Performance Measures

Q4 Report *(April - June 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.

Q4 Total: 53
Q4 Monthly Average: 18

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>20</td>
<td>20</td>
<td>13</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 7 Days
Q4 Average: 3 Days

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<tr>
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<th>April</th>
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<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>2</td>
<td>5</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:** 270 Days  
**Q4 Average:** 136 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
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<tr>
<td>April</td>
<td>270</td>
<td>64</td>
</tr>
<tr>
<td>May</td>
<td>270</td>
<td>167</td>
</tr>
<tr>
<td>June</td>
<td>270</td>
<td>119</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  
**Q4 Average:** N/A

*The Board 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  
**Q4 Average:** N/A

*The Board did not contact any new probationers 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

**Q4 Average:** 11 Days

![Bar chart showing cycle time with target and average values. The target is 10 days, and the Q4 average is 11 days.]