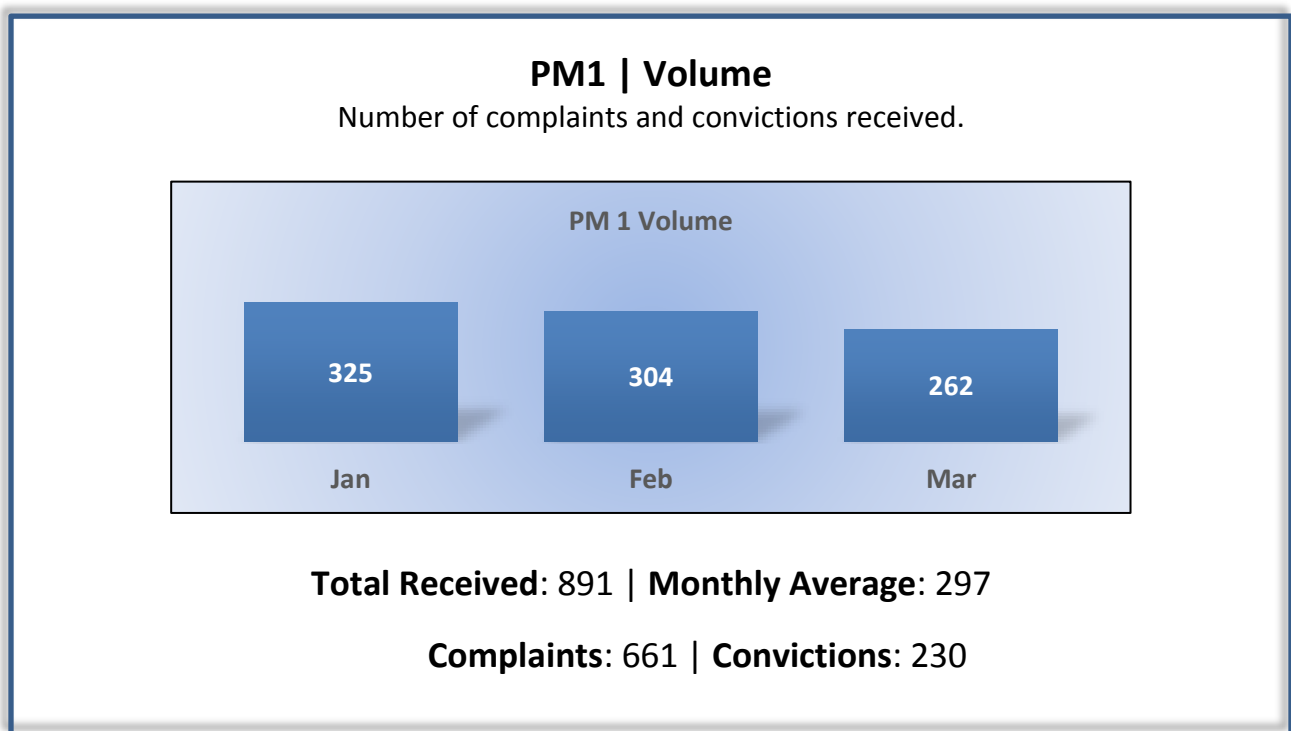


## Enforcement Performance Measures

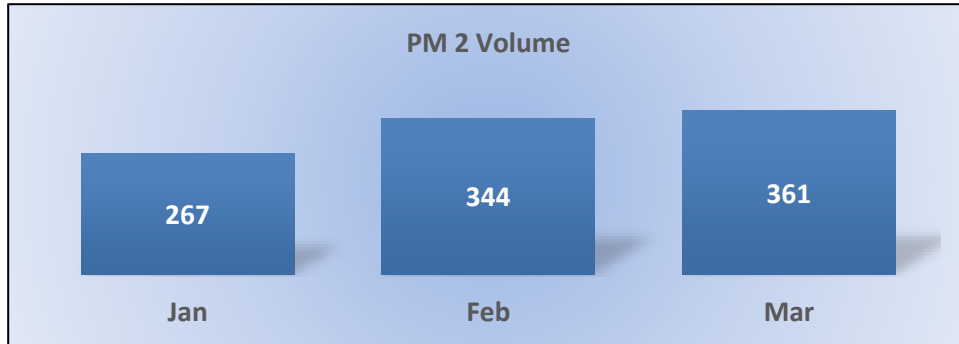
### Q3 Report (January – March 2017)

