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>PM1</th>
<th>Volume</th>
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<tbody>
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<td>Number of complaints and convictions received.</td>
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<tr>
<th>PM 1 Volume</th>
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<tbody>
<tr>
<td>Oct</td>
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<tr>
<td>Nov</td>
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<td>Dec</td>
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**Total Received:** 288  |  **Monthly Average:** 96

**Complaints:** 207  |  **Convictions:** 81
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**PM 2 Volume**

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<th></th>
<th>Oct</th>
<th>Nov</th>
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<tr>
<td></td>
<td>63</td>
<td>59</td>
<td>166</td>
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**Total:** 288  | **Monthly Average:** 96

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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.

**PM 2 Aging**

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<th>Days</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<td></td>
<td>2</td>
<td>2</td>
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**Target Average:** 9 Days  | **Actual Average:** 2 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 175 | Monthly Average: 58

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: 90 Days | Actual Average: 91 Days

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 – Cycle Time**

Average number of days to close cases transmitted 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:** 379 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).

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**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:** 5

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PM7 | Probation Intake – Volume
Number of new probation cases.

Total: 5

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: 10 Days | Actual Average: 3 Days
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.*