Enforcement Performance Measures

Q2 Report (October - December 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.

- PM 1 Volume
  - Oct: 1789
  - Nov: 1357
  - Dec: 1283

Total Received: 4,429 | Monthly Average: 1,476

Complaints: 4,429 | Convictions: 0
**PM2 | Intake – Volume**  
Number of complaints closed or assigned to an investigator.

Total: 4,421 | Monthly Average: 1,474

<table>
<thead>
<tr>
<th>Month</th>
<th>Volume</th>
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</thead>
<tbody>
<tr>
<td>Oct</td>
<td>1,725</td>
</tr>
<tr>
<td>Nov</td>
<td>1,407</td>
</tr>
<tr>
<td>Dec</td>
<td>1,289</td>
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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.

Target Average: 7 Days | Actual Average: 3 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
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<tbody>
<tr>
<td>Oct</td>
<td>3</td>
</tr>
<tr>
<td>Nov</td>
<td>3</td>
</tr>
<tr>
<td>Dec</td>
<td>3</td>
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PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 4,678 | Monthly Average: 1,559

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: 60 Days | Actual Average: 45 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 78 | Monthly Average: 26

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

Total: 51

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: 24 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

PM 8 Volume

Oct: 6
Nov: 2
Dec: 4

Total: 12

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.

PM 8 Aging

Days

Oct
Nov
Dec

Target = 10

Target Average: 10 Days | Actual Average: 14 Days