

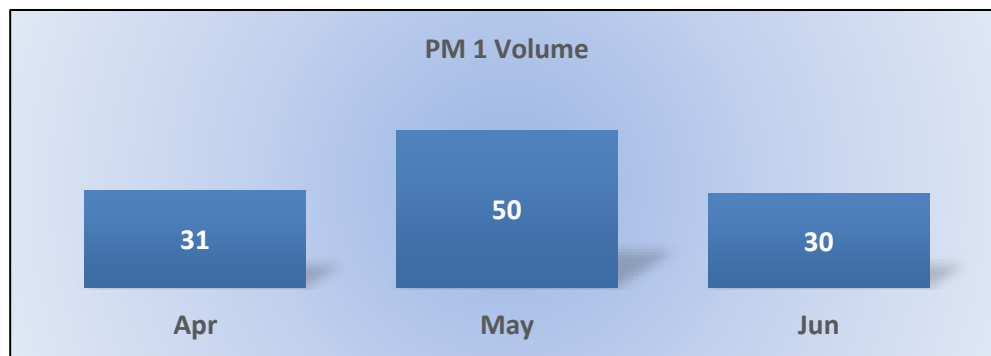
## Enforcement Performance Measures

### 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.

#### PM1 | Volume

Number of complaints and convictions received.

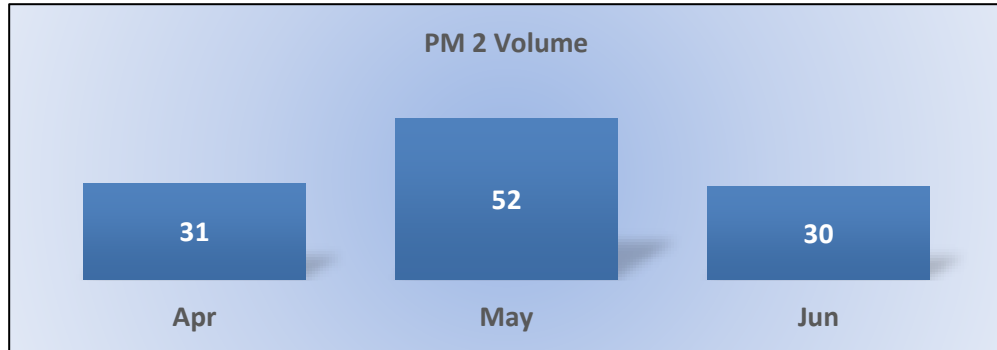


**Total Received: 111 | Monthly Average: 37**

**Complaints: 94 | Convictions: 17**

### PM2 | Intake – Volume

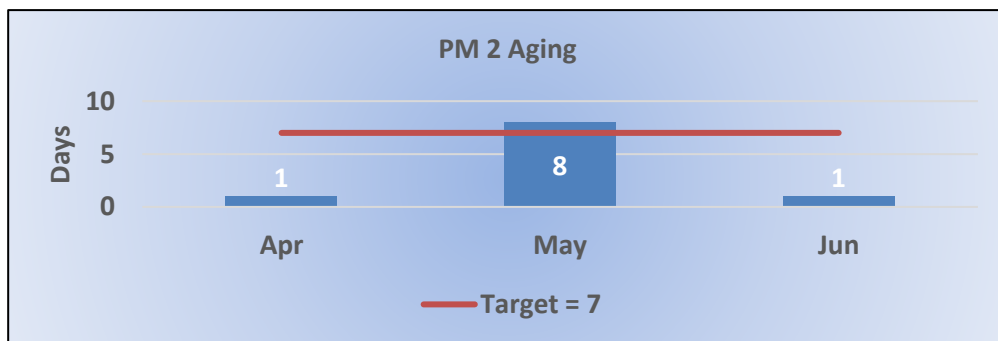
Number of complaints closed or assigned to an investigator.



