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>Total</th>
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</thead>
<tbody>
<tr>
<td>July</td>
<td>13</td>
</tr>
<tr>
<td>Aug</td>
<td>13</td>
</tr>
<tr>
<td>Sept</td>
<td>11</td>
</tr>
</tbody>
</table>

Total Received: 37 Monthly Average: 12

Complaints: 36 | Convictions: 1
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 36 | Monthly Average: 12

**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: 9 Days | Actual Average: 6 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 32 | Monthly Average: 11

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: 125 Days | Actual Average: 153 Days

1 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.).

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<thead>
<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>1</td>
<td>1</td>
<td>1</td>
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</table>

**PM4 | Formal Discipline – Cycle Time**

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.).

**PM 4 Aging**

<table>
<thead>
<tr>
<th>Days</th>
<th>10</th>
<th>420</th>
<th>1</th>
<th>717</th>
</tr>
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<tbody>
<tr>
<td>Days</td>
<td><strong>TARGET = 540</strong></td>
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</table>

**Target Average:** 540 Days | **Actual Average:** 1,145 Days

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*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).*
No new probationers were assigned for monitoring this quarter.
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

The Board 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 Board did not have any
probation violations this quarter.