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

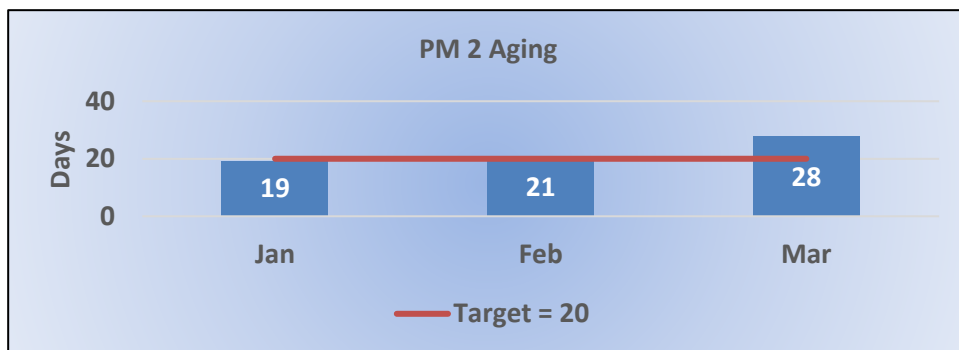
Number of complaints closed or assigned to an investigator.



**Total: 972 | Monthly Average: 324**

## PM2 | Intake – Cycle Time

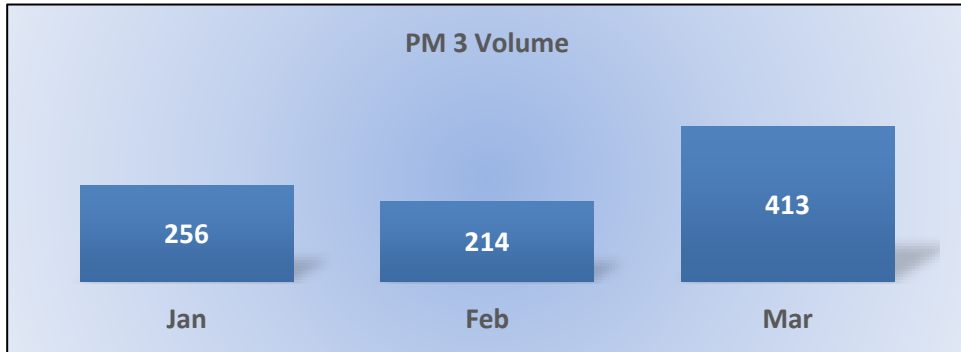
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 20 Days | Actual Average: 23 Days**

### PM3 | Investigations – Volume

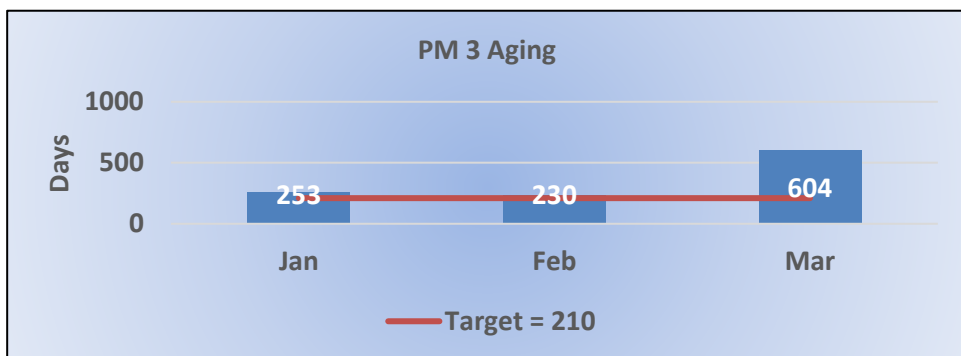
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 883\* | Monthly Average: 294**

