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.

**Enforcement Performance Measures**

**Q2 Report (October - December 2017)**

PM1 | Volume
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Number of complaints and convictions received.

<table>
<thead>
<tr>
<th>Month</th>
<th>Complaints</th>
<th>Convictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>Nov</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td>41</td>
<td></td>
</tr>
</tbody>
</table>

**Total Received:** 119 | **Monthly Average:** 40

**Complaints:** 110 | **Convictions:** 9
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

PM 2 Volume

Oct 31
Nov 37
Dec 56

Total: 124 | Monthly Average: 41

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

PM 2 Aging

Days

Oct 9
Nov 26
Dec 51

Target Average: 7 Days | Actual Average: 9 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 73 | Monthly Average: 24

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

Total: 10 | Monthly Average: 3

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

**PM 7 Volume**

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>3</td>
</tr>
<tr>
<td>Nov</td>
<td>3</td>
</tr>
<tr>
<td>Dec</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total:** 6

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**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**

<table>
<thead>
<tr>
<th>Days</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>9</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

**Target Average:** 15 Days  
**Actual Average:** 5 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: 15 Days | Actual Average: 2 Days