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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<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tr>
<td>Total</td>
<td>79</td>
<td>66</td>
<td>75</td>
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Total Received: 220 | Monthly Average: 73

Complaints: 220 | Convictions: 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

- **Jan:** 111
- **Feb:** 205
- **Mar:** 101

**Total:** 417 | **Monthly Average:** 139

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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.

- **Jan:** 3 days
- **Feb:** 3 days
- **Mar:** 3 days

**Target Average:** 10 Days | **Actual Average:** 3 Days
**PM3 | Investigations – Volume**

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

Total: 251 | Monthly Average: 84

![Graph showing PM 3 Volume with 91, 86, and 74 for January, February, and March, respectively.]

**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: 305 Days

![Graph showing PM 3 Aging with 256, 325, and 342 for January, February, and March, respectively, with a target of 180 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: 3**

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

Total: 1

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: 15 Days | Actual Average: 4 Days
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.