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.

![Chart showing PM1 Volume from October to December 2016](chart.png)

- **Total Received**: 128  
  **Monthly Average**: 42

- **Complaints**: 127  
  **Convictions**: 1
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 128 | Monthly Average: 43

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: 2 Days
### PM3 | Investigations – Volume

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>30</td>
</tr>
<tr>
<td>Nov</td>
<td>28</td>
</tr>
<tr>
<td>Dec</td>
<td>40</td>
</tr>
</tbody>
</table>

**Total:** 98  |  **Monthly Average:** 33

### 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>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>143</td>
</tr>
<tr>
<td>Nov</td>
<td>58</td>
</tr>
<tr>
<td>Dec</td>
<td>82</td>
</tr>
</tbody>
</table>

**Target Average:** 180 Days  |  **Actual Average:** 94 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: 21 | Monthly Average: 7

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: 435 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._