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.

**PM 1 Volume**

- **July**: 83
- **Aug**: 132
- **Sept**: 98

**Total Received**: 313  |  **Monthly Average**: 104

**Complaints**: 308  |  **Convictions**: 5
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**PM 2 Volume**
- July: 83
- Aug: 126
- Sept: 105

**Total:** 314 | **Monthly Average:** 105

**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: 6
- Aug: 7
- Sept: 9

**Target = 9**

**Target Average:** 9 Days | **Actual Average:** 7 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 151 | Monthly Average: 50

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: 80 Days | Actual Average: 89 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</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>5</td>
</tr>
<tr>
<td>Aug</td>
<td>3</td>
</tr>
<tr>
<td>Sept</td>
<td>6</td>
</tr>
</tbody>
</table>

**Total: 14**

**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.).

**Target Average:** 540 Days  |  **Actual Average:** 624 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: 7 Days | Actual Average: 2 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 7

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.

Target Average: 10 Days | Actual Average: 3 Days