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.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>7</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>Total Received: 24</td>
<td>Monthly Average: 8</td>
<td></td>
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<tr>
<td>Complaints: 24</td>
<td>Convictions: 0</td>
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**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
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<tr>
<td>Oct</td>
<td>6</td>
</tr>
<tr>
<td>Nov</td>
<td>8</td>
</tr>
<tr>
<td>Dec</td>
<td>10</td>
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**Total:** 24 | **Monthly Average:** 8

**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**

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<tr>
<th>Days</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>0</td>
<td>3</td>
<td>3</td>
<td>1</td>
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</table>

**Target Average:** 5 Days | **Actual Average:** 2 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 15 | Monthly Average: 5

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: 365 Days | Actual Average: 85 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.).

*The Bureau did not have any cases closed in formal discipline this quarter.*

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.)

*The Bureau did not have any cases closed in formal discipline this quarter.*
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 Bureau 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 Bureau did not have any probation violations this quarter.