### 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.)

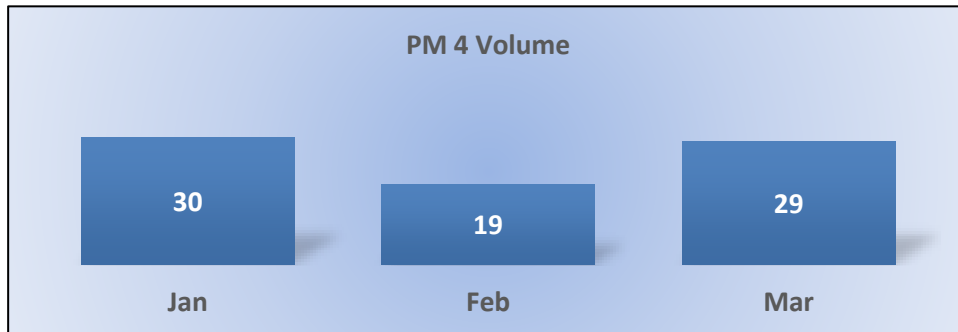


**Target Average: 210 Days | Actual Average: 412 Days\***

\* The high volume of cases and unusually long case aging for March stems from approximately 100 investigations involving a single corporate pharmacy.

### PM4 | Formal Discipline – Volume

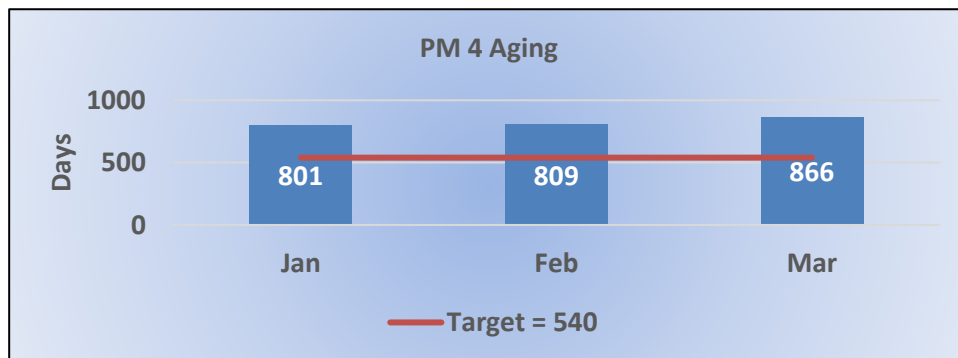
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



**Total: 78 | Monthly Average: 26**

### PM4 | Formal Discipline – Cycle Time

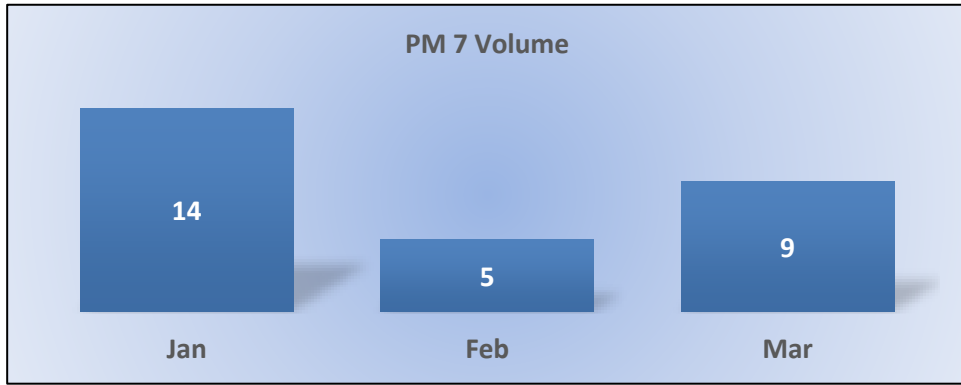
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)



