

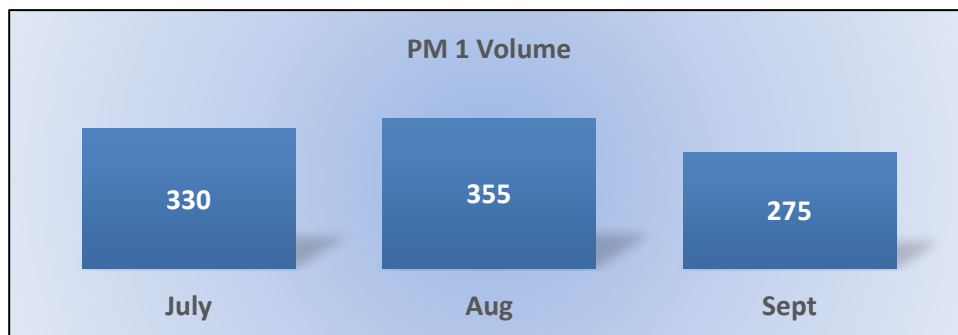
Enforcement Performance Measures

Q1 Report (July - September 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.

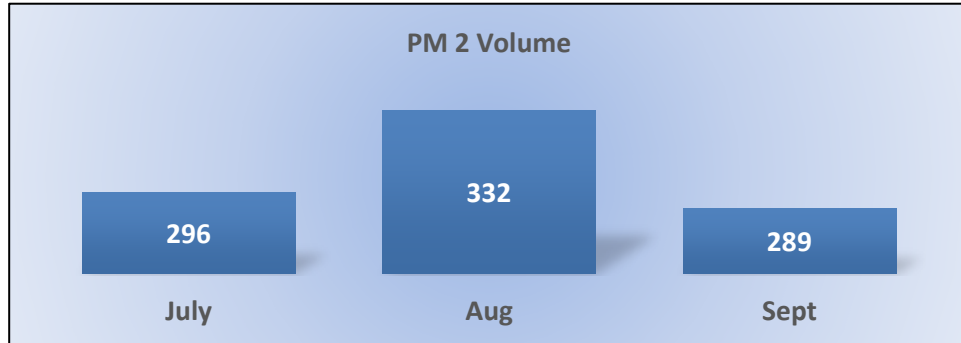


Total Received: 960 | Monthly Average: 320

Complaints: 660 | Convictions: 300

PM2 | Intake – Volume

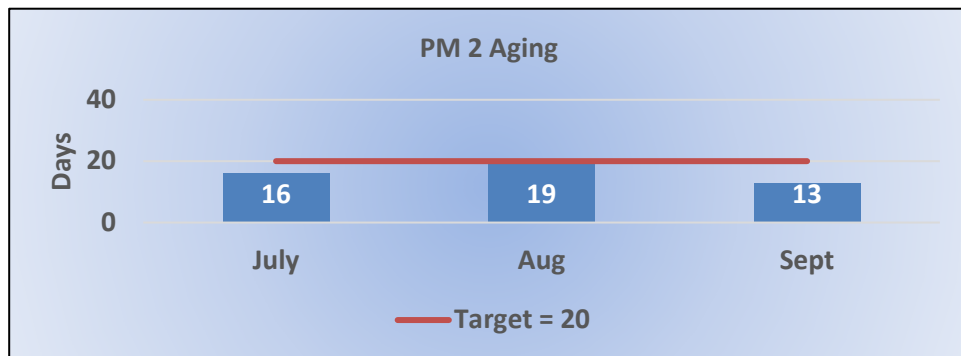
Number of complaints closed or assigned to an investigator.



Total: 917 | Monthly Average: 306

PM2 | Intake – Cycle Time

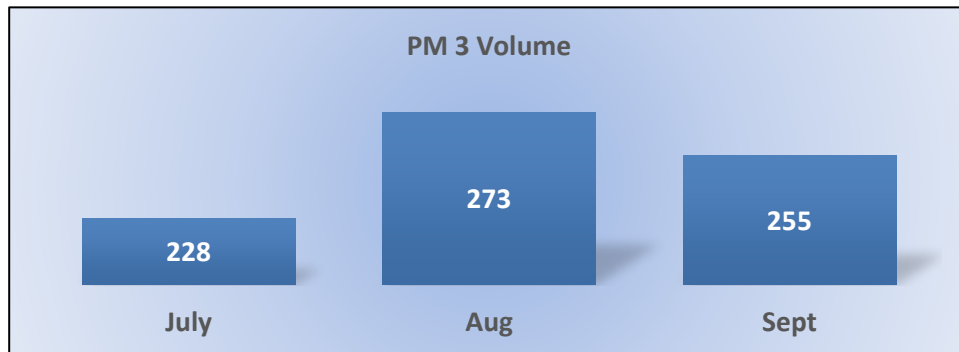
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 20 Days | Actual Average: 16 Days

