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: 58**

*Complaints: 43  Convictions: 15*

**Q2 Monthly Average: 19**

**Intake**

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

**Target: 7 Days**

**Q2 Average: 6 Days**

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<th>October</th>
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<tbody>
<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
<td>9</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:** 90 Days
**Q2 Average:** 173 Days

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<td>Actual</td>
<td>121</td>
<td>237</td>
<td>141</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:** 365 Days
**Q2 Average:** 999 Days

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

**Target:** 6 Days
**Q2 Average:** 1 Day
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: 8 Days
Q2 Average: 1 Day