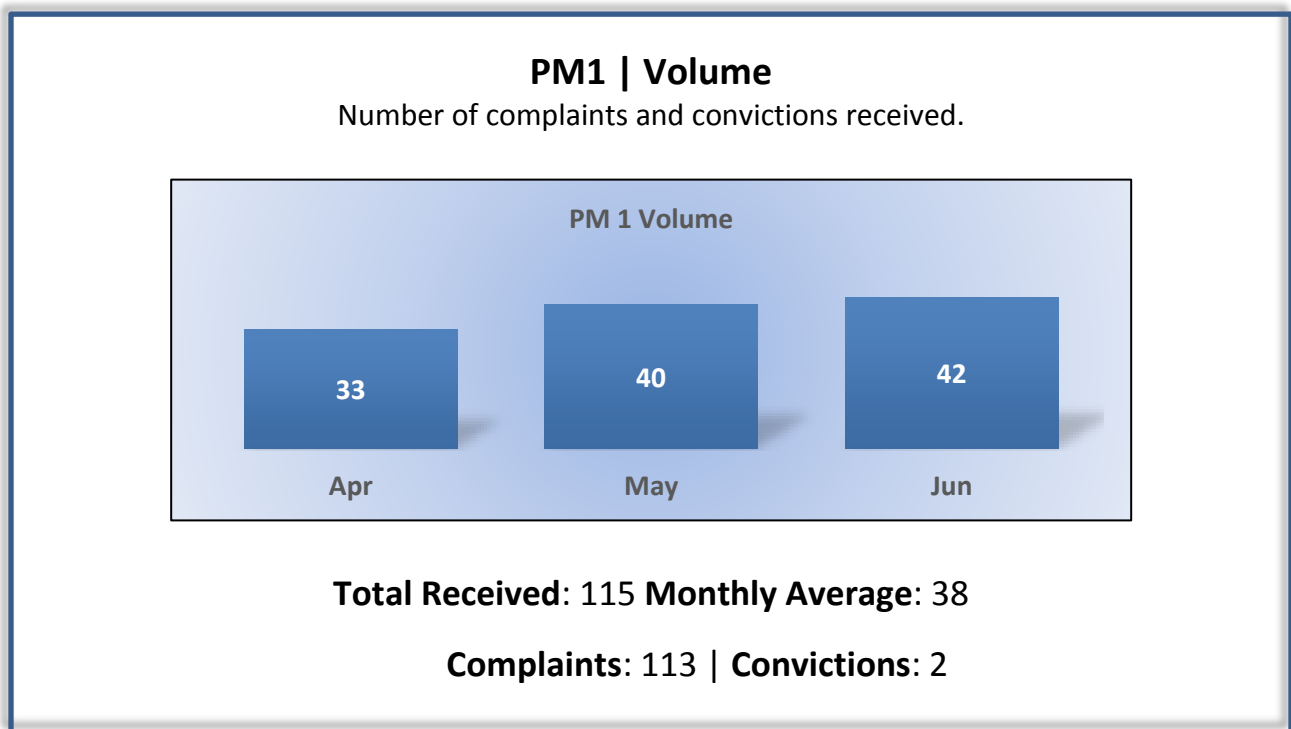# Enforcement Performance Measures
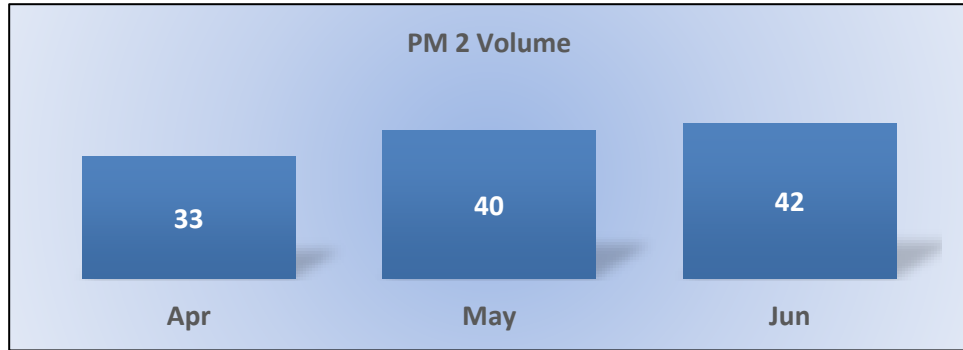
Q4 Report *(April - June 2017)*

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.

