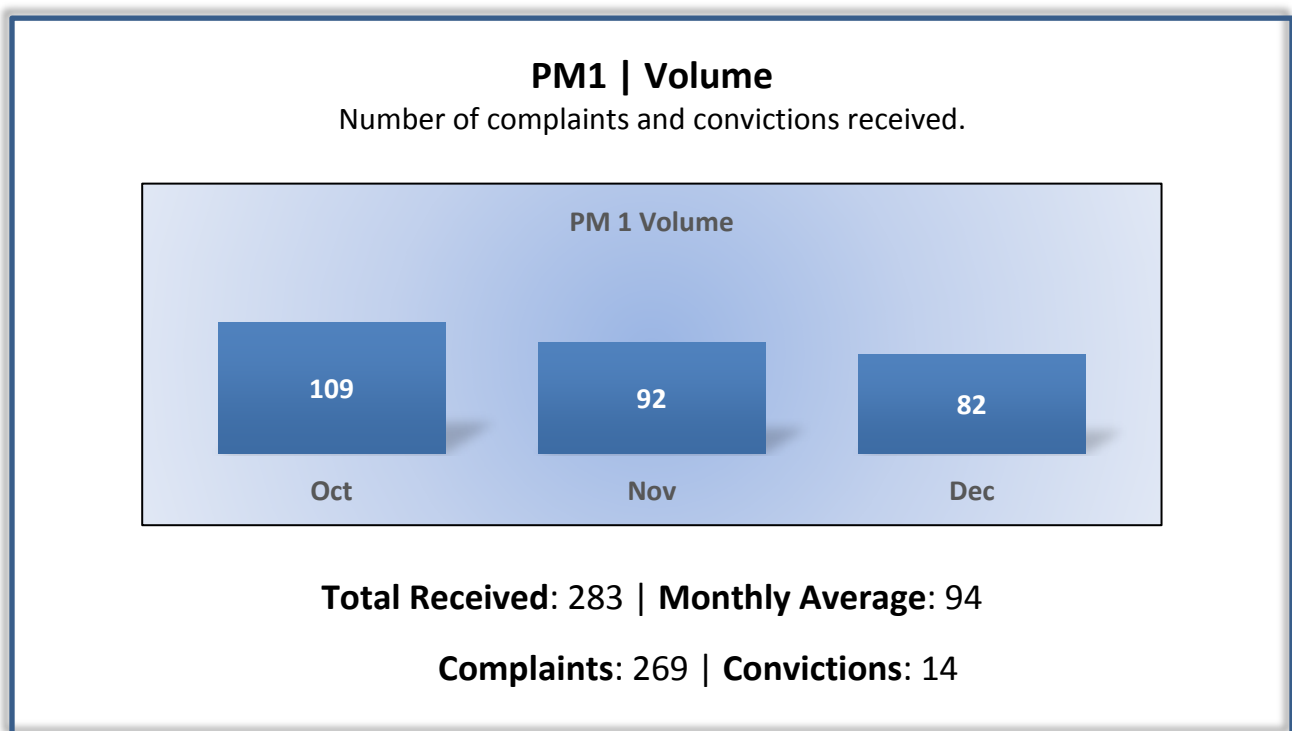# Enforcement Performance Measures
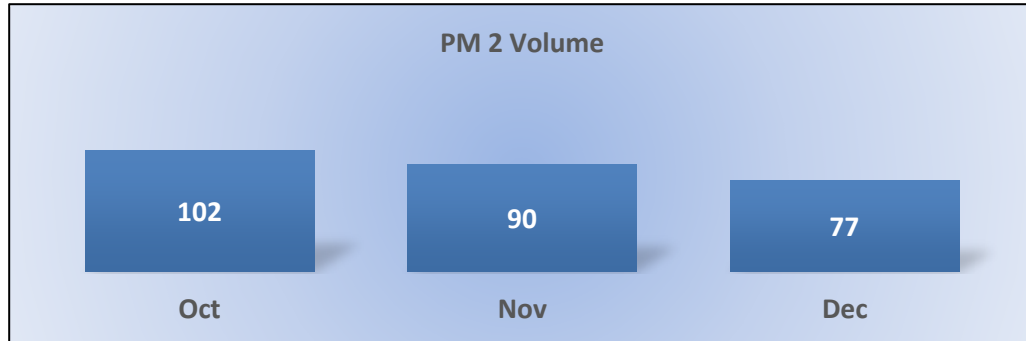
Q2 Report *(October - December 2016)*

