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.

**Enforcement Performance Measures**

**Q1 Report (July - September 2017)**

PM1 | Volume
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th></th>
<th>PM 1 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>21</td>
</tr>
<tr>
<td>Aug</td>
<td>18</td>
</tr>
<tr>
<td>Sept</td>
<td>13</td>
</tr>
</tbody>
</table>

**Total Received:** 52 | **Monthly Average:** 17

**Complaints:** 24 | **Convictions:** 28
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 52 | Monthly Average: 17

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: 5 Days | Actual Average: 2 Days
**PM3 | Investigations – Volume**

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>8</td>
</tr>
<tr>
<td>Aug</td>
<td>9</td>
</tr>
<tr>
<td>Sept</td>
<td>14</td>
</tr>
</tbody>
</table>

**Total:** 31 | **Monthly Average:** 10

**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:** 90 Days | **Actual Average:** 48 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 6 | 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: 1,090 Days
**PM7 | Probation Intake – Volume**
Number of new probation cases.

**PM 7 Volume**

<table>
<thead>
<tr>
<th>Month</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1</td>
</tr>
<tr>
<td>Aug</td>
<td>2</td>
</tr>
</tbody>
</table>

**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.

**PM 7 Aging**

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

*Target Average: 14 Days | Actual Average: 1 Day*
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.