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>925</td>
<td>780</td>
<td>839</td>
<td></td>
</tr>
</tbody>
</table>

Total Received: 2,544 | Monthly Average: 848
Complaints: 2,482 | Convictions: 62
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
<th>Month</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>1027</td>
</tr>
<tr>
<td>Nov</td>
<td>679</td>
</tr>
<tr>
<td>Dec</td>
<td>839</td>
</tr>
</tbody>
</table>

Total: 2,545 | Monthly Average: 848

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>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>8</td>
</tr>
<tr>
<td>Nov</td>
<td>9</td>
</tr>
<tr>
<td>Dec</td>
<td>12</td>
</tr>
</tbody>
</table>

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

Total: 2,467 | Monthly Average: 822

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: 200 Days | Actual Average: 132 Days

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1 Due to rounding, there might be small discrepancies between the PM3 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

**Total: 81 | Monthly Average: 27**

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Average number of days to close cases transmitted to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

**Target Average: 540 Days | Actual Average: 951 Days**

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2 Due to rounding, there might be small discrepancies between the PM4 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>11</td>
<td>12</td>
<td>12</td>
</tr>
</tbody>
</table>

Total: 35

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>3</td>
<td>6</td>
<td>12</td>
</tr>
</tbody>
</table>

Target Average: 25 Days | Actual Average: 7 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

PM 8 Volume

Oct: 60
Nov: 23
Dec: 23

Total: 106

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.

PM 8 Aging

Days

Target = 10

Oct: 3
Nov: 4
Dec: 6

Target Average: 10 Days | Actual Average: 4 Days