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:** 4,684

*Complaints: 4,539  Convictions: 145*

**Q4 Monthly Average:** 1,561

**Intake**

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

**Target:** 3 Days

**Q4 Average:** 2 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: 180 Days
Q4 Average: 74 Days

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: 787 Days