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

Oct	Nov	Dec
109	92	82

Total Received: 283 | **Monthly Average**: 94

Complaints: 269 | **Convictions**: 14

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

PM 2 Volume

Oct	Nov	Dec
102	90	77

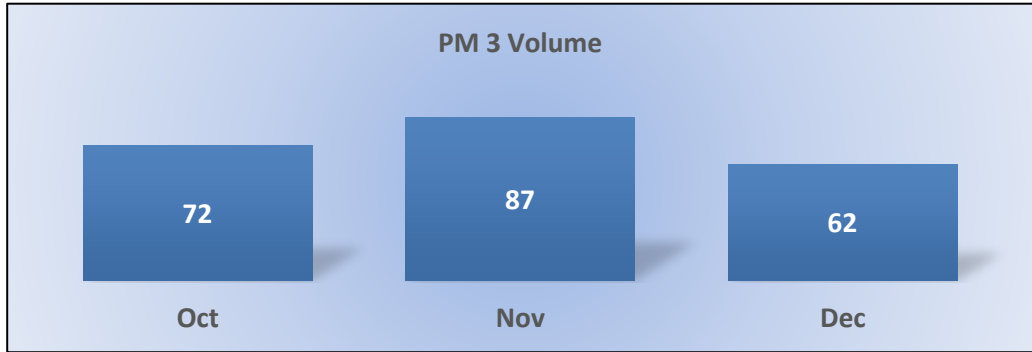**Total:** 269 | **Monthly Average:** 90

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

	Oct	Nov	Dec
20			
10	6	6	11
0			
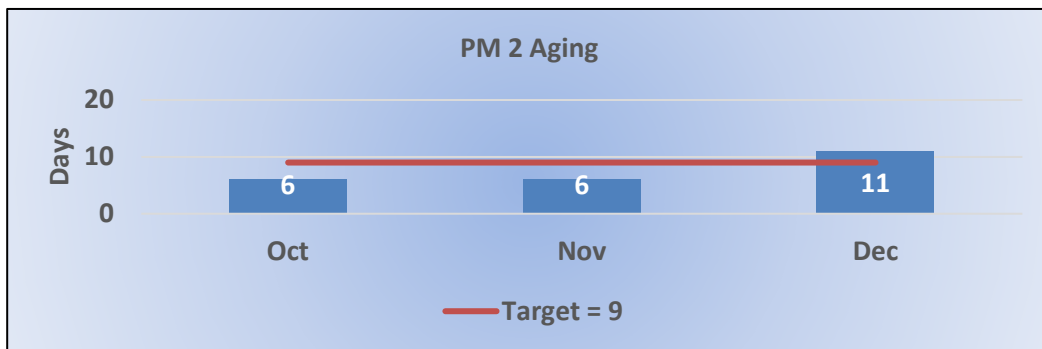
—— Target = 9

Target Average: 9 Days | **Actual Average:** 7 Days

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

PM 3 Volume

Oct	Nov	Dec
72	87	62

Total: 221 **| Monthly Average:** 76

PM3 | Investigations – Cycle Time[1]
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

7   69   2

TARGET = 80

0   20   40   60   80   100

■ Intake Time   ■ Investigation Time   ☐ Post-Investigation Time
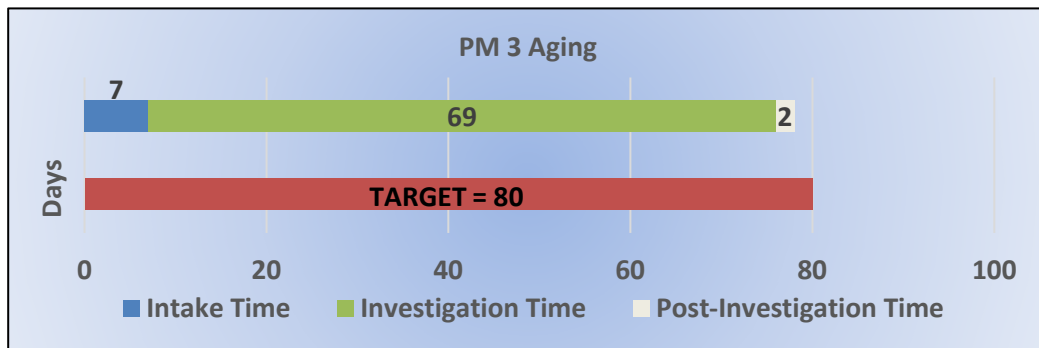
Target Average: 80 Days **| Actual Average:** 76 Days

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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).*
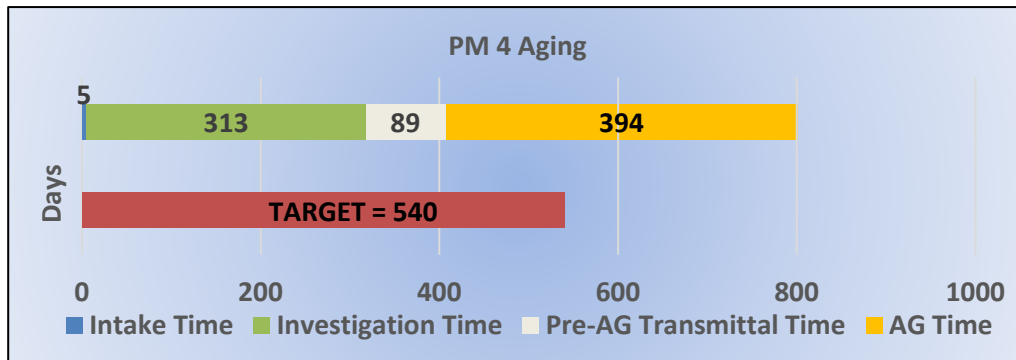
PM4 | Formal Discipline – Volume

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.).