PM3 | Investigations – Volume

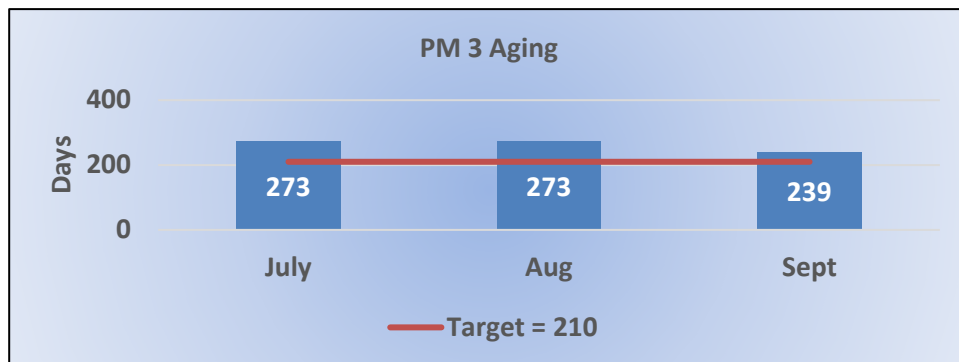
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 756 | Monthly Average: 252

PM3 | Investigations – Cycle Time

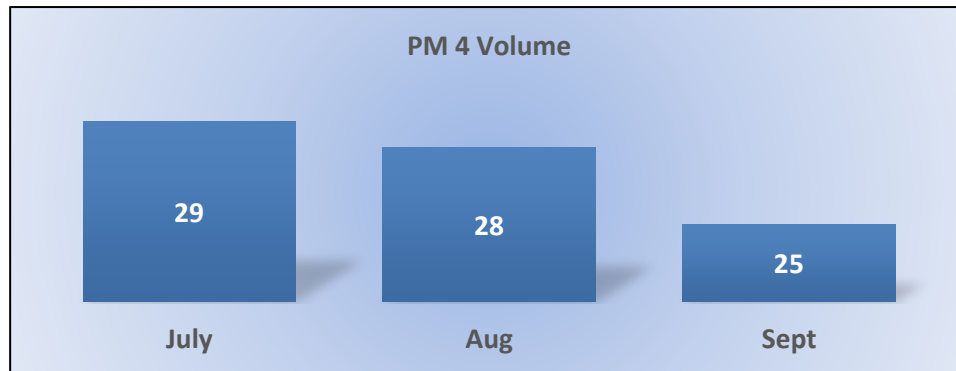
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)



Target Average: 210 Days | Actual Average: 261 Days

PM4 | Formal Discipline – Volume

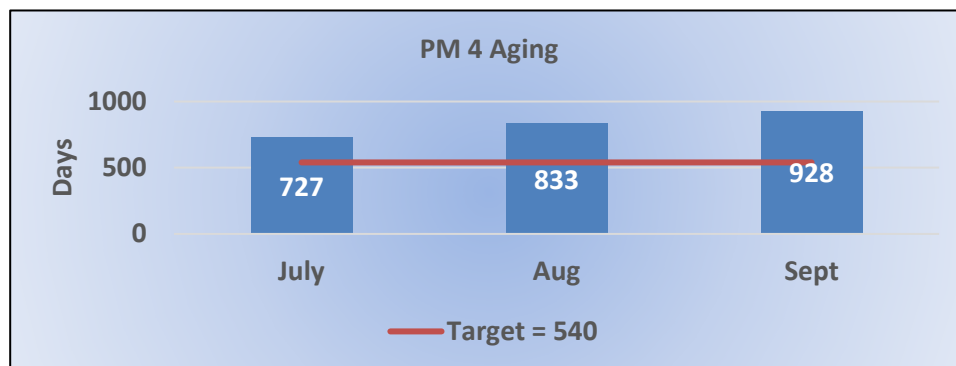
Cases closed, of those transmitted to the Attorney General.



