Department of Consumer Affairs
Professional Fiduciaries Bureau

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>PM 1 Volume</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tr>
<td></td>
<td>16</td>
<td>8</td>
<td>11</td>
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**Total Received:** 35 | **Monthly Average:** 12

**Complaints:** 35 | **Convictions:** 0
**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: 5 Days  |  Actual Average: 2 Days

**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 35 | Monthly Average: 12
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

PM 3 Volume

Jan | Feb | Mar
--- | --- | ---
9 | 31 | 43

Total: 83 | Monthly Average: 28

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.)

PM 3 Aging

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<th>Days</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<tr>
<td>207</td>
<td>408</td>
<td>277</td>
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Target Average: 365 Days | Actual Average: 318 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.).

The Bureau did not have any cases closed in formal discipline this quarter.

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.
No new probationers were assigned for monitoring this quarter.
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.