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.

Total Received: 788 | Monthly Average: 263

Complaints: 788 | Convictions: 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

- **PM 2 Volume**
  - July: 706
  - Aug: 262
  - Sept: 330

Total: 1,298 | Monthly Average: 433

**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**
  - July: 13
  - Aug: 28
  - Sept: 26

Target Average: 10 Days | Actual Average: 19 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 889 | Monthly Average: 296

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: 360 Days | Actual Average: 146 Days
PM4 | Formal Discipline – Volume
Cases closed, of those transmitted to the Attorney General.

Total: 151 | Monthly Average: 50

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: 250 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

*The Bureau does not have licensees in a probationary status.*

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

*The Bureau does not have licensees in a probationary status.*
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

The Bureau does not have licensees in a probationary status.

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 does not have licensees in a probationary status.