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></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>127</td>
<td>166</td>
<td>175</td>
</tr>
</tbody>
</table>

**Total Received:** 468 | **Monthly Average:** 156

**Complaints:** 54 | **Convictions:** 414
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 471 | Monthly Average: 157

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: 518 | Monthly Average: 173

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: 180 Days | Actual Average: 141 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: 979 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

Total: 21

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

PM 7 Aging

<table>
<thead>
<tr>
<th>Days</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Target Average: 5 Days | Actual Average: 1 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 10

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.

Target Average: 10 Days | Actual Average: 1 Days