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.

PM1 | Volume
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM1 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>1464</td>
</tr>
<tr>
<td>May</td>
<td>1688</td>
</tr>
<tr>
<td>Jun</td>
<td>1555</td>
</tr>
</tbody>
</table>

Total Received: 4,707 | Monthly Average: 1,569

Complaints: 4,707 | Convictions: 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 4,711 | Monthly Average: 1,570

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

**Total: 4,555 | Monthly Average: 1,518**

**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: 60 Days | Actual Average: 39 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: 114 | Monthly Average: 38

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

Total: 42

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

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 8 Volume</td>
<td>11</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Total: 11

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.

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 8 Aging</td>
<td>75</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Target Average: 10 Days | Actual Average: 75 Days