PM 4 Volume

6	6	2
Oct	Nov	Dec
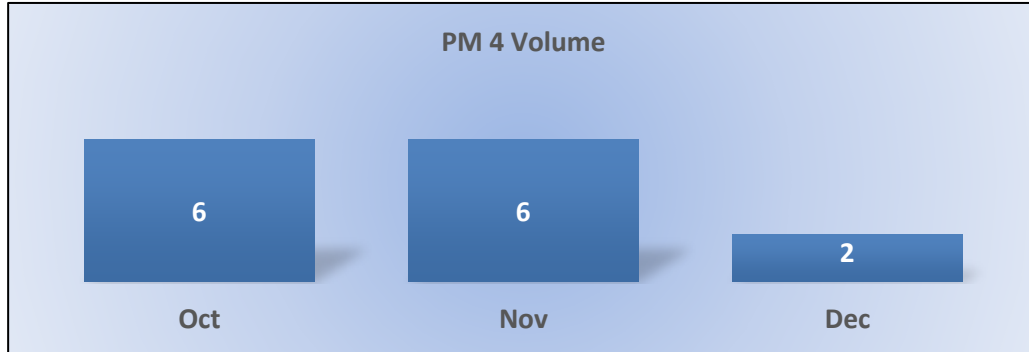
Total: 14 **| Monthly Average:** 5

PM4 | Formal Discipline – Cycle Time[2]

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

PM 4 Aging

Days

5	313	89	394

TARGET = 540

0   200   400   600   800   1000

■ Intake Time ■ Investigation Time ■ Pre-AG Transmittal Time ■ AG Time

Target Average: 540 Days **| Actual Average:** 797 Days

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[2] *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).*
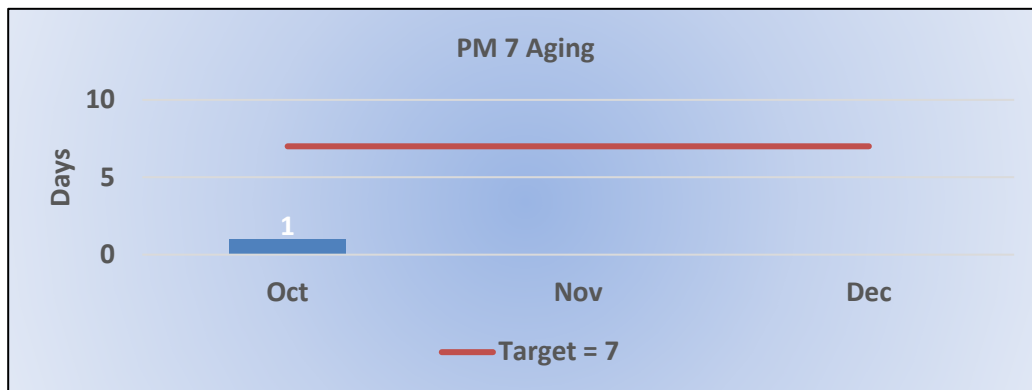
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

3	0	0
Oct	Nov	Dec
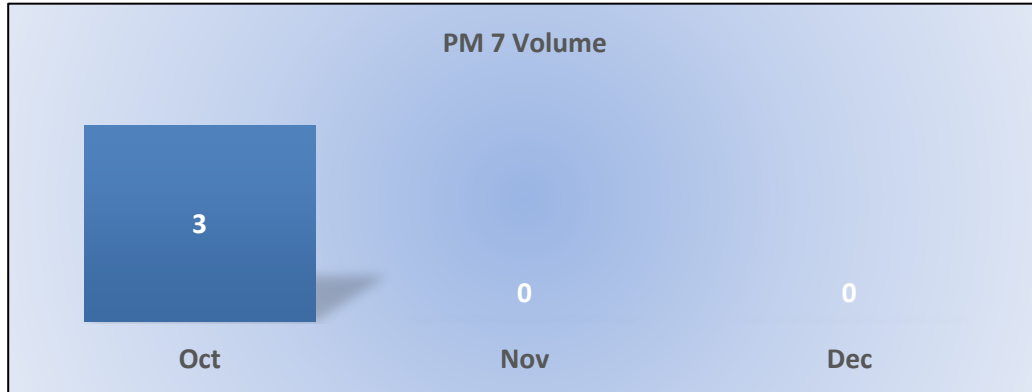
Total: 3

PM7 | Probation Intake – Cycle Time
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

PM 7 Aging

Days

10

5

1

0

Oct   Nov   Dec

Target = 7

Target Average: 7 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.