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.

<table>
<thead>
<tr>
<th>Month</th>
<th>PM 1 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>201</td>
</tr>
<tr>
<td>Nov</td>
<td>160</td>
</tr>
<tr>
<td>Dec</td>
<td>197</td>
</tr>
</tbody>
</table>

Total Received: 558 | Monthly Average: 186

Complaints: 444 | Convictions: 114
**PM2 | Intake – Volume**

Number of complaints closed or assigned to an investigator.

Total: 559 | Monthly Average: 186

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

Total: 583 | Monthly Average: 196

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

Total: 31 | Monthly Average: 10

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

**Total: 14**

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

Total: 9

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: 15 Days | Actual Average: 1 Days