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: 33
Q3 Monthly Average: 11
Complaints: 28 Convictions: 5

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<td>Actual</td>
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Intake

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

Target: 9 Days
Q3 Average: 7 Days

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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:** 125 Days

**Q3 Average:** 109 Days

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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:** 1,315 Days

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**Probation Intake**

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

**Target:** 25 Days

**Q3 Average:** 17 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: 14 Days
Q3 Average: N/A

The Board did not handle any probation violations this quarter.