ATTACHMENT A
RECOMMENDED KEY METRICS FOR OCTC

SUMMARY

The recommended set of key metrics include two demand indicators, two output measures, three quality measures, and five indicators of timeliness. In addition, the recommendation identifies six inventories of open complaints to be monitored on an ongoing basis.

Demand Indicators

1. 1-800 Hotline Calls
2. Written complaints received

Output Measures

1. Complaint investigations completed
2. Complaints filed as cases in State Bar Court

Quality Indicators

1. Percentage of major harm complaints leading to substantial suspension or disbarment
2. Percentage of Second Looks which determine that a formal investigation is warranted
3. Number of Walker Petitions served on the State Bar

Timeliness Indicators

1. Time to make initial public filing
2. Time to remove a respondent from practice
3. Time to close a complaint without action
4. Time to complete an investigation leading to litigation
5. Duration of litigation

Inventories of Open Complaints

1. Open inquiries
2. Active investigations
3. Suspended investigations
4. Completed investigations (pre-litigation)
5. Complaints in litigation (pre-filing)
6. Complaints in litigation (post-filing)