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></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>1727</td>
<td>1667</td>
<td>1365</td>
</tr>
</tbody>
</table>

**Total Received:** 4,759  |  **Monthly Average:** 1,586

**Complaints:** 4,500  |  **Convictions:** 259
**PM2 | Intake – Volume**  
Number of complaints closed or assigned to an investigator.

Total: 4,743 | Monthly Average: 1,581

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

Total: 3,033 | Monthly Average: 1,011

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

**Total: 338 | Monthly Average: 113**

**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: 753 Days**
The Board does not have licensees in a probationary status.

The Board does not have licensees in a probationary status.
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

*The Board does not have licensees in a probationary status.*

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 does not have licensees in a probationary status.*