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: 78

*Complaints: 65  Convictions: 13*

Q4 Monthly Average: 26

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<tr>
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<th>April</th>
<th>May</th>
<th>June</th>
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<tr>
<td>Actual</td>
<td>22</td>
<td>20</td>
<td>36</td>
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**Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 10 Days

Q4 Average: 11 Days

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<tr>
<td>Target</td>
<td>10</td>
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<tr>
<td>Actual</td>
<td>13</td>
<td>14</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:** 150 Days  
**Q4 Average:** 98 Days

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<td>Target</td>
<td>150</td>
<td>150</td>
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<tr>
<td>Actual</td>
<td>90</td>
<td>111</td>
<td>83</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:** 110 Days

**Probation Intake**

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

**Target:** 14 Days  
**Q4 Average:** 1 Day
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: 7 Days
Q4 Average: 2 Days