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>Month</th>
<th>PM 1 Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>13</td>
</tr>
<tr>
<td>Aug</td>
<td>19</td>
</tr>
<tr>
<td>Sept</td>
<td>14</td>
</tr>
</tbody>
</table>

**Total Received:** 46  |  **Monthly Average:** 15  

**Complaints:** 46  |  **Convictions:** 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 47 | Monthly Average: 16

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

Total: 41 | Monthly Average: 14

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: 365 Days | Actual Average: 173 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

*The Bureau 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 Bureau 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 Bureau did not have any probation violations this quarter.*

---

**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 Bureau did not have any probation violations this quarter.*