**Target Average: 540 Days | Actual Average: 827 Days**

### PM7 | Probation Intake – Volume

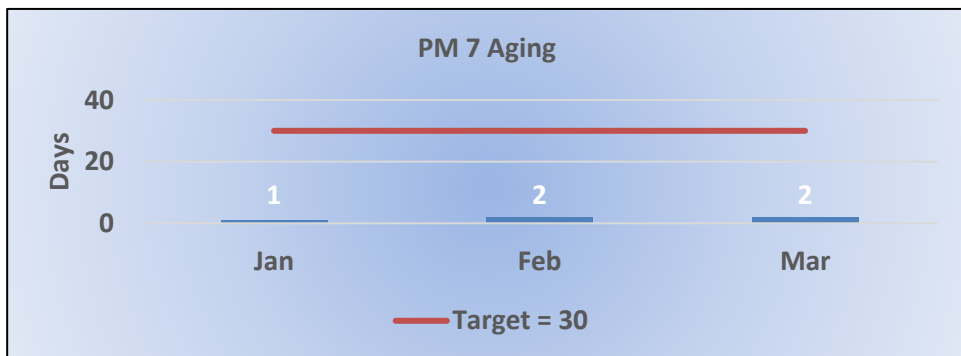
Number of new probation cases.



**Total: 28**

### PM7 | Probation Intake – Cycle Time

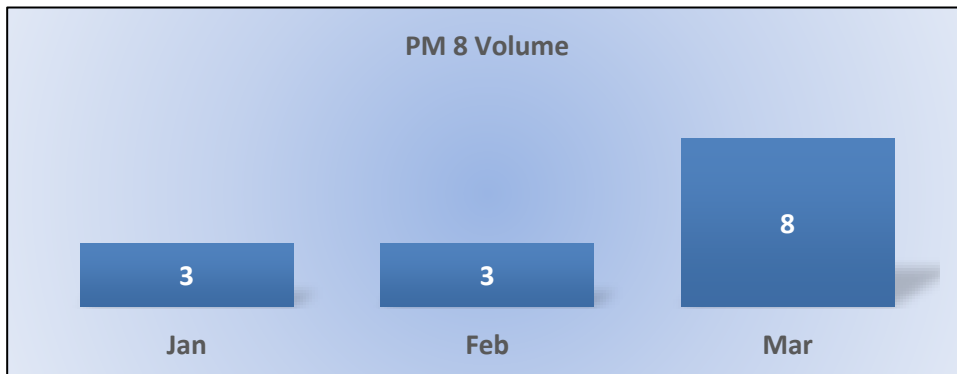
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



**Target Average: 30 Days | Actual Average: 2 Days**

## PM8 | Probation Violation Response – Volume

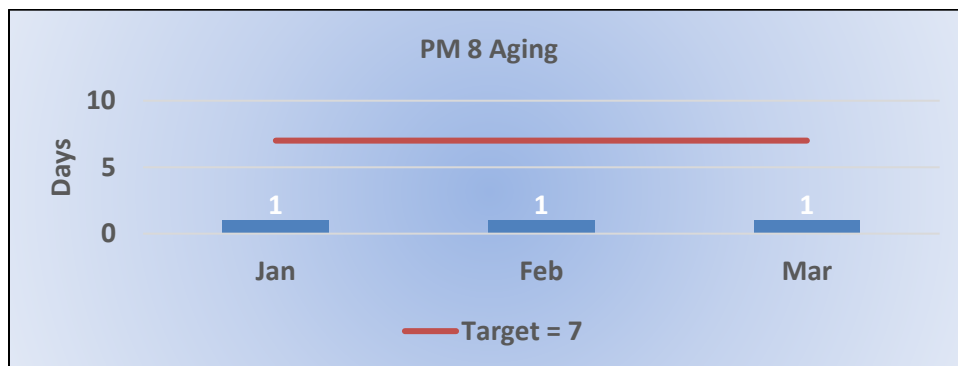
Number of probation violation cases.



**Total: 14**

## 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: 7 Days | Actual Average: 1 Day**