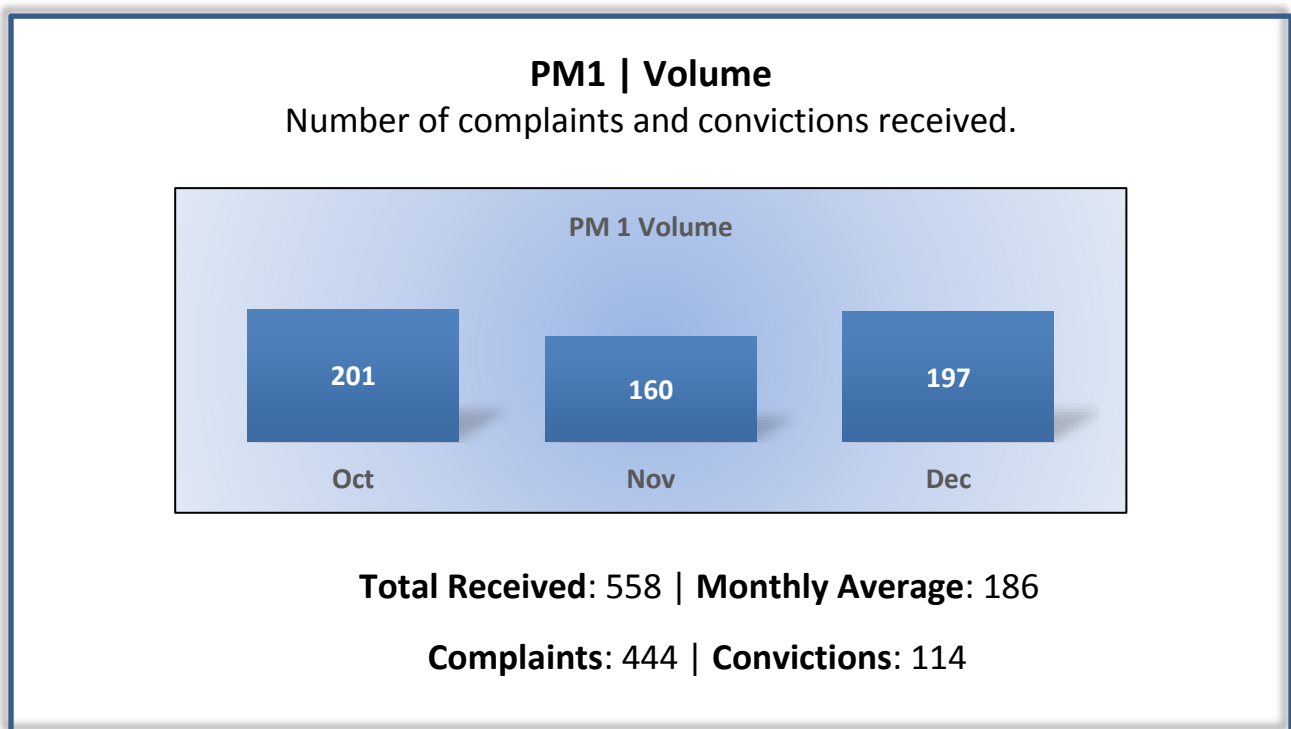


## Enforcement Performance Measures

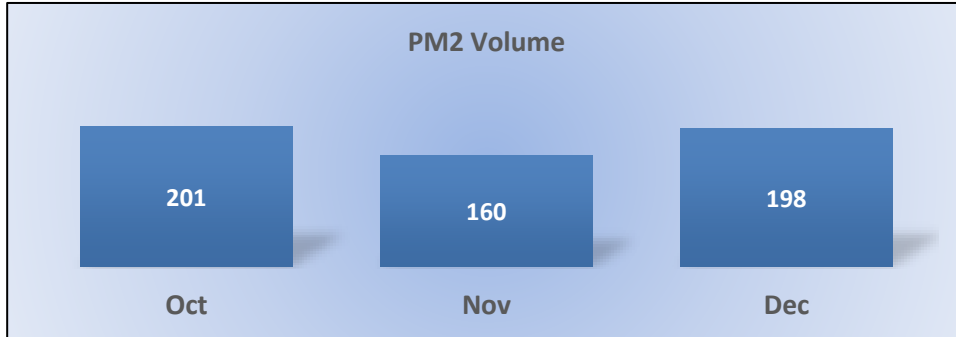
### Q2 Report (October - December 2017)

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

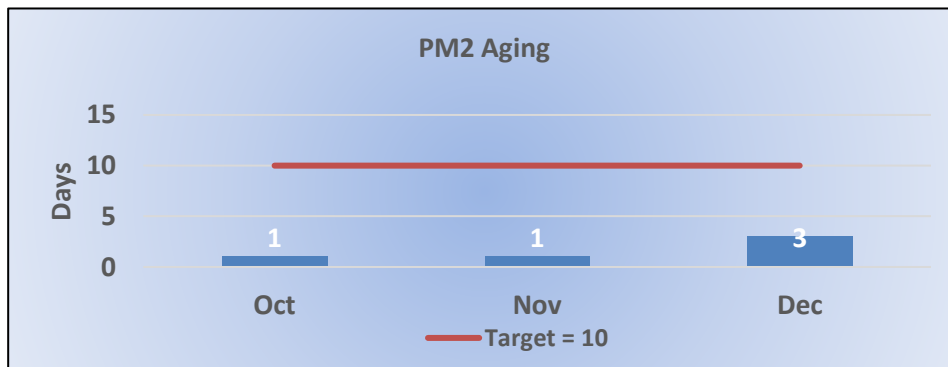
Number of complaints closed or assigned to an investigator.



