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>Month</th>
<th>Volume</th>
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<tbody>
<tr>
<td>Oct</td>
<td>6</td>
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<tr>
<td>Nov</td>
<td>3</td>
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<tr>
<td>Dec</td>
<td>8</td>
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**Total Received: 17 | Monthly Average: 6**

**Complaints: 16 | Convictions: 1**
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 17 | Monthly Average: 6

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: 5 Days | Actual Average: 1 Days
**PM3 | Investigations – Volume**

Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 15 | Monthly Average: 5

**PM3 | Investigations – Cycle Time**

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.

(Target Average: 60 Days | Actual Average: 100 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: 940 Days
No new probationers were assigned for monitoring this quarter.

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PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 2

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: 9 Days