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.

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Received:</td>
<td>2,501</td>
<td></td>
<td></td>
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<tr>
<td>Monthly Average:</td>
<td>834</td>
<td></td>
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</tbody>
</table>

**Complaints:** 2,440  |  **Convictions:** 61
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 2,092 | Monthly Average: 697

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: 9 Days | Actual Average: 9 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Investigations</th>
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<tbody>
<tr>
<td>Jan</td>
<td>809</td>
</tr>
<tr>
<td>Feb</td>
<td>882</td>
</tr>
<tr>
<td>Mar</td>
<td>958</td>
</tr>
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Total: 2,649 | Monthly Average: 883

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>Days</th>
<th>PM 3 Aging</th>
</tr>
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<tbody>
<tr>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>50</td>
<td>158</td>
</tr>
<tr>
<td>100</td>
<td>2</td>
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</tbody>
</table>

Target Average: 125 Days | Actual Average: 168 Days

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1 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 – 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: 128 | Monthly Average: 43

PM4 | Formal Discipline – Cycle Time
Average number of days to close cases after transmission 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: 922 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).
**PM7 | Probation Intake – Volume**

Number of new probation cases.

Total: 51

**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:** 25 Days | **Actual Average:** 4 Days
**PM8 | Probation Violation Response – Volume**
Number of probation violation cases.

Total: 79

**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: 7 Days