Enforcement Performance Measures

Q1 Report (*July - September 2016*)

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.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM1 Volume</th>
<th>Complaints</th>
<th>Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aug</td>
<td>15</td>
<td>33</td>
<td>6</td>
</tr>
<tr>
<td>Sept</td>
<td>15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Received:** 39 **Monthly Average:** 14

**Complaints:** 33 | **Convictions:** 6
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th>Month</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>12</td>
</tr>
<tr>
<td>Aug</td>
<td>15</td>
</tr>
<tr>
<td>Sept</td>
<td>16</td>
</tr>
</tbody>
</table>

**Total:** 43  |  **Monthly Average:** 14

**PM2 | Intake – Cycle Time**
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

**PM 2 Aging**

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>6</td>
</tr>
<tr>
<td>Aug</td>
<td>5</td>
</tr>
<tr>
<td>Sept</td>
<td>5</td>
</tr>
</tbody>
</table>

**Target Average:** 10 Days  |  **Actual Average:** 5 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

**Total: 106 | Monthly Average: 35**

**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: 200 Days | Actual Average: 167 Days**
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 5 | Monthly Average: 2

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: 900 Days
**PM7 | Probation Intake – Volume**

Number of new probation cases.

- **Total:** 4

**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:** 4 Days
**PM8 | Probation Violation Response – Volume**

Number of probation violation cases.

Total: 5

**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: 10 Days | Actual Average: 1 Day