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: 150
Complaints: 140  Convictions: 10
Q3 Monthly Average: 50

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

Target: 9 Days
Q3 Average: 4 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:** 80 Days
**Q3 Average:** 79 Days

![Intake & Investigation Graph]

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:** 1,000 Days

![Formal Discipline Graph]

Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.
**Target:** 7 Days
**Q3 Average:** 11 Days

![Probation Intake Graph]
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._