**Total: 559 | Monthly Average: 186**

### PM2 | Intake – Cycle Time

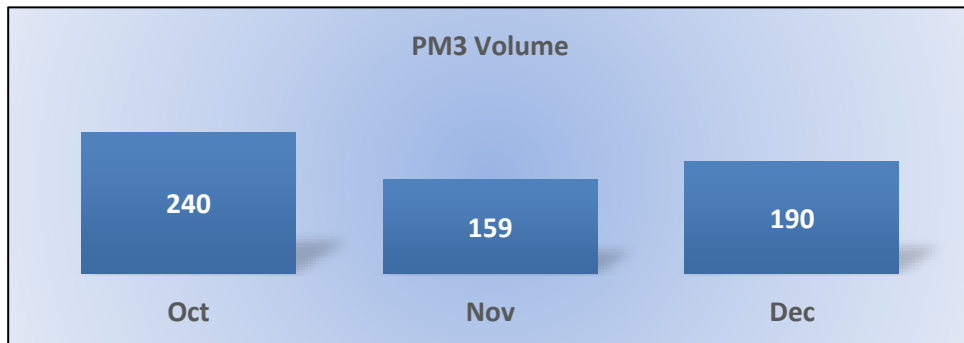
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 10 Days | Actual Average: 2 Days**

### PM3 | Investigations – Volume

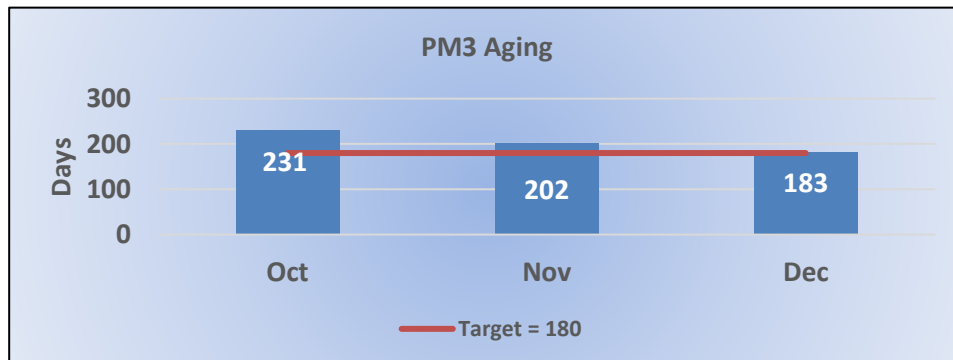
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 583 | Monthly Average: 196**

### PM3 | Investigations – Cycle Time

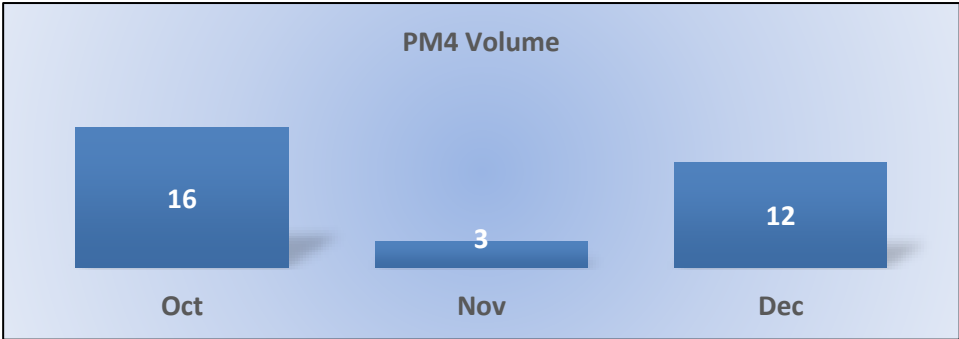
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.  
(Includes intake and investigation)



