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>Complaints</th>
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<tbody>
<tr>
<td>Apr</td>
<td>13</td>
</tr>
<tr>
<td>May</td>
<td>7</td>
</tr>
<tr>
<td>Jun</td>
<td>10</td>
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</tbody>
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**Total Received:** 30  |  **Monthly Average:** 10

**Complaints:** 30  |  **Convictions:** 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

PM 2 Volume

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<tbody>
<tr>
<td>Total:</td>
<td>29</td>
<td></td>
<td></td>
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<tr>
<td>Monthly Average:</td>
<td>10</td>
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PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

PM 2 Aging

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<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<tbody>
<tr>
<td>Target = 5</td>
<td>2</td>
<td>5</td>
<td>4</td>
</tr>
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</table>

Target Average: 5 Days | Actual Average: 3 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 42 | Monthly Average: 14

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: 365 Days | Actual Average: 204 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: 1

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: 1,044 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: 1 Day
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.