**Total: 113 | Monthly Average: 38**

### PM2 | Intake – Cycle Time

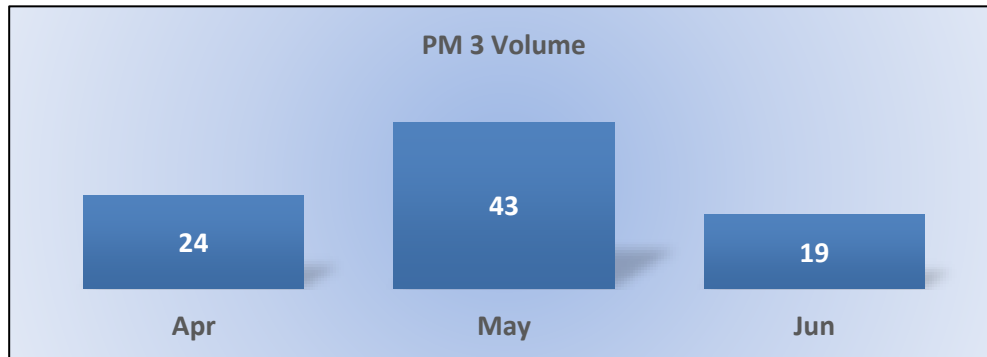
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 7 Days | Actual Average: 4 Days**

### PM3 | Investigations – Volume

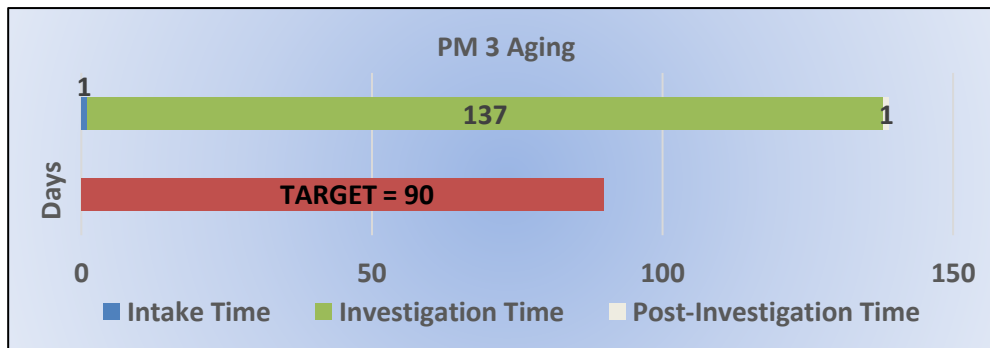
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 86 | Monthly Average: 29**

