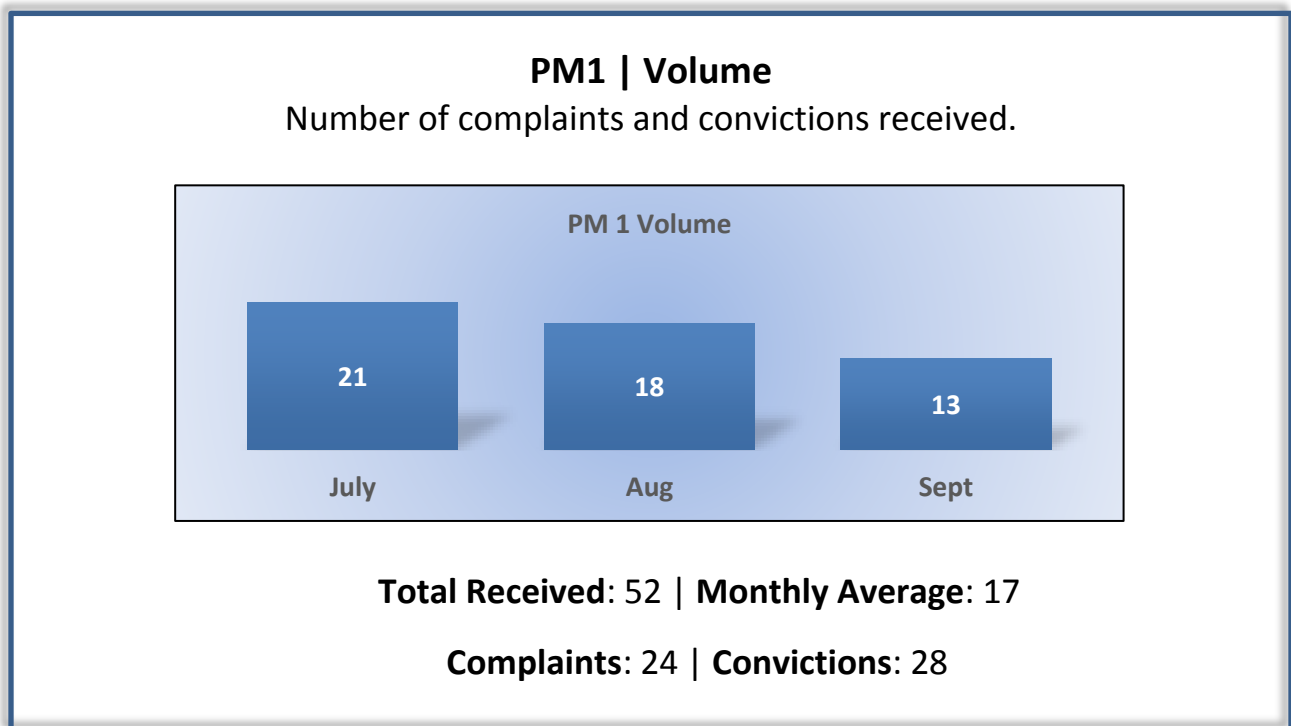


## Enforcement Performance Measures

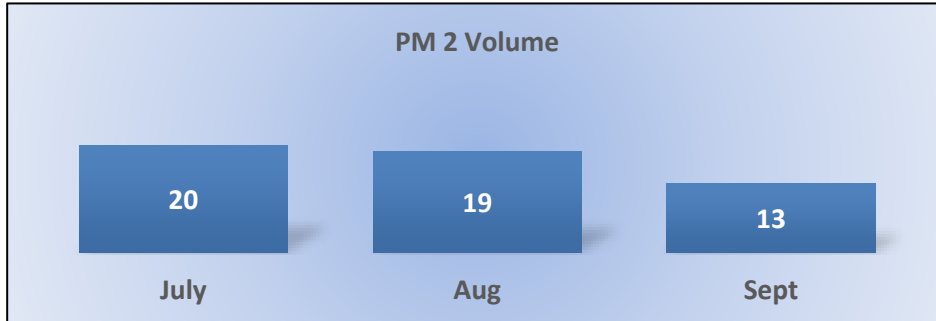
### Q1 Report (July - September 2017)

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.



