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>Total</td>
<td>729</td>
<td>622</td>
<td>559</td>
</tr>
</tbody>
</table>

**Total Received:** 1,910 | **Monthly Average:** 637

**Complaints:** 740 | **Convictions:** 1,170
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

<table>
<thead>
<tr>
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<th>PM 2 Volume</th>
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<tbody>
<tr>
<td>Oct</td>
<td>792</td>
</tr>
<tr>
<td>Nov</td>
<td>640</td>
</tr>
<tr>
<td>Dec</td>
<td>548</td>
</tr>
</tbody>
</table>

**Total:** 1,980 | **Monthly Average:** 660

**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:** 15 Days | **Actual Average:** 6 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 2,048 | Monthly Average: 683

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**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: 100 Days | Actual Average: 109 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).
**PM4 | Formal Discipline – Volume**

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.).

![PM4 Volume Chart]

Total: 313 | Monthly Average: 104

**PM4 | Formal Discipline – Cycle Time**

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.).

![PM4 Aging Chart]

Target Average: 540 Days | Actual Average: 702 Days

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*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.

Total: 85

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

PM 8 Volume

<table>
<thead>
<tr>
<th>Month</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>26</td>
</tr>
<tr>
<td>Nov</td>
<td>26</td>
</tr>
<tr>
<td>Dec</td>
<td>14</td>
</tr>
</tbody>
</table>

Total: 66

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>2</td>
</tr>
<tr>
<td>Nov</td>
<td>1</td>
</tr>
<tr>
<td>Dec</td>
<td>1</td>
</tr>
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</table>

Target Average: 2 Days | Actual Average: 2 Days