



Item: Enforcement Performance Measures and Statistics

Item Summary: The Board's Enforcement Performance Measures for FY 16/17, Quarters 3 and 4 (January-June 2017) are submitted for the Board's review.

- Board Action:**
1. President calls the agenda item and it is presented by or as directed by the President.
 2. For information purposes only. Discussion may ensue.

Attached is a report of the Board's Enforcement Performance Measures for FY 16/17, Quarters 3 and 4 (January-June 2017) for the Board's review.

You will note that the Board met all of its target days for each performance measure with the exception of PM4 Formal Discipline Cycle Time for Quarter 3. The Board did however, meet the 540 day target for PM4 for Quarter 4. The Formal Discipline Cycle Time includes only those cases where the Board pursues formal disciplinary action. The time includes both Board staff time to "intake, investigate and transmit" these cases, as well as the Office of the Attorney General's time to prosecute these cases (time that is outside the Board's control).

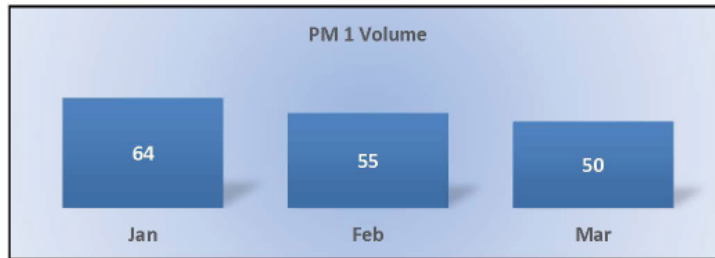
Enforcement Performance Measures

Q3 Report (January – March 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.

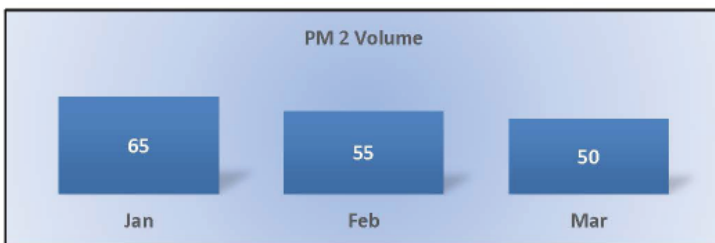


Total Received: 169 | Monthly Average: 56

Complaints: 61 | Convictions: 108

PM2 | Intake – Volume

Number of complaints closed or assigned to an investigator.



Total: 170 | Monthly Average: 57

PM2 | Intake – Cycle Time

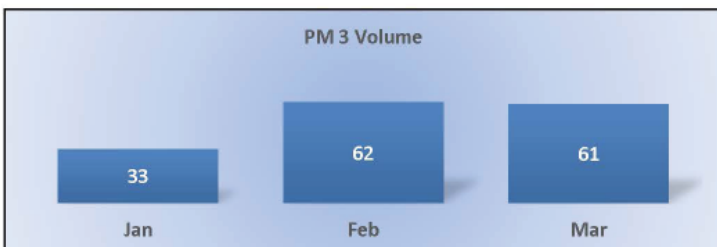
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 7 Days | Actual Average: 2 Days

PM3 | Investigations – Volume

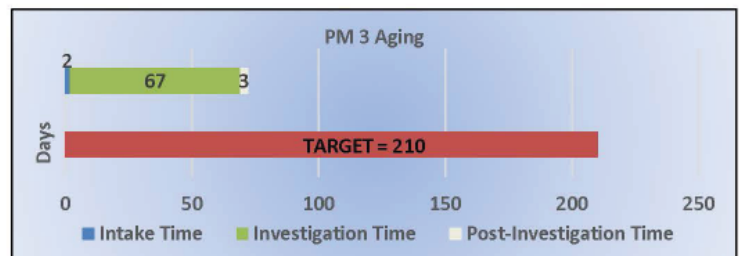
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 156 | Monthly Average: 52

PM3 | Investigations – Cycle Time¹

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

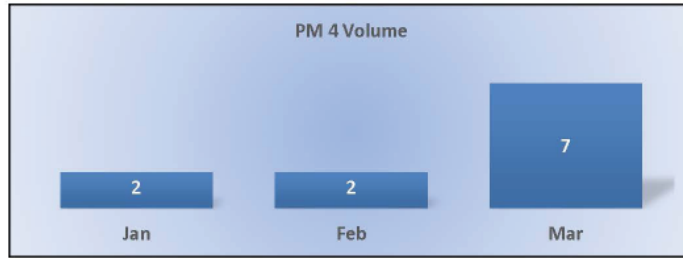


Target Average: 210 Days | Actual Average: 69 Days

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

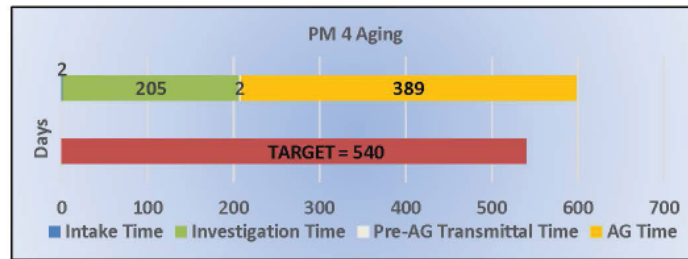
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 11 | Monthly Average: 4

PM4 | Formal Discipline – Cycle Time²

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.).

