

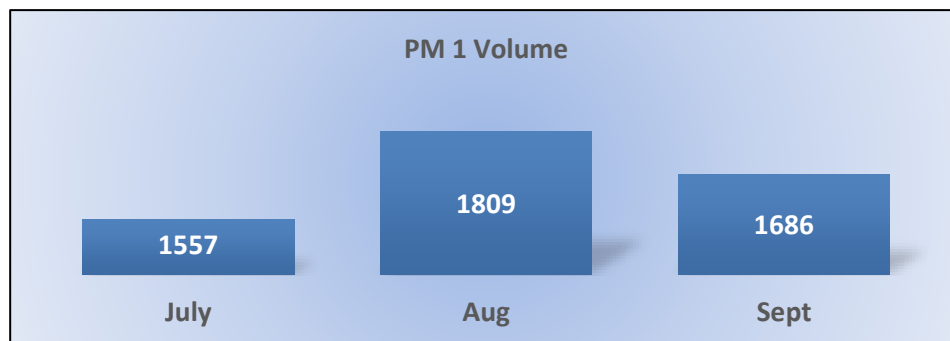
Enforcement Performance Measures

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.

PM1 | Volume

Number of complaints and convictions received.

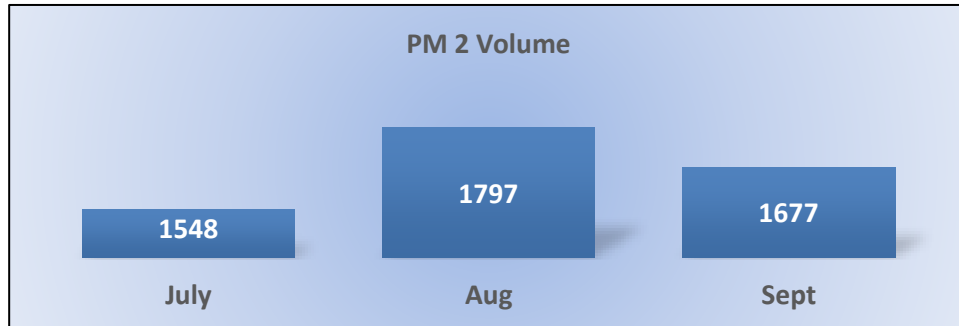


Total Received: 5,052 | Monthly Average: 1,684

Complaints: 4,835 | Convictions: 217

PM2 | Intake – Volume

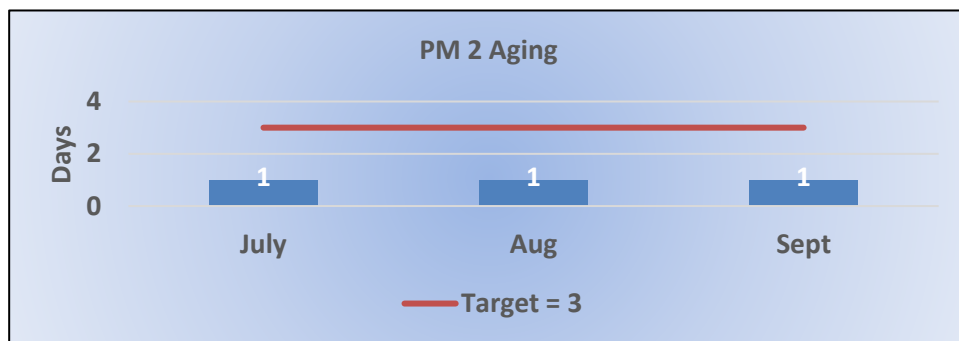
Number of complaints closed or assigned to an investigator.



Total: 5,022 | Monthly Average: 1,674

PM2 | Intake – Cycle Time

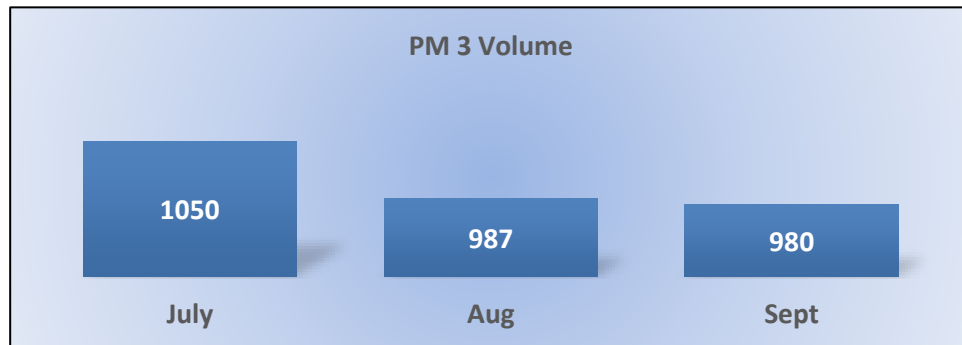
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 3 Days | Actual Average: 1 Days

