

## Performance Measures

### Q4 Report (April - June 2012)

To ensure stakeholders can review the Board's progress in 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.

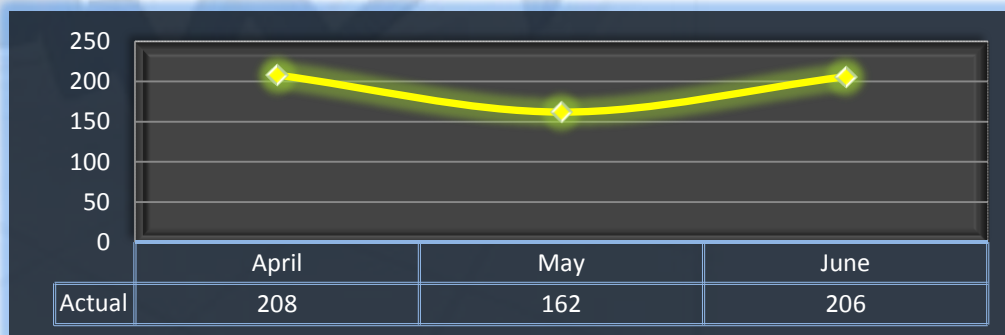
#### Volume

Number of complaints and convictions received.

**Q4 Total: 576**

*Complaints: 253 Convictions: 323*

**Q4 Monthly Average: 192**



#### Intake

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

**Target: 5 Days**

**Q4 Average: 3 Days**

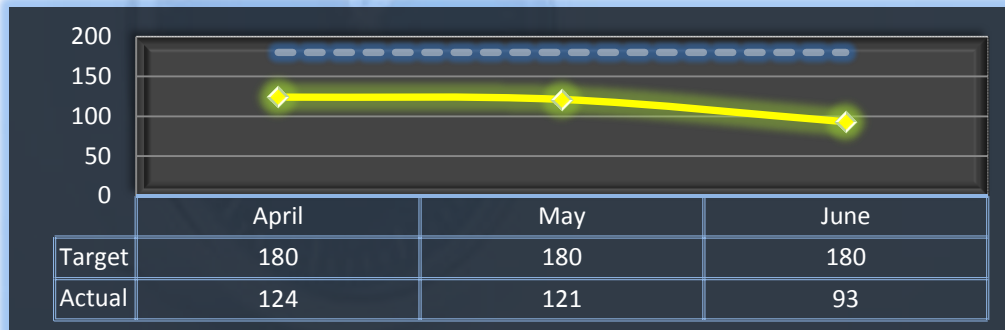


## Intake & Investigation

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: 180 Days**

**Q4 Average: 112 Days**

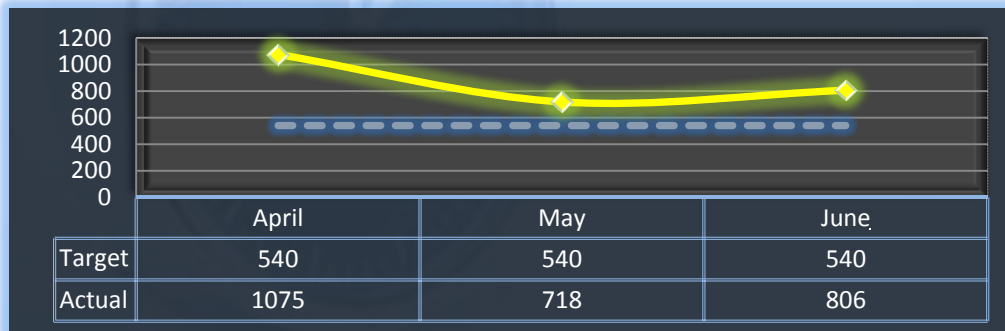


## Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau, and prosecution by the AG)

**Target: 540 Days**

**Q4 Average: 858 Days**

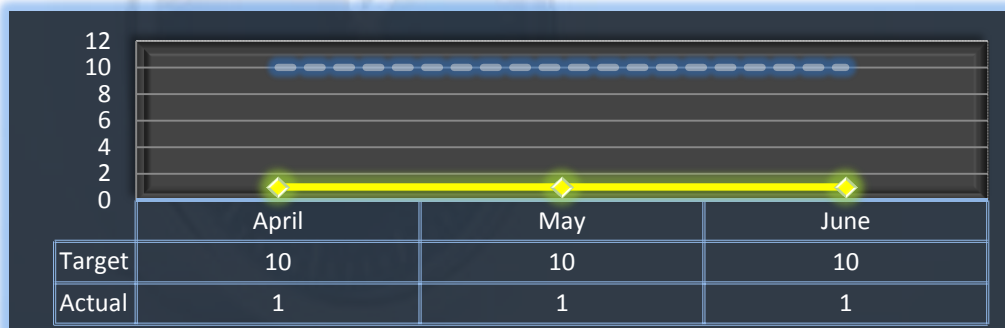


## Probation Intake

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

**Target: 10 Days**

**Q4 Average: 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: N/A**

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

**Note:** Cycle times are affected by the current hiring freeze and are subject to outside agencies workload and staffing constraints.