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: 86**

*Complaints: 72  Convictions: 14*

**Q4 Monthly Average: 29**

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>28</td>
<td>17</td>
<td>41</td>
</tr>
</tbody>
</table>

**Intake**

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

**Target: 7 Days**

**Q4 Average: 3 Days**

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>7</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Actual</td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>
**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:** 90 Days

**Q4 Average:** 193 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>90</td>
<td>82</td>
</tr>
<tr>
<td>May</td>
<td>90</td>
<td>431</td>
</tr>
<tr>
<td>June</td>
<td>90</td>
<td>193</td>
</tr>
</tbody>
</table>

**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:** 365 Days

**Q4 Average:** 827 Days

**Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target:** 6 Days

**Q4 Average:** 1 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:** 8 Days  
**Q4 Average:** N/A

*The Board did not report any probation violations this quarter.*