Performance Measures
Q4 Report (April - June 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 received.

Q4 Total: 6
Q4 Monthly Average: 2

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<th>April</th>
<th>May</th>
<th>June</th>
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<tr>
<td>Actual</td>
<td>2</td>
<td>4</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: 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:** 270 Days

**Q4 Average:** 342 Days

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<tr>
<td>Target</td>
<td>270</td>
<td>270</td>
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<tr>
<td>Actual</td>
<td>682</td>
<td>314</td>
<td>59</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 Committee, and prosecution by the AG)

**Target:** 540 Days

**Q4 Average:** N/A

*The Committee did not close any disciplinary 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 Committee 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: N/A

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