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.

### Enforcement Performance Measures

**Q1 Report (July - September 2016)**

**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>Complaints</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Convictions</td>
<td></td>
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</tbody>
</table>

**Total Received:** 3  |  **Monthly Average:** 1

**Complaints:** 3  |  **Convictions:** 0
**PM2 | Intake – Volume**

Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th>Month</th>
<th>Volume</th>
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</thead>
<tbody>
<tr>
<td>July</td>
<td>2</td>
</tr>
<tr>
<td>Aug</td>
<td>1</td>
</tr>
<tr>
<td>Sept</td>
<td>0</td>
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</table>

**Total:** 3

**PM2 | Intake – Cycle Time**

Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

**PM2 Aging**

- **July:** 1 Day
- **Aug:** 1 Day
- **Sept:** 0 Days

**Target Average:** 7 Days  |  **Actual Average:** 1 Day
**PM3 | Investigations – Volume**

Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 8 | Monthly Average: 3

**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: 118 Days
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 transmittal outcome)

Target Average: 540 Days | Actual Average: 953 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 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.