Enforcement Performance Measures

Q1 Report (July - September 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>PM 1 Volume</th>
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<tbody>
<tr>
<td>July</td>
<td>24</td>
</tr>
<tr>
<td>Aug</td>
<td>23</td>
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<tr>
<td>Sept</td>
<td>30</td>
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Total Received: 77 | Monthly Average: 26
Complaints: 77 | Convictions: 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 77 | 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: 2 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 62 | Monthly Average: 21

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: 81 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 22 | Monthly Average: 7

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 transmittal outcome)

Target Average: 540 Days | Actual Average: 365 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

Total: 2

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

- July: 2
- Aug: 2
- Sept: 1

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.

- July: 1
- Aug: 1
- Sept: 1

Target Average: 10 Days | Actual Average: 1 Days