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.

- **Total Received:** 339 | **Monthly Average:** 113
- **Complaints:** 339 | **Convictions:** 0
**PM2 | Intake – Volume**

Number of complaints closed or assigned to an investigator.

**Total:** 660 | **Monthly Average:** 220

![Bar chart showing PM2 Volume for April, May, and June with values 185, 218, and 257 respectively.]

**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:** 31 Days

![Bar chart showing PM2 Aging for April, May, and June with values 27, 29, and 35 respectively.]

**Target = 10**
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

**Total:** 838 | **Monthly Average:** 279

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:** 360 Days | **Actual Average:** 225 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: 212 | Monthly Average: 71**

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

The Bureau does not have licensees in a probationary status.

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Bureau does not have licensees in a probationary status.
Number of probation violation cases.

*The Bureau does not have licensees in a probationary status.*

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

*The Bureau does not have licensees in a probationary status.*