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></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>18</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

Total Received: 60 | Monthly Average: 20

Complaints: 11 | Convictions: 49
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**PM 2 Volume**
- July: 19
- Aug: 18
- Sept: 22

**Total:** 59 | **Monthly Average:** 20

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**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: 25
- Aug: 5
- Sept: 6

**Target Average:** 30 Days | **Actual Average:** 12 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 39 | Monthly Average: 13

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: 270 Days | Actual Average: 42 Days

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\(^1\) 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.).

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1</td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
</tr>
<tr>
<td>Sept</td>
<td>1</td>
</tr>
</tbody>
</table>

Total: 3

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**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>Intake Time</th>
<th>Investigation Time</th>
<th>Pre-AG Transmittal Time</th>
<th>AG Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>115</td>
<td>1</td>
<td>174</td>
<td></td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days  |  **Actual Average:** 291 Days

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2 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).
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.

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