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.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM1 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>92</td>
</tr>
<tr>
<td>Aug</td>
<td>81</td>
</tr>
<tr>
<td>Sept</td>
<td>45</td>
</tr>
</tbody>
</table>

**Total Received:** 218  |  **Monthly Average:** 73

**Complaints:** 184  |  **Convictions:** 34
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 217 | Monthly Average: 72

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: 7 Days | Actual Average: 2 Days
PM3 | Investigations – Volume

Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 214 | Monthly Average: 71

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: 120 Days | Actual Average: 29 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 2 | 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: 787 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

No new probationers were assigned for monitoring this quarter.

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

No new probationers were assigned for monitoring this quarter.
**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_