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.

**Enforcement Performance Measures**

**Q3 Report** *(January – March 2017)*

**PM1 | Volume**
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>44</td>
</tr>
<tr>
<td>Feb</td>
<td>51</td>
</tr>
<tr>
<td>Mar</td>
<td>44</td>
</tr>
</tbody>
</table>

**Total Received:** 139 | **Monthly Average:** 46

**Complaints:** 123 | **Convictions:** 16
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 123 | Monthly Average: 41

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: 7 Days | Actual Average: 13 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

<table>
<thead>
<tr>
<th>Month</th>
<th>Investigations Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>31</td>
</tr>
<tr>
<td>Feb</td>
<td>24</td>
</tr>
<tr>
<td>Mar</td>
<td>49</td>
</tr>
</tbody>
</table>

**Total:** 104 | **Monthly Average:** 35

**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.)

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>181</td>
</tr>
<tr>
<td>Feb</td>
<td>83</td>
</tr>
<tr>
<td>Mar</td>
<td>142</td>
</tr>
</tbody>
</table>

**Target Average:** 180 Days | **Actual Average:** 140 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:** 8

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

**Total:** 2

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:** 11 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 3

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: 15 Days | Actual Average: 2 Days