Performance Measures
Q3 Report (January - March 2013)

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.
Q3 Total: 156
Complaints: 116  Convictions: 40
Q3 Monthly Average: 52

![Volume Graph]

Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 2 Days
Q3 Average: 1 Day

![Intake Graph]
**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  
**Q3 Average:** 50 Days

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<thead>
<tr>
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<th>January</th>
<th>February</th>
<th>March</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>56</td>
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<td>33</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  
**Q3 Average:** 177 Days

**Probation Intake**

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

**Target:** 10 Days  
**Q3 Average:** 2 Days
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
Q3 Average: 3 Days