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.

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<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<td>Total</td>
<td>30</td>
<td>39</td>
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Total Received: 92 | Monthly Average: 31
Complaints: 92 | Convictions: 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 95 | Monthly Average: 32

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: 10 Days | Actual Average: 16 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 62 | Monthly Average: 21

**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: 360 Days | Actual Average: 209 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 6 | Monthly Average: 2

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

Total: 5

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

Target Average: 10 Days | Actual Average: 9 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:** 10 Days
- **Actual Average:** 1 Days