### PM2 | Intake – Volume

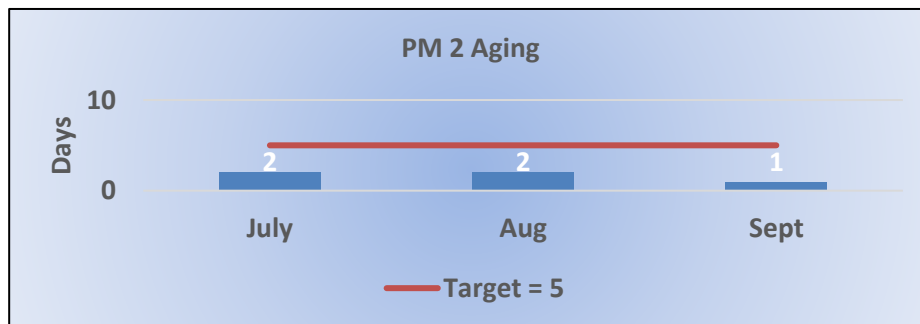
Number of complaints closed or assigned to an investigator.



**Total: 52 | Monthly Average: 17**

### PM2 | Intake – Cycle Time

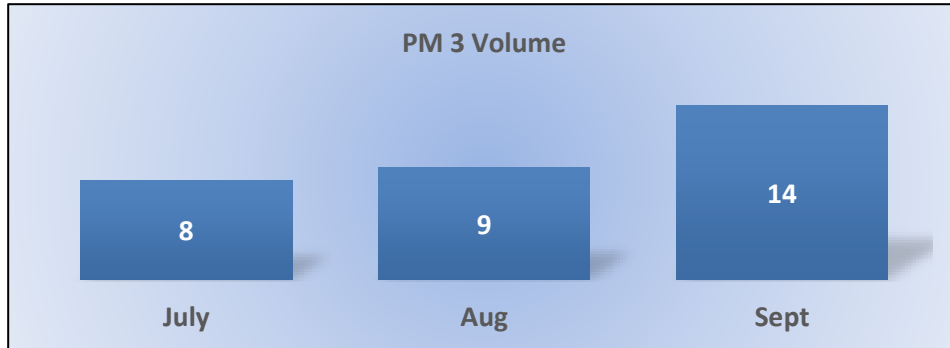
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 5 Days | Actual Average: 2 Days**

### PM3 | Investigations – Volume

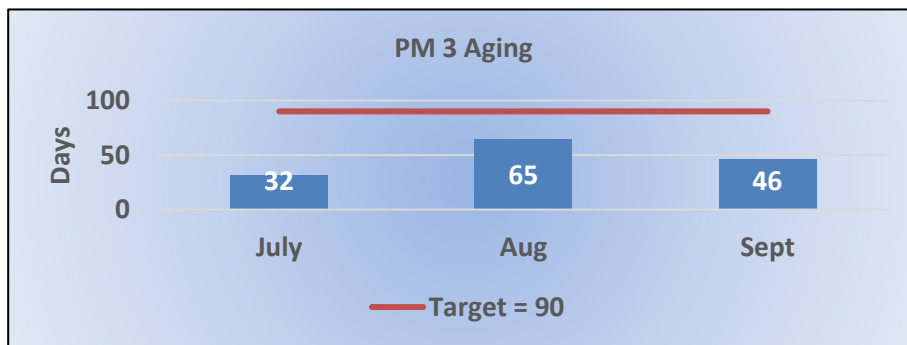
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 31 | Monthly Average: 10**

### PM3 | Investigations – Cycle Time

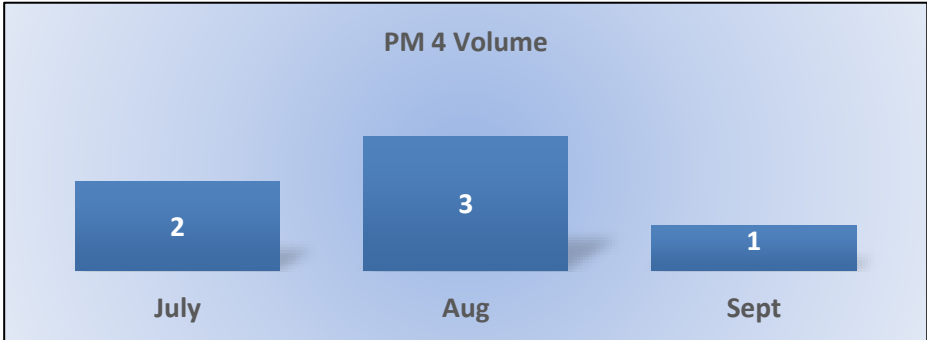
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.  
(Includes intake and investigation)



