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: 812 | Monthly Average: 271
Complaints: 546 | Convictions: 266
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 748 | Monthly Average: 249

**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: 20 Days | Actual Average: 17 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 967 | Monthly Average: 322

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: 210 Days | Actual Average: 320 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: 75 | Monthly Average: 25

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

Total: 25

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: 30 Days | Actual Average: 1 Day
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

PM 8 Volume

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<thead>
<tr>
<th>Month</th>
<th>Volume</th>
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<tbody>
<tr>
<td>Apr</td>
<td>2</td>
</tr>
<tr>
<td>May</td>
<td>1</td>
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<tr>
<td>Jun</td>
<td>2</td>
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Total: 5

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.

PM 8 Aging

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<tr>
<th>Days</th>
<th>Apr</th>
<th>May</th>
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<td>1</td>
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Target Average: 7 Days | Actual Average: 1 Day