Performance Measures
Q3 Report (*January - March 2013*)

To ensure stakeholders can review the Committee’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:** 18  
**Q3 Monthly Average:** 6

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<th>January</th>
<th>February</th>
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<tr>
<td>Actual</td>
<td>3</td>
<td>5</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:** 5 Days  
**Q3 Average:** 2 Days

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<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
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<tr>
<td>Actual</td>
<td>2</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:** 90 Days

**Q3 Average:** 5 Days

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<td><strong>Target</strong></td>
<td>90</td>
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<tr>
<td><strong>Actual</strong></td>
<td>2</td>
<td>13</td>
<td>2</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:** N/A

The Committee did not close any formal discipline cases this quarter.

**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:** N/A

The Committee did not place any licensees on probation 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: 10 Days
Q3 Average: N/A

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