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>Complaints</td>
<td>32</td>
<td>28</td>
<td>34</td>
</tr>
<tr>
<td>Convictions</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Received:** 94  |  **Monthly Average:** 31

**Complaints:** 94  |  **Convictions:** 0
**PM2 | Intake – Volume**

Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM2 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>24</td>
</tr>
<tr>
<td>Aug</td>
<td>18</td>
</tr>
<tr>
<td>Sept</td>
<td>17</td>
</tr>
</tbody>
</table>

Total: 59 | Monthly Average: 20

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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.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM2 Aging</th>
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</thead>
<tbody>
<tr>
<td>July</td>
<td>9</td>
</tr>
<tr>
<td>Aug</td>
<td>13</td>
</tr>
<tr>
<td>Sept</td>
<td>17</td>
</tr>
</tbody>
</table>

Target Average: 10 Days | Actual Average: 13 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 93 | Monthly Average: 31

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

Total: 4 | Monthly Average: 2

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

Total: 3

**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: 8 Days
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.*