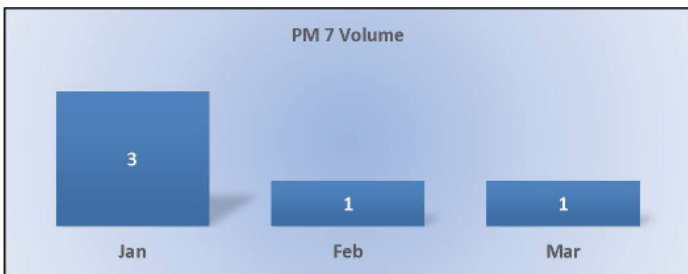


Target Average: 540 Days | Actual Average: 596 Days

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.



Total: 5

PM7 | Probation Intake – Cycle Time

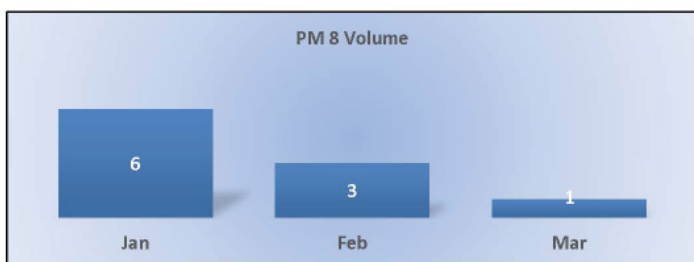
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 6 Days | Actual Average: 3 Days

PM8 | Probation Violation Response – Volume

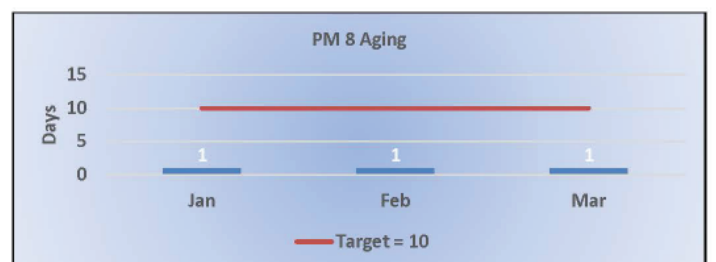
Number of probation violation cases.



Total: 10

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: 10 Days | Actual Average: 1 Day

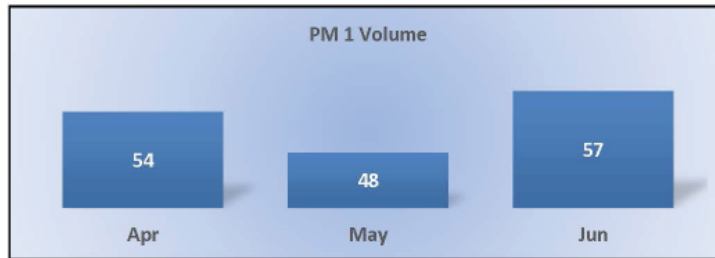
Enforcement Performance Measures

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.

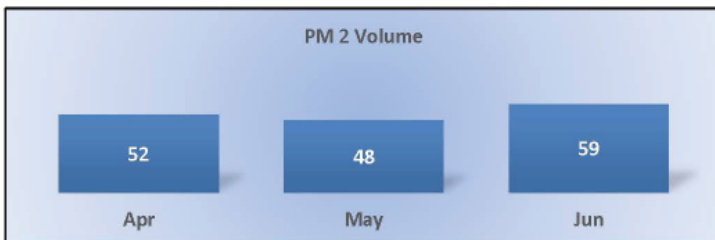


Total Received: 159 | Monthly Average: 53

Complaints: 65 | Convictions: 94

PM2 | Intake – Volume

Number of complaints closed or assigned to an investigator.



