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>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>289</td>
<td>254</td>
<td>280</td>
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</table>

**Total Received:** 823 | **Monthly Average:** 274

**Complaints:** 504 | **Convictions:** 319
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**Total: 867 | Monthly Average: 289**

**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: 20 Days | Actual Average: 26 Days**
**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>
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</thead>
<tbody>
<tr>
<td>Total</td>
<td>253</td>
<td>196</td>
<td>121</td>
</tr>
<tr>
<td>Monthly Average</td>
<td>190</td>
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**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.)

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<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>Days</td>
<td>265</td>
<td>268</td>
<td>156</td>
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<tr>
<td>Target = 210</td>
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**Target Average:** 210 Days | **Actual Average:** 243 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.).

- October: 34
- November: 27
- December: 24

Total: 85 | Monthly Average: 28

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**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: 895 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

Total: 29

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

Target Average: 30 Days | Actual Average: 2 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 7

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.

Target Average: 7 Days | Actual Average: 1 Day