Enforcement Performance Measures

Q1 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.

Total Received: 12 | Monthly Average: 4
Complaints: 4 | Convictions: 8
**PM2 | Intake – Volume**

Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 2 Volume</td>
<td>5</td>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

Total: 12 | Monthly Average: 4

**PM2 | Intake – Cycle Time**

Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>PM 2 Aging</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Target Average: 7 Days | Actual Average: 1 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>10</td>
</tr>
<tr>
<td>Nov</td>
<td>2</td>
</tr>
<tr>
<td>Dec</td>
<td>3</td>
</tr>
</tbody>
</table>

**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.
(Includes intake and investigation)

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>116</td>
</tr>
<tr>
<td>Nov</td>
<td>39</td>
</tr>
<tr>
<td>Dec</td>
<td>114</td>
</tr>
</tbody>
</table>

**Target Average:** 270 Days | **Actual Average:** 107 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

*The Board did not have any cases closed in formal discipline this quarter.*

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)

*The Board did not have any cases closed in formal discipline this quarter.*
PM7 | Probation Intake – Volume
Number of new probation cases.

No new probationers were assigned for monitoring this quarter.

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

No new probationers were assigned for monitoring this quarter.
**PM8 | Probation Violation Response – Volume**  
Number of probation violation cases.

_The Committee did not have any probation violations this quarter._

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**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 Committee did not have any probation violations this quarter._