Total: 159 | Monthly Average: 53

PM2 | Intake – Cycle Time

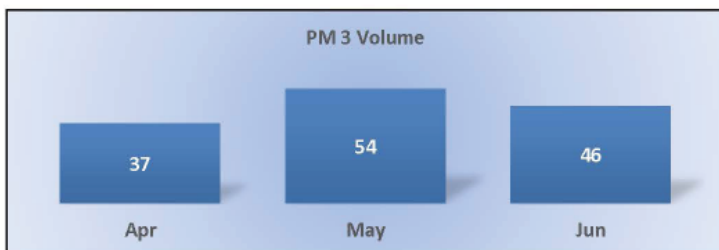
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 7 Days | Actual Average: 2 Days

PM3 | Investigations – Volume

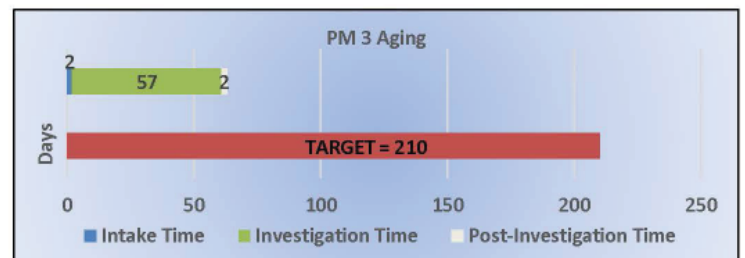
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 137 | Monthly Average: 46

PM3 | Investigations – Cycle Time¹

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

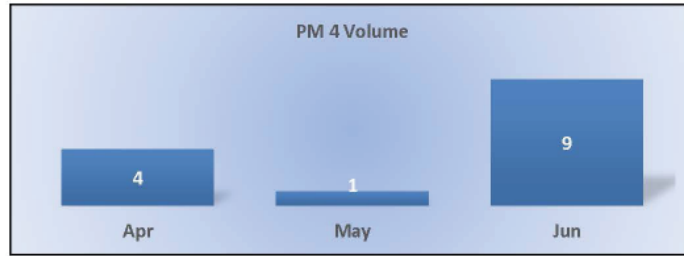


Target Average: 210 Days | Actual Average: 58 Days

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

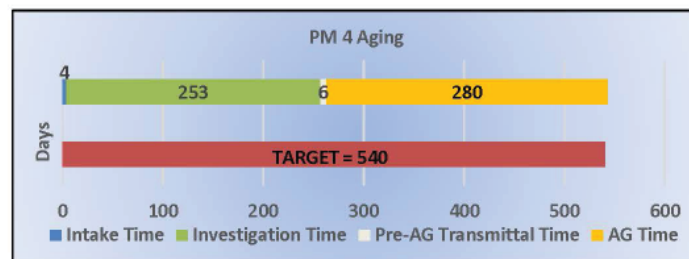
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 14 | Monthly Average: 5

PM4 | Formal Discipline – Cycle Time²

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.).



Target Average: 540 Days | Actual Average: 537 Days

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

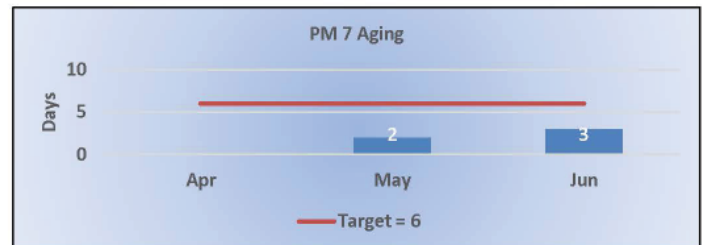
Number of new probation cases.



Total: 6

PM7 | Probation Intake – Cycle Time

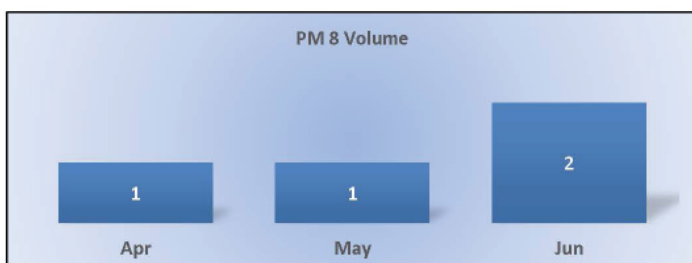
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 6 Days | Actual Average: 3 Days

PM8 | Probation Violation Response – Volume

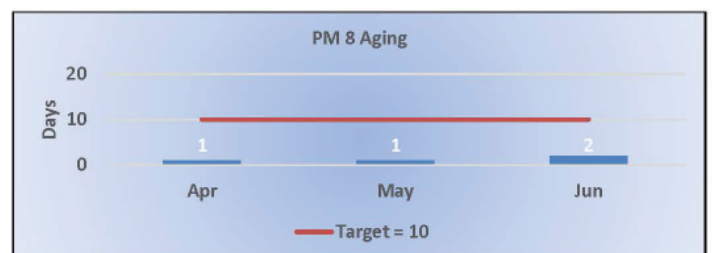
Number of probation violation cases.



Total: 4

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: 10 Days | Actual Average: 1 Day