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 received.

Q3 Total: 33
Q3 Monthly Average: 11

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>4</td>
<td>12</td>
<td>17</td>
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</tbody>
</table>

**Intake**

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

Target: 5 Days
Q3 Average: 1 Day

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</table>
**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:** 60 Days  
**Q3 Average:** 73 Days

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<tr>
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<th>January</th>
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<th>March</th>
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<tbody>
<tr>
<td>Target</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>Actual</td>
<td>138</td>
<td>59</td>
<td>22</td>
</tr>
</tbody>
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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:** 244 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:** 7 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: N/A

*The Board did not handle any probation violations this quarter.*