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.

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<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
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<tbody>
<tr>
<td>PM 1 Volume</td>
<td>24</td>
<td>21</td>
<td>46</td>
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**Total Received:** 91  |  **Monthly Average:** 30

**Complaints:** 91  |  **Convictions:** 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

![Bar chart showing PM2 Volume for July, August, and September]

- July: 24
- August: 21
- September: 46

**Total:** 91 | **Monthly Average:** 30

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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.

![Bar chart showing PM2 Aging for July, August, and September]

- July: 1 day
- August: 1 day
- September: 1 day

**Target Average:** 7 Days | **Actual Average:** 1 Day
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 54 | Monthly Average: 18

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: 270 Days | Actual Average: 106 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 1 | Monthly Average: 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 transmittal outcome)

Target Average: 540 Days | Actual Average: 450 Days
### PM7 | Probation Intake – Volume
Number of new probation cases.

_No new probationers were assigned for monitoring this quarter._

<table>
<thead>
<tr>
<th>PM7</th>
<th>Probation Intake – Cycle Time</th>
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<td>Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.</td>
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_No new probationers were assigned for monitoring this quarter._
### PM8 | Probation Violation Response – Volume
Number of probation violation cases.

*The Board 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 Board did not have any probation violations this quarter.*