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>PM 1 Volume</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Oct 296</td>
<td></td>
</tr>
<tr>
<td>Nov 208</td>
<td></td>
</tr>
<tr>
<td>Dec 226</td>
<td></td>
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</tbody>
</table>

Total Received: 730 | Monthly Average: 243

Complaints: 511 | Convictions: 219
**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>333</td>
</tr>
<tr>
<td>Nov</td>
<td>241</td>
</tr>
<tr>
<td>Dec</td>
<td>162</td>
</tr>
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</table>

**Total: 736 | Monthly Average: 245**

**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>
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</thead>
<tbody>
<tr>
<td>Oct</td>
<td>17</td>
</tr>
<tr>
<td>Nov</td>
<td>19</td>
</tr>
<tr>
<td>Dec</td>
<td>15</td>
</tr>
</tbody>
</table>

**Target Average: 20 Days | Actual Average: 26 Days**
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 1,158 | Monthly Average: 386

**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: 210 Days | Actual Average: 309 Days
PM4 | Formal Discipline -- Volume
Cases closed, of those transmitted to the Attorney General.

Total: 59 | Monthly Average: 20

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

Total: 39

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: 30 Days | Actual Average: 1 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

**PM 8 Volume**

- **Oct**: 5
- **Nov**: 9
- **Dec**: 0

**Total**: 14

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**

- **Oct**: 1
- **Nov**: 1
- **Dec**: 0

**Target Average**: 7 Days | **Actual Average**: 1 Days