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: 116
Q4 Monthly Average: 39

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<tr>
<td>Actual</td>
<td>27</td>
<td>44</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: 10 Days

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<td>Target</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:** 360 Days  
**Q4 Average:** 280 Days

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<td>Actual</td>
<td>356</td>
<td>373</td>
<td>112</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:** 1,283 Days

**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:** 8 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: 10 Days
Q4 Average: 4 Days