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.

Total Received: 55  Monthly Average: 18
Complaints: 55  |  Convictions: 0
**PM2 | Intake – Volume**

Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th>Month</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>20</td>
</tr>
<tr>
<td>Nov</td>
<td>20</td>
</tr>
<tr>
<td>Dec</td>
<td>15</td>
</tr>
</tbody>
</table>

Total: 55 | Monthly Average: 18

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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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Aging</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>1</td>
</tr>
<tr>
<td>Nov</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 3 Volume</td>
<td>21</td>
<td>14</td>
<td>19</td>
</tr>
</tbody>
</table>

Total: 54 | Monthly Average: 18

**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.)

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 3 Aging</td>
<td>126</td>
<td>48</td>
<td>138</td>
</tr>
</tbody>
</table>

Target Average: 270 Days | Actual Average: 110 Days
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: 2

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 case outcome.)

Target Average: 540 Days | Actual Average: 1,415 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 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.