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: 277  
*Complaints: 231  Convictions: 46*  
Q3 Monthly Average: 92

**Intake**

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

**Target: 10 Days**  
Q3 Average: 7 Days
**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:** 180 Days

**Q3 Average:** 87 Days

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<thead>
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<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>180</td>
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<tr>
<td><strong>Actual</strong></td>
<td>55</td>
<td>138</td>
<td>169</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:** 932 Days

**Probation Intake**

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

**Target:** 5 Days

**Q3 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: 15 Days
Q3 Average: 1 Day