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 and convictions received.*

**Q4 Total: 494**

*Complaints: 440 Convictions: 54*

**Q4 Monthly Average: 166**

![Volume Graph]

### Intake

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

**Target: 10 Days**

**Q4 Average: 3 Days**

![Intake Graph]
**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  
**Q4 Average:** 82 Days  

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<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
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<tr>
<td>Actual</td>
<td>94</td>
<td>117</td>
<td>54</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:** 707 Days  

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<tr>
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<td>Actual</td>
<td>541</td>
<td>1257</td>
<td>831</td>
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**Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target:** 5 Days  
**Q4 Average:** 3 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: 15 Days**

**Q4 Average: 1 Day**

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<td>Actual</td>
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