Enforcement Performance Measures

Q4 Report (April - June 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.

<table>
<thead>
<tr>
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<th>PM1 Volume</th>
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<tbody>
<tr>
<td>Apr</td>
<td>19</td>
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<tr>
<td>May</td>
<td>36</td>
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<tr>
<td>Jun</td>
<td>41</td>
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Total Received: 96  Monthly Average: 32

Complaints: 69  |  Convictions: 27
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**Total: 78 | Monthly Average: 26**

**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: 10 Days | Actual Average: 3 Days**
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

**Total:** 108 | **Monthly Average:** 36

PM3 Volume

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<thead>
<tr>
<th>Month</th>
<th>Count</th>
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<tr>
<td>Apr</td>
<td>31</td>
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<tr>
<td>May</td>
<td>46</td>
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<tr>
<td>Jun</td>
<td>31</td>
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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:** 200 Days | **Actual Average:** 133 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: 2 | Monthly Average: n/a

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: 596 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: 10 Days | Actual Average: 4 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 10

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: 2 Days