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.

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**PM1 | Volume**

Number of complaints and convictions received.

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<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tbody>
<tr>
<td>PM 1 Volume</td>
<td>201</td>
<td>159</td>
<td>166</td>
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**Total Received:** 526  |  **Monthly Average:** 175

**Complaints:** 526  |  **Convictions:** 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

PM 2 Volume

- Jan: 200
- Feb: 157
- Mar: 163

Total: 520 | Monthly Average: 173

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

- Jan: 1
- Feb: 1
- Mar: 2

Target = 10

Target Average: 10 Days | Actual Average: 1 Day
**PM3 | Investigations – Volume**

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

Total: 217 | Monthly Average: 72

![Bar chart showing PM 3 Volume with Jan: 72, Feb: 71, Mar: 74]

**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: 180 Days | Actual Average: 50 Days

![Bar chart showing PM 3 Aging with Jan: 52, Feb: 60, Mar: 38]

**Target = 180**
**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.*

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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.)

*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.
The Bureau did not have any probation violations this quarter.