**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.

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<th>July</th>
<th>Aug</th>
<th>Sept</th>
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<tbody>
<tr>
<td>Complaints</td>
<td>215</td>
<td>236</td>
<td>202</td>
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<tr>
<td>Convictions</td>
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**Total Received:** 653 | **Monthly Average:** 218

**Complaints:** 402 | **Convictions:** 251
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

**Total:** 651 | **Monthly Average:** 217

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:** 1 Day
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 313 | Monthly Average: 104

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: 100 Days
**PM4 | Formal Discipline – Volume**
Cases closed, of those transmitted to the Attorney General.

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<tr>
<td>Total</td>
<td>2</td>
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**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.)

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<tbody>
<tr>
<td>Days</td>
<td>400</td>
<td>380</td>
<td>200</td>
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<tr>
<td>Target</td>
<td>270</td>
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**Target Average:** 540 Days | **Actual Average:** 380 Days
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.

The Bureau did not have any probation violations this quarter.

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 Bureau did not have any probation violations this quarter.