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**

**Q2 Report (October - December 2016)**

PM1 | Volume
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Number of complaints and convictions received.

<table>
<thead>
<tr>
<th>Month</th>
<th>Complaints</th>
<th>Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>456</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>324</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>314</td>
<td></td>
</tr>
</tbody>
</table>

**Total Received:** 1,094  **Monthly Average:** 365

**Complaints:** 1,092  **Convictions:** 2
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 1,099 | Monthly Average: 366

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: 10 Days | Actual Average: 4 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

**Total: 930 | Monthly Average: 310**

**PM3 | Investigations – Cycle Time**¹
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

**Target Average: 120 Days | Actual Average: 85 Days**

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.).

Total: 14 | Monthly Average: 5

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: 741 Days

\(^2\) 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 – Volume**
Number of new probation cases.

![Bar Chart]

**PM 7 Volume**

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>11</td>
</tr>
<tr>
<td>Nov</td>
<td>4</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
</tr>
</tbody>
</table>

**Total**: 16

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

![Line Chart]

**PM 7 Aging**

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>36</td>
</tr>
<tr>
<td>Nov</td>
<td>4</td>
</tr>
<tr>
<td>Dec</td>
<td>2</td>
</tr>
</tbody>
</table>

**Target Average**: 15 Days | **Actual Average**: 26 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

PM 8 Volume

October: 17
November: 19
December: 11
Total: 47

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.

PM 8 Aging

Days
0 5 10
Oct Nov Dec

1 1 1

Target = 5

Target Average: 5 Days | Actual Average: 1 Day