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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<tr>
<th>Month</th>
<th>PM 1 Volume</th>
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<tr>
<td>Oct</td>
<td>39</td>
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<tr>
<td>Nov</td>
<td>35</td>
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<td>Dec</td>
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Total Received: 106 | Monthly Average: 35

Complaints: 106 | Convictions: 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 106 | Monthly Average: 35

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

Total: 108 | Monthly Average: 36

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

Total: 1 | Monthly Average: 1

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: 1,382 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

PM7 Volume

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<th></th>
<th>Oct</th>
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<td>0</td>
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Total: 1

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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<th>Days</th>
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Target Average: 5 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.*