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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<th></th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
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<tbody>
<tr>
<td>Total</td>
<td>300</td>
<td>324</td>
<td>342</td>
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**Total Received:** 966 | **Monthly Average:** 322

**Complaints:** 619 | **Convictions:** 347
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 1,041 | Monthly Average: 347

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: 20 Days | Actual Average: 33 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 925 | Monthly Average: 308

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: 210 Days | Actual Average: 261 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 66 | Monthly Average: 22

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

PM 7 Volume

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<tr>
<th></th>
<th>July</th>
<th>Aug</th>
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<tbody>
<tr>
<td>Count</td>
<td>11</td>
<td>12</td>
<td>7</td>
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Total: 30

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

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<tr>
<td>Days</td>
<td>2</td>
<td>2</td>
<td>1</td>
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Target Average: 30 Days | Actual Average: 2 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 14

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: 7 Days | Actual Average: 1 Day