Enforcement Performance Measures

Q3 Report *(January – March 2017)*

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.

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<thead>
<tr>
<th>Month</th>
<th>PM1 Volume</th>
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<tbody>
<tr>
<td>Jan</td>
<td>22</td>
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<tr>
<td>Feb</td>
<td>18</td>
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<tr>
<td>Mar</td>
<td>28</td>
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**Total Received:** 68  **Monthly Average:** 23

**Complaints:** 62  |  **Convictions:** 6
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 81 | Monthly Average: 27

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

Total: 64 | Monthly Average: 21

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: 200 Days | Actual Average: 120 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: 6 | Monthly Average: 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: 820 Days
**PM7 | Probation Intake – Cycle Time**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

<table>
<thead>
<tr>
<th>Days</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tr>
<td></td>
<td>1</td>
<td>4</td>
<td>3</td>
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**PM 7 Aging**

**Target Average:** 10 Days  |  **Actual Average:** 3 Days
**PM8 | Probation Violation Response – Volume**
Number of probation violation cases.

Total: 16

**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: 10 Days | Actual Average: 2 Days