Enforcement Performance Measures

Q2 Report *(October - December 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>Month</th>
<th>Complaints</th>
<th>Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>218</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>211</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>150</td>
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</tbody>
</table>

**Total Received:** 579 | **Monthly Average:** 193

**Complaints:** 208 | **Convictions:** 371
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 574 | Monthly Average: 191

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

Total: 637 | Monthly Average: 212

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: 360 Days | Actual Average: 161 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.).

Total: 115 | Monthly Average: 38

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: 985 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).
No new probationers were assigned for monitoring this quarter.

No new probationers were assigned for monitoring this quarter.
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.