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:** 96

*Complaints:* 96  *Convictions:* 0

**Q2 Monthly Average:** 32

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
<th>Target</th>
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<tbody>
<tr>
<td>October</td>
<td>49</td>
<td>10</td>
</tr>
<tr>
<td>November</td>
<td>36</td>
<td>10</td>
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<tr>
<td>December</td>
<td>11</td>
<td>10</td>
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**Intake**

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

**Target:** 10 Days

**Q2 Average:** 8 Days

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<th>Actual</th>
<th>Target</th>
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<tbody>
<tr>
<td>October</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>November</td>
<td>7</td>
<td>10</td>
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<tr>
<td>December</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: 365 Days**
**Q2 Average: 348 Days**

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<th>October</th>
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<th>December</th>
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<tbody>
<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
<td>365</td>
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<tr>
<td>Actual</td>
<td>257</td>
<td>379</td>
<td>502</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: 740 Days**
**Q2 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**
**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: 5 Days
Q2 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.**