PM 1 Volume

Apr	May	Jun
33	40	42

Total Received: 115 **Monthly Average**: 38

Complaints: 113 | **Convictions**: 2

PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

PM 2 Volume

Apr	May	Jun
33	40	42

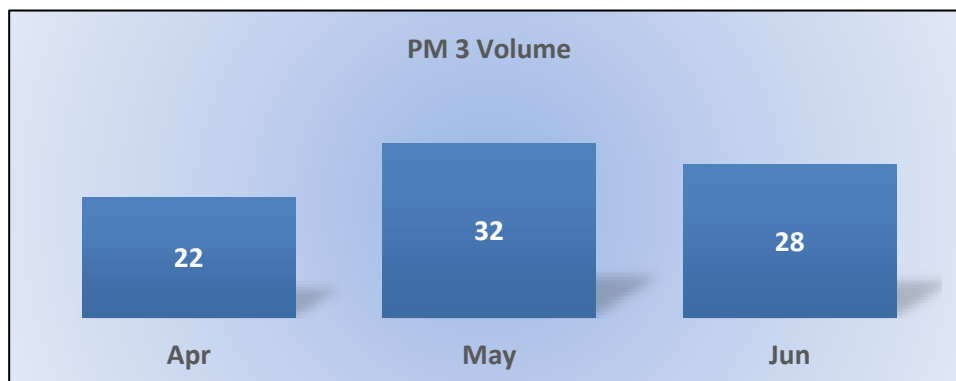**Total:** 115 **| Monthly Average:** 38

PM2 | Intake – Cycle Time
Average number of days from complaint receipt,
to the date the complaint was closed or assigned to an investigator.

PM 2 Aging

Days

10

5

0

Apr	May	Jun
1	1	1
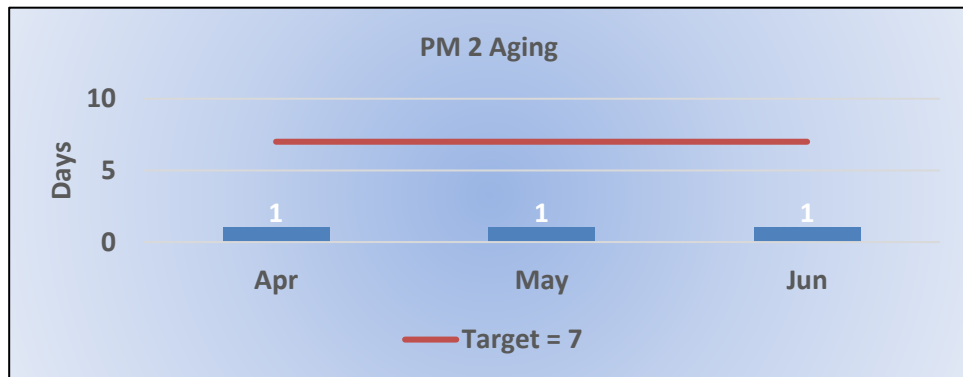
Target = 7

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

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

PM 3 Volume

22	**32**	**28**
Apr	May	Jun

Total: 82 **| Monthly Average:** 27

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.)

PM 3 Aging

Days

300
200
100
0

86	92	78
Apr	May	Jun

━━ Target = 270
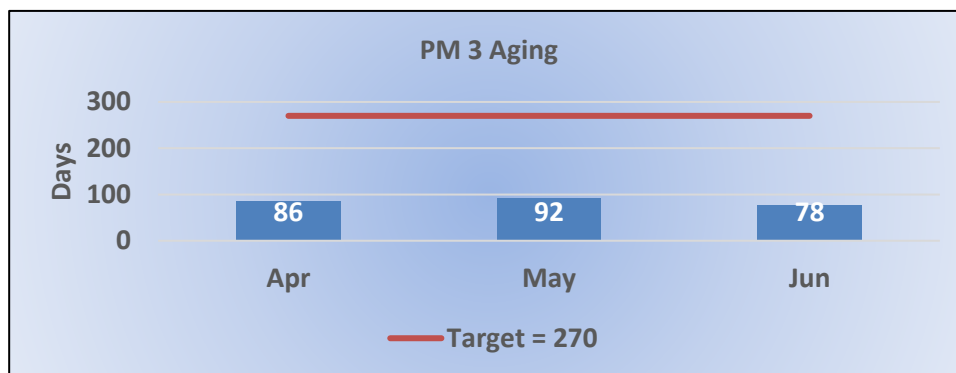
Target Average: 270 Days **| Actual Average:** 86 Days

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.).

The Board 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 case outcome.)

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