PM3 | Investigations – Volume

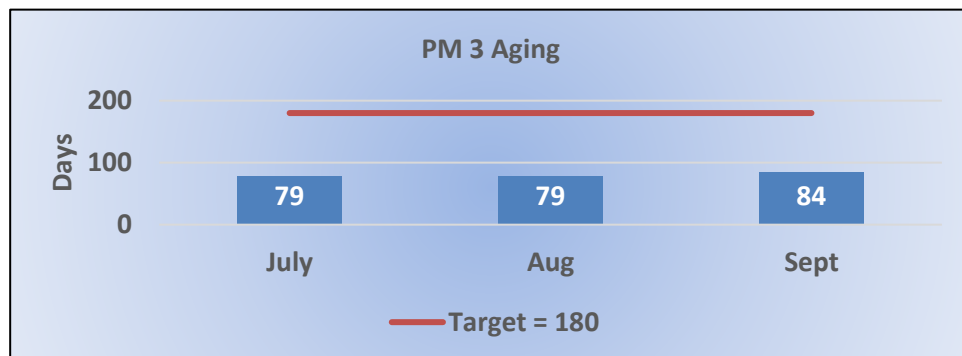
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 3,017 | Monthly Average: 1,006

PM3 | Investigations – Cycle Time

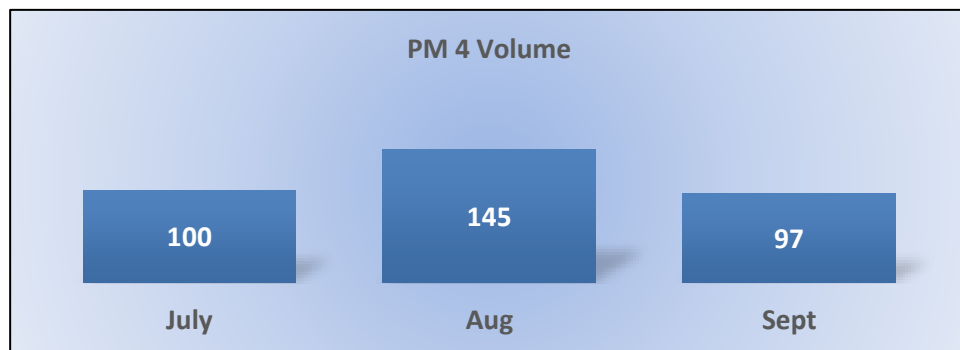
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation)



Target Average: 180 Days | Actual Average: 81 Days

PM4 | Formal Discipline -- Volume

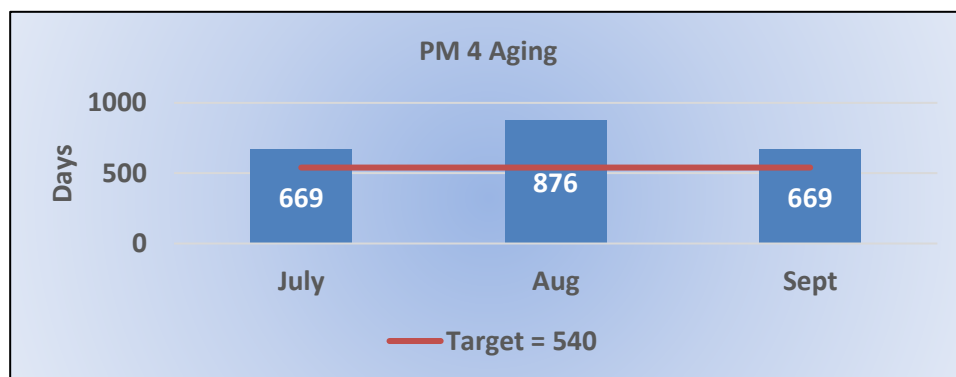
Cases closed, of those transmitted to the Attorney General.



Total: 342 | Monthly Average: 114

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: 757 Days

PM7 | Probation Intake – Volume

Number of new probation cases.

The Board does not have licensees in a probationary status.

PM7 | Probation Intake – Cycle Time

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

The Board does not have licensees in a probationary status.

PM8 | Probation Violation Response – Volume

Number of probation violation cases.

The Board does not have licensees in a probationary status.

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 does not have licensees in a probationary status.