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.

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<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
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<td><strong>PM 1 Volume</strong></td>
<td>23</td>
<td>27</td>
<td>15</td>
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**Total Received:** 65 | **Monthly Average:** 22

**Complaints:** 65 | **Convictions:** 0
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 65 | Monthly Average: 22

**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: 4 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 53 | Monthly Average: 18

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

Total: 27 | Monthly Average: 9

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

- **PM 7 Volume**
  - Oct: 2
  - Nov: 0
  - Dec: 1

**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**
  - Days: 0, 5, 10
  - Oct: 1
  - Nov: 1
  - Dec: 1

**Target Average:** 10 Days | **Actual Average:** 1 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 1

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: 10 Days | Actual Average: 1 Day