Performance Measures

Q1 Report *(July - Sept 2010)*

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. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

Volume

Number of complaints received.*

Q1 Total: 75
Q1 Monthly Average: 25

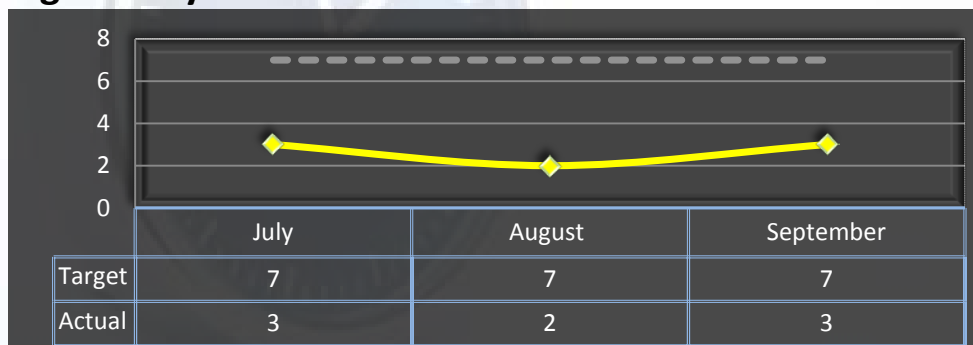|	July	August	September
Actual	24	29	22
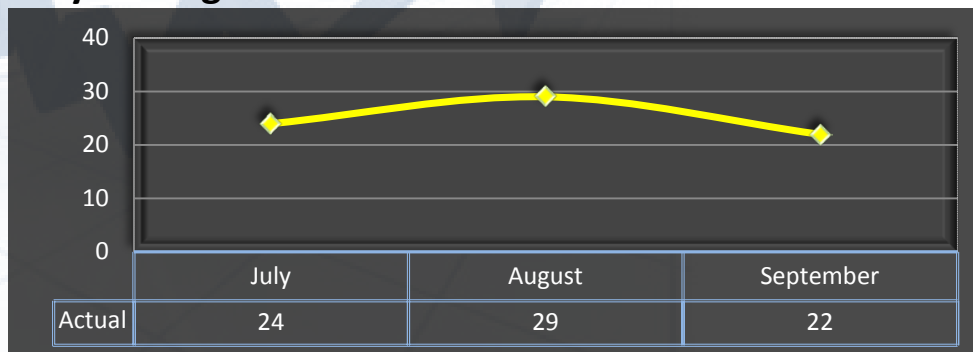
Intake

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

Target: 7 Days
Q1 Average: 3 Days

|	July	August	September
Target	7	7	7
Actual	3	2	3

***"Complaints" in these measures include consumer complaints and internally generated complaints.**

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: 270 Days

Q1 Average: 224 Days

	July	August	September
Target	270	270	270
Actual	250	143	178
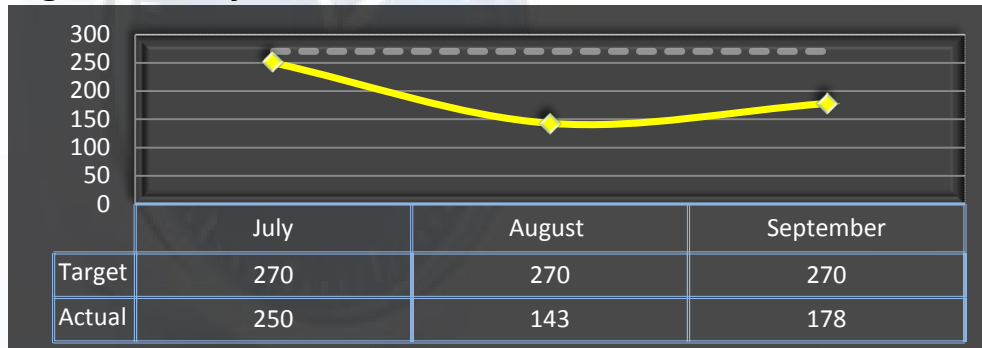
Formal Discipline

Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

Target: 540 Days

Q1 Average: N/A

The Board did not send any cases to the Attorney General this quarter.

Probation Intake

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

Target: 10 Days

Q1 Average: N/A

The Board did not have any probation monitoring data to report 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: 10 Days

Q1 Average: N/A

The Board did not have any probation violation data to report this quarter.