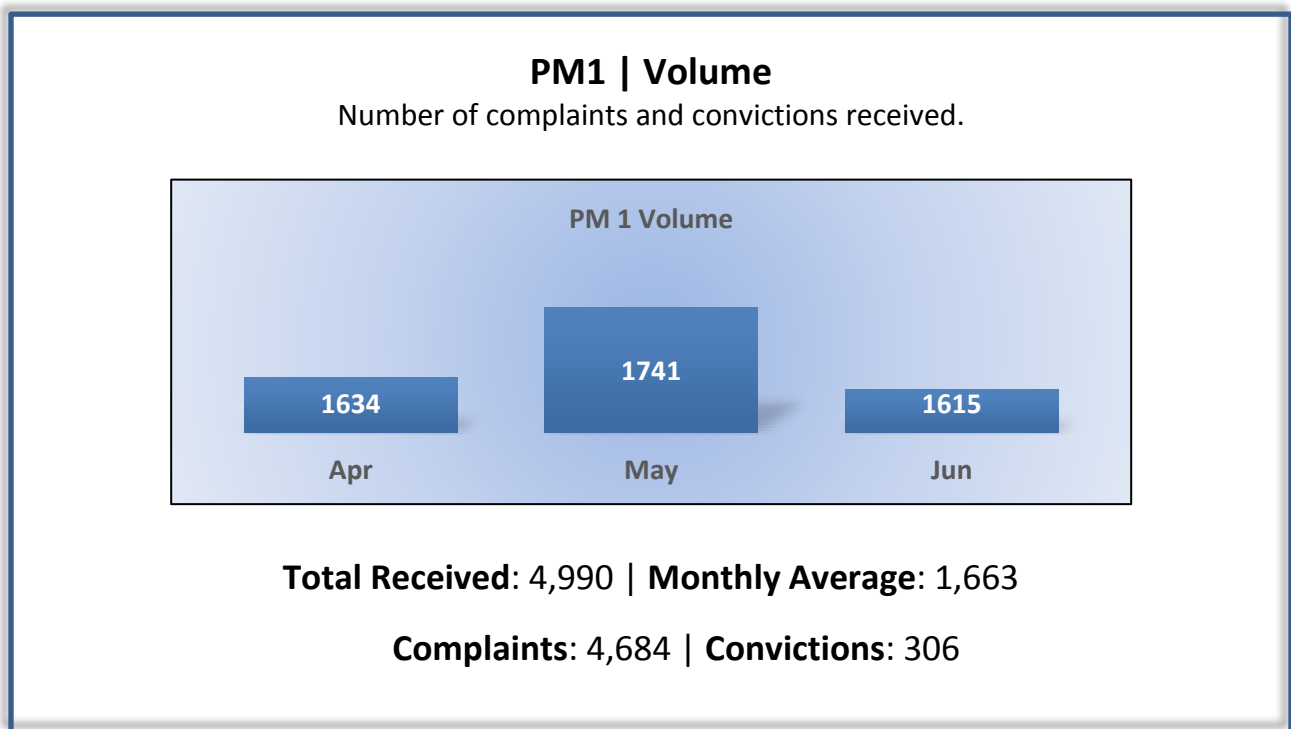


## Enforcement Performance Measures

### Q4 Report (April - June 2017)

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.



## PM2 | Intake – Volume

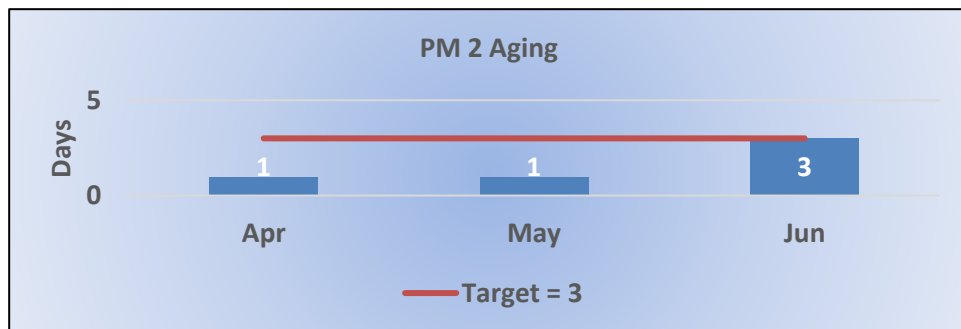
Number of complaints closed or assigned to an investigator.



