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.

<table>
<thead>
<tr>
<th>PM1</th>
<th>Volume</th>
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<tbody>
<tr>
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<td>Number of complaints and convictions received.</td>
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<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
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<tbody>
<tr>
<td>Complaints</td>
<td>7</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>Convictions</td>
<td>2</td>
<td>2</td>
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</tbody>
</table>

Total Received: **19** | Monthly Average: **6**
Complaints: **17** | Convictions: **2**
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 19 | Monthly Average: 6

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

**Total: 15 | Monthly Average: 5**

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: 60 Days | Actual Average: 49 Days**
PM4 | Formal Discipline – Volume
Cases closed, of those transmitted to the Attorney General.

Total: 3

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

Total: 2

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: 9 Days
**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.*