Department of Consumer Affairs Board of Podiatric Medicine

# **Performance Measures**

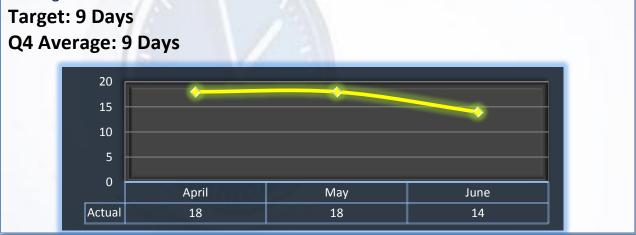
### Q4 Report (April - June 2012)

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.



### Intake

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



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

#### Target: 125 Days Q4 Average: 123 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 Board, and prosecution by the AG)

# Target: 540 Days

Q4 Average: 1,154 Days



## **Probation Intake**

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

Target: 25 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: 14 Days Q4 Average: N/A

The Board did not report any probation violations this quarter.