**Total: 4,956 | Monthly Average: 1,652**

## PM2 | Intake – Cycle Time

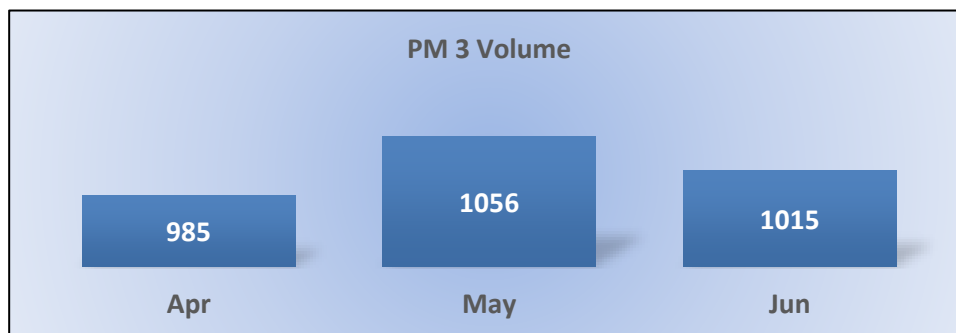
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 3 Days | Actual Average: 2 Days**

### PM3 | Investigations – Volume

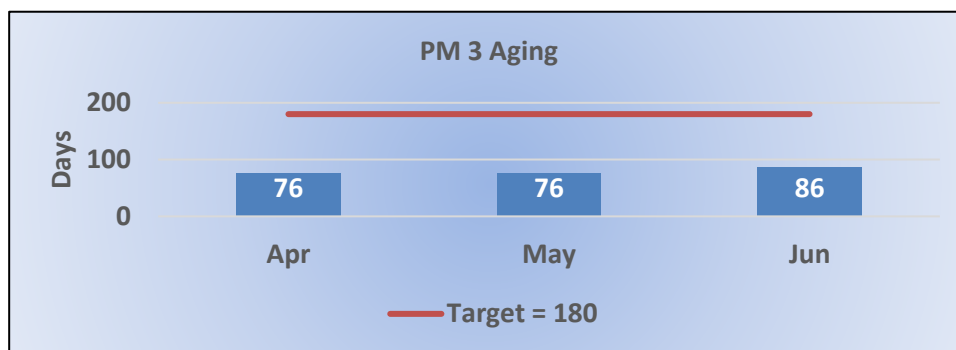
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 3,056 | Monthly Average: 1,019**

### PM3 | Investigations – Cycle Time

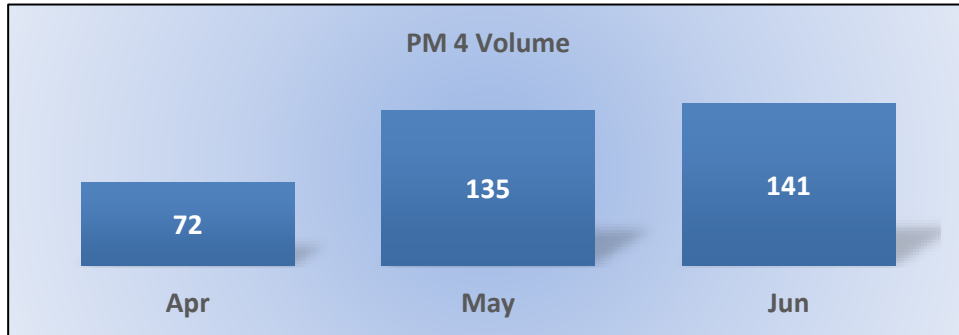
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.  
(Includes intake and investigation.)



**Target Average: 180 Days | Actual Average: 79 Days**

### PM4 | Formal Discipline – Volume

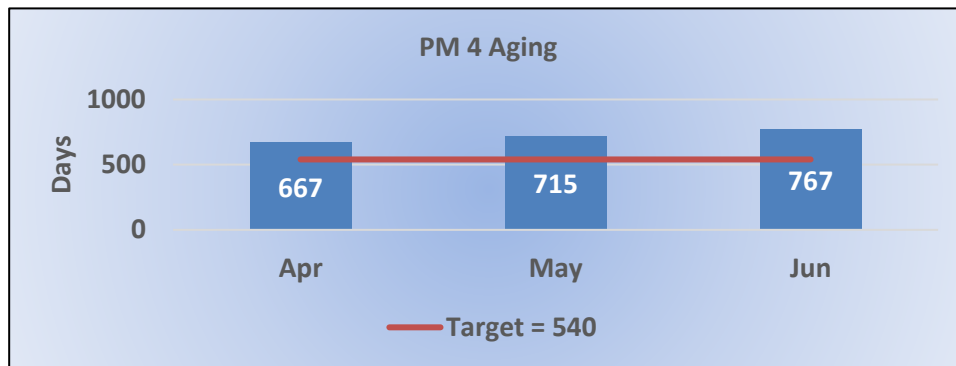
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



**Total: 348 | Monthly Average: 116**

### PM4 | Formal Discipline – Cycle Time

Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)



**Target Average: 540 Days | Actual Average: 726 Days**

**PM7 | Probation Intake – Volume**

Number of new probation cases.

*The Board does not have licensees  
in a probationary status.*

**PM7 | Probation Intake – Cycle Time**

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

*The Board does not have licensees  
in a probationary status.*

**PM8 | Probation Violation Response – Volume**

Number of probation violation cases.

*The Board does not have licensees  
in a probationary status.*

**PM8 | Probation Violation Response – Cycle Time**

Average number of days from the date a violation of probation is reported,  
to the date the assigned monitor initiates appropriate action.

*The Board does not have licensees  
in a probationary status.*