Total: 82 | Monthly Average: 27

PM4 | Formal Discipline – Cycle Time

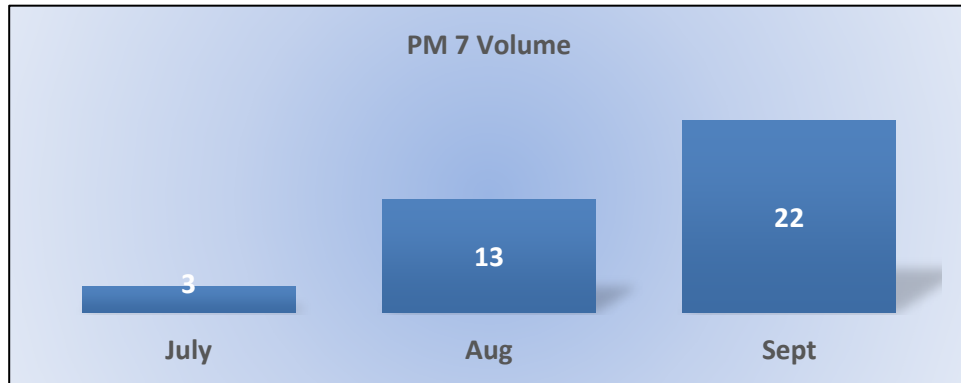
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General.
(Includes intake, investigation, and case outcome.)



Target Average: 540 Days | Actual Average: 825 Days

PM7 | Probation Intake – Volume

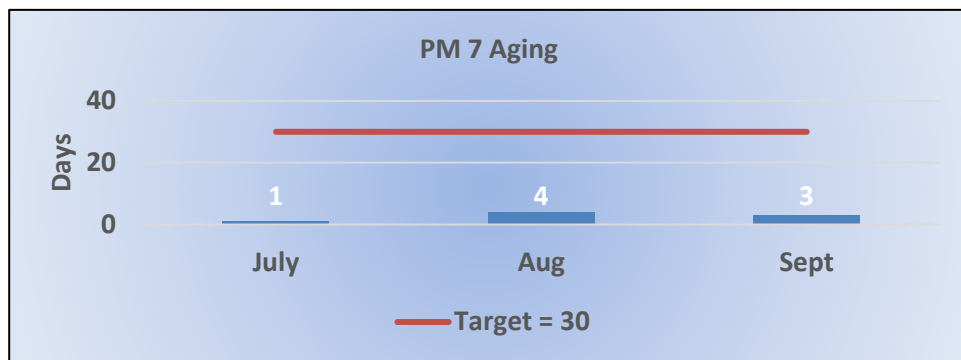
Number of new probation cases.



Total: 38

PM7 | Probation Intake – Cycle Time

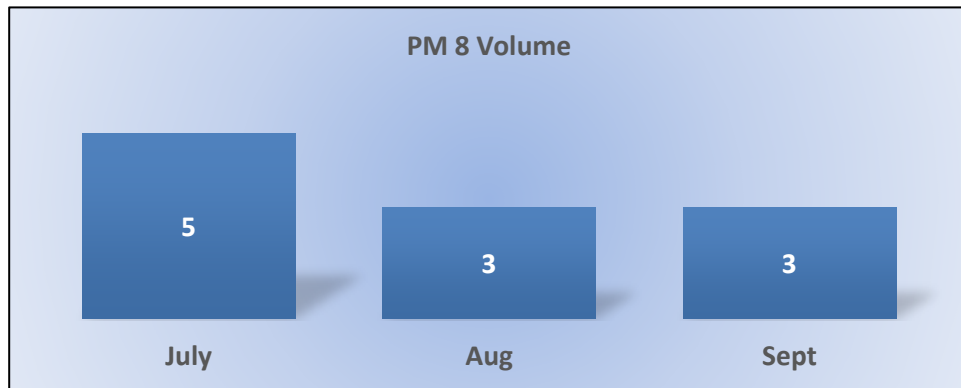
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 30 Days | Actual Average: 4 Days

PM8 | Probation Violation Response – Volume

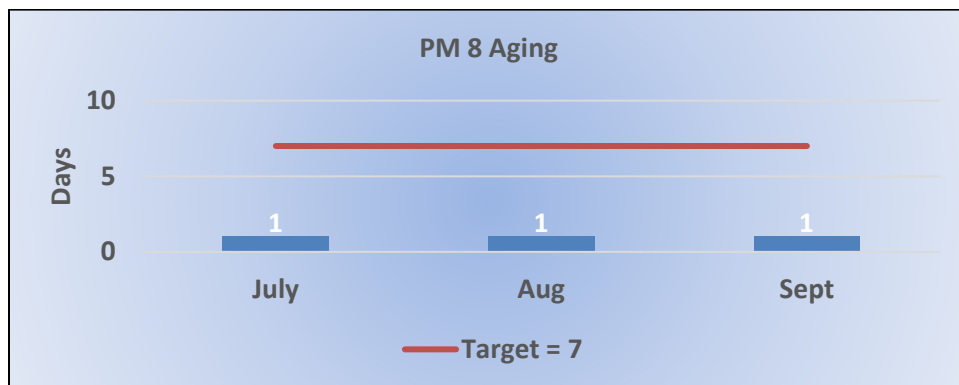
Number of probation violation cases.



Total: 11

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.



Target Average: 7 Days | Actual Average: 1 Day