**Target Average: 90 Days | Actual Average: 48 Days**

### PM4 | Formal Discipline -- Volume

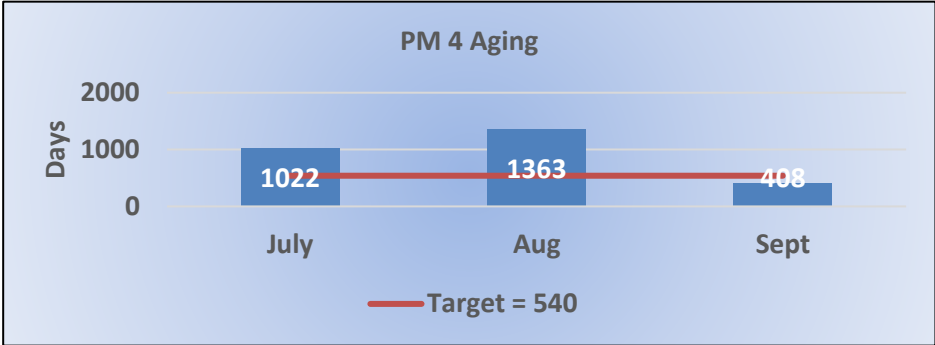
Cases closed, of those transmitted to the Attorney General.



**Total: 6 | Monthly Average: 2**

### PM4 | Formal Discipline – Cycle Time

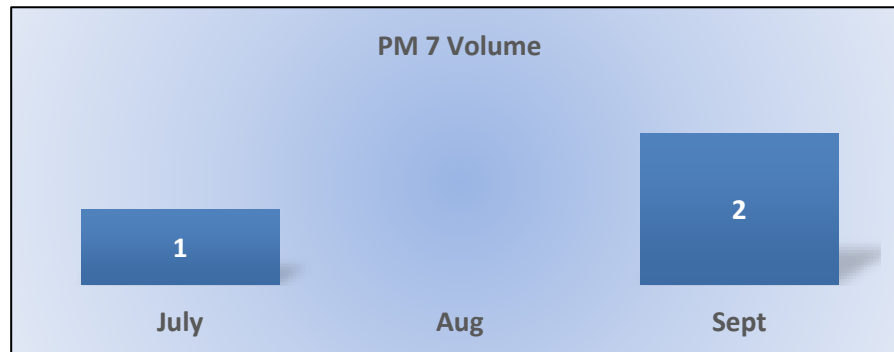
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and transmittal outcome)



**Target Average: 540 Days | Actual Average: 1,090 Days**

### PM7 | Probation Intake – Volume

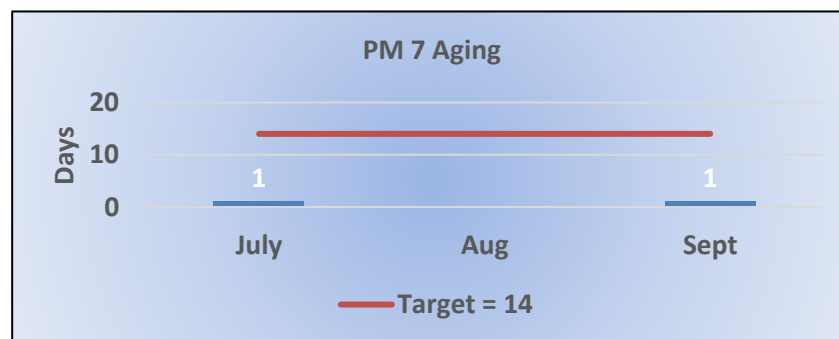
Number of new probation cases.



**Total: 3**

### 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: 14 Days | Actual Average: 1 Day**

**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.*