:** 78 Days

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<td><strong>Target</strong></td>
<td>270</td>
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<tr>
<td><strong>Actual</strong></td>
<td>98</td>
<td>78</td>
<td>56</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 Board, and prosecution by the AG)

**Target:** 540 Days  
**Q2 Average:** N/A

_The Board did not report any cases that closed in formal discipline._

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

**Target:** 10 Days  
**Q2 Average:** N/A

_The Board 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
Q2 Average: 2 Days