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: 102
Complaints: 92 Convictions: 10
Q4 Monthly Average: 34

Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 10 Days
Q4 Average: 147 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:** 365 Days

**Q4 Average:** 509 Days

![Intake & Investigation Graph](chart.png)

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
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</thead>
<tbody>
<tr>
<td>Target</td>
<td>365</td>
<td>365</td>
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<tr>
<td>Actual</td>
<td>393</td>
<td>501</td>
<td>604</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:** 1,630 Days

![Formal Discipline Graph](chart.png)

**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 Board 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: 5 Days
Q4 Average: N/A

The Board did not report any probation violations this quarter.