**Target Average: 180 Days | Actual Average: 208 Days**

### PM4 | Formal Discipline -- Volume

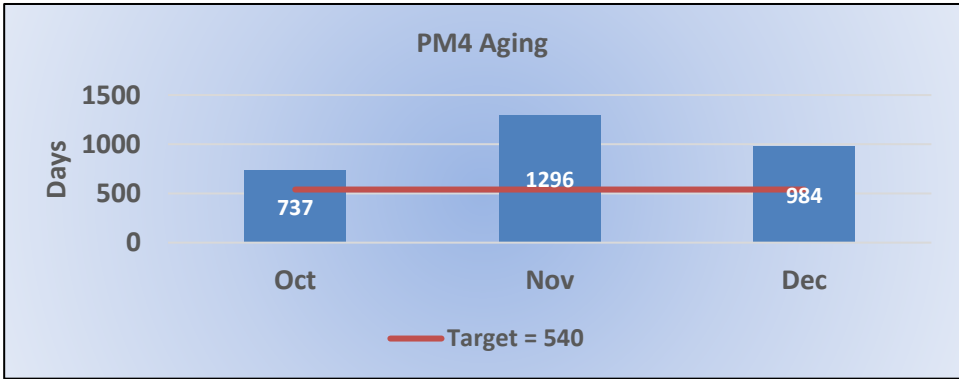
Cases closed, of those transmitted to the Attorney General.



**Total: 31 | Monthly Average: 10**

### PM4 | Formal Discipline – Cycle Time

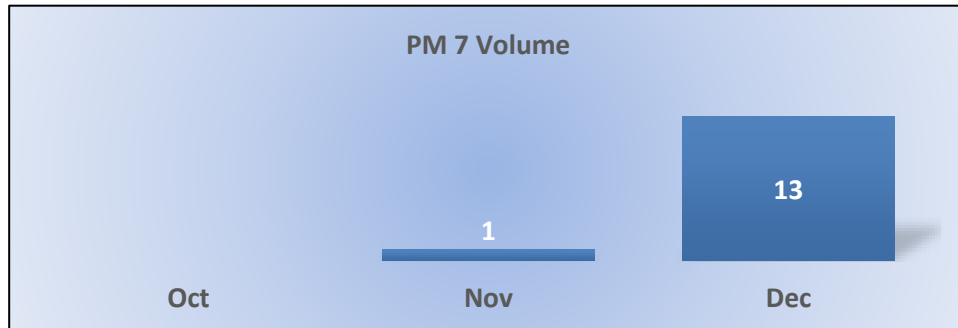
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and transmittal outcome)



**Target Average: 540 Days | Actual Average: 886 Days**

### PM7 | Probation Intake – Volume

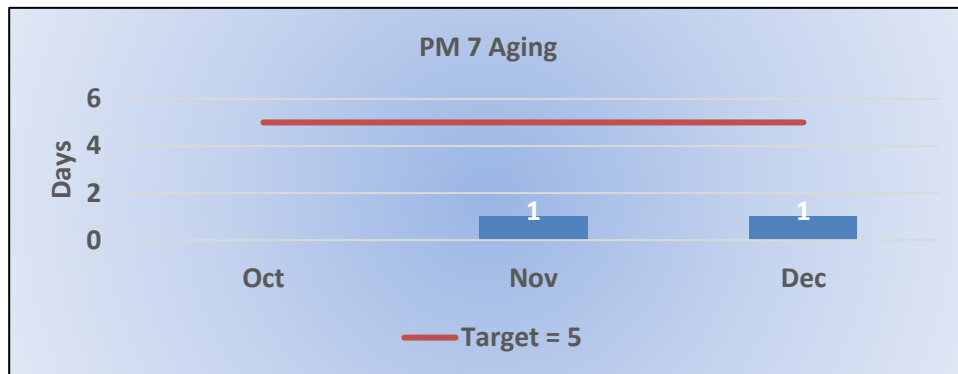
Number of new probation cases.



**Total: 14**

### PM7 | Probation Intake – Cycle Time

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



**Target Average: 10 Days | Actual Average: 1 Days**

### PM8 | Probation Violation Response – Volume

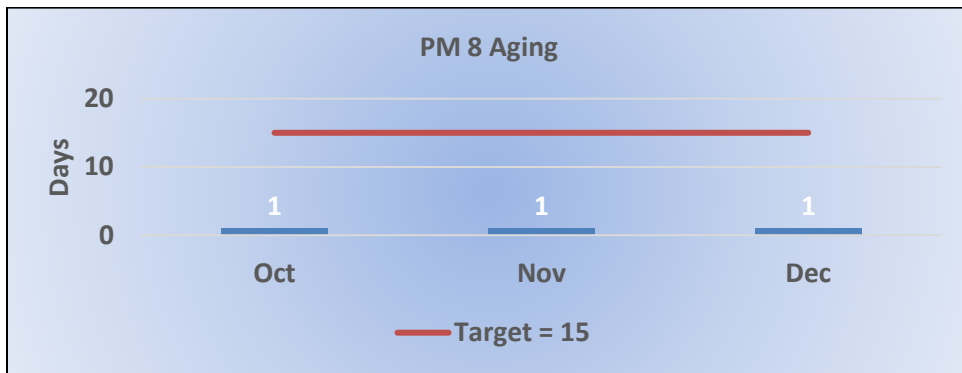
Number of probation violation cases.



**Total: 9**

### 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.



**Target Average: 15 Days | Actual Average: 1 Days**