**Department of Consumer Affairs**

**Bureau for Private Post**

Secondary Education

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**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.

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**PM1 | Volume**

Number of complaints and convictions received.

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<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>73</td>
<td>62</td>
<td>50</td>
</tr>
<tr>
<td>Convictions</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
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**Total Received:** 185  |  **Monthly Average:** 62

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**Complaints:** 185  |  **Convictions:** 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 143 | Monthly Average: 48

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: 10 Days | Actual Average: 3 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 57 | Monthly Average: 19

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: 180 Days | Actual Average: 484 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 5 | 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: 824 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.*

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**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.*