### PM3 | Investigations – Cycle Time<sup>1</sup>

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

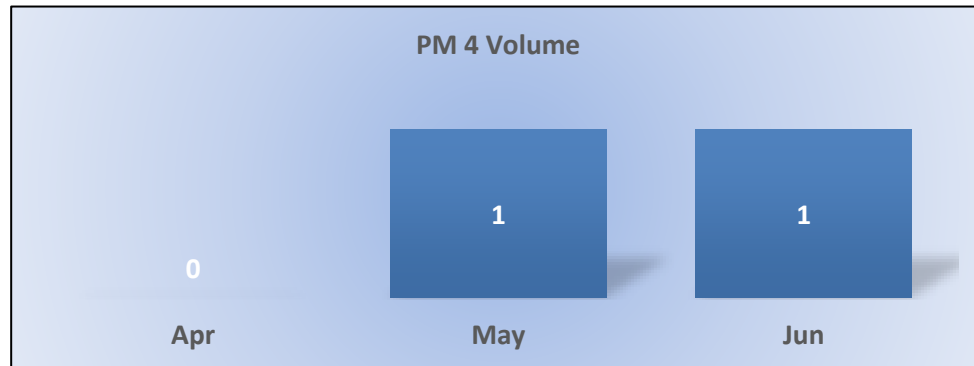


**Target Average: 90 Days | Actual Average: 138 Days**

<sup>1</sup> Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

### PM4 | Formal Discipline – Volume

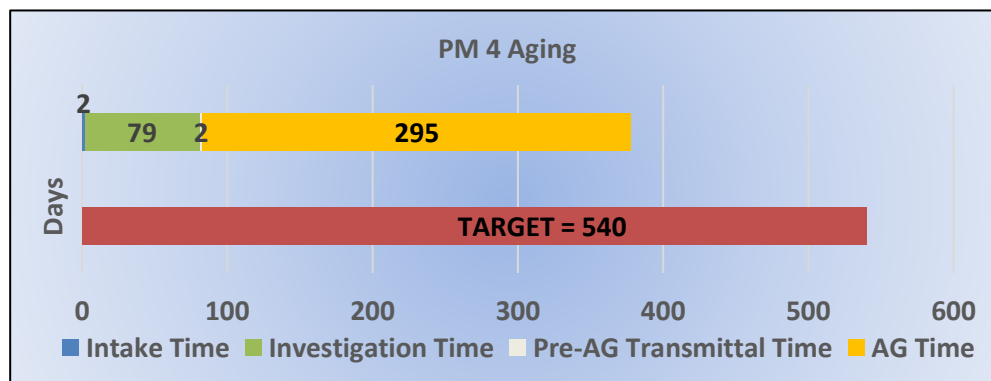
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



**Total: 2**

### PM4 | Formal Discipline – Cycle Time<sup>2</sup>

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



**Target Average: 540 Days | Actual Average: 373 Days**

<sup>2</sup> Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

**PM7 | Probation Intake – Volume**

Number of new probation cases.

*No new probationers were assigned  
for monitoring this quarter.*

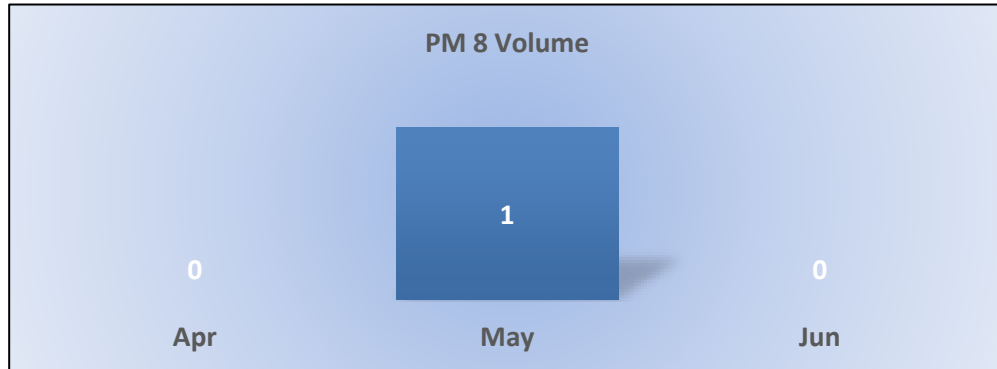
**PM7 | Probation Intake – Cycle Time**

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

*No new probationers were assigned  
for monitoring this quarter.*

## PM8 | Probation Violation Response – Volume

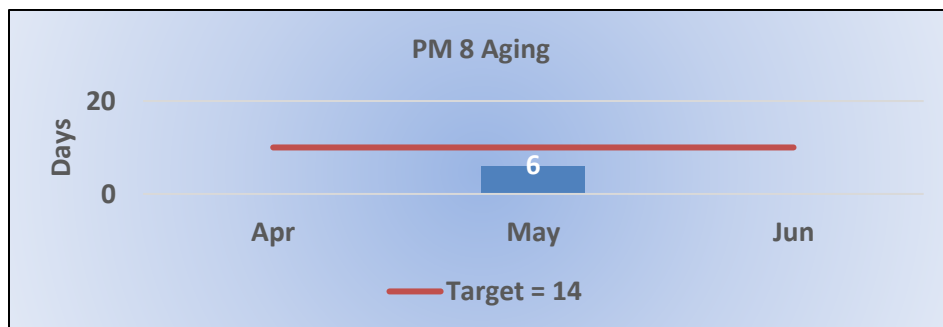
Number of probation violation cases.



**Total: 1**

## 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: 14 Days | Actual Average: 6 Days**