

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

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## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
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Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
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All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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Up to 90 Days	100	92	102										294
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Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
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2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

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Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
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Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

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Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
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Complaints investigated by the program whether by desk investigation or by field investigation.

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If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
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Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
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**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
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Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
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2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

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AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
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Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
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PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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**PM1: VOLUME**

Number of Complaints Received within the specified time period.

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Average Number of Days to complete Complaint Intake during the specified time period.

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Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

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Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
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## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
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2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

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Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
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Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

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Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
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Complaints investigated by the program whether by desk investigation or by field investigation.

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If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
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Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
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**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
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Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
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2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

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AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
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Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
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PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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**PM1: VOLUME**

Number of Complaints Received within the specified time period.

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Average Number of Days to complete Complaint Intake during the specified time period.

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Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

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Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
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## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
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AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
Closed without Assignment for Investigation	0	0	0										0
Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

Convictions/Arrest Reports	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
Avg. Days to Close or Assign	4	7	4										15
Pending	40	36	43										119

Complaints investigated by the program whether by desk investigation or by field investigation.

Measured by date the complaint is received to the date the complaint is closed or referred for enforcement action.

If a complaint is never referred for Field Investigation, it will be counted as 'Closed' under Desk Investigation.

If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
Closed	120	114	138										372
Average Days to Close	76	88	114										
Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
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<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
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2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
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PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

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Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

# CHART 1 - Monthly Enforcement Report to DCA 2011

AGENDA ITEM #

## Complaint Intake

Complaints Received by the Program.

Measured from date received to assignment for investigation or closure without action.

Complaints	Jan-10	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	118	91	78										287
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Assigned for Investigation	84	99	72										255
Average Days to Close or Assigned for Investigation	5	8	4										
Pending	36	36	42										

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Received	22	16	12										50
Closed / Assigned for Investigation	18	20	11										49
Average Days to Close	2	3	4										
Pending	4	0	1										

Total Intake	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Received	140	107	90										337
Closed w/o Inv. Assignment	0	0	0										0
Assigned for Investigation	102	119	83										304
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Complaints investigated by the program whether by desk investigation or by field investigation.

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If a complaint is referred for Field Investigation, it will be counted as 'Closed' under Non-Sworn or Sworn.

## Investigation

Desk Investigation	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Initial Assignment for Desk Investigation	101	119	83										303
Closed	113	106	124										343
Average Days to Close	45	51	61										
Pending	347	358	308										

Field Investigation (Non-Sworn)	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Assignment for Sworn Field Investigation	6	4	10										20
Closed	7	8	14										29
Average Days to Close	580	566	581										
Pending	49	45	43										

All Investigations	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
First Assignments	101	119	83										303
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Pending	396	403	351										

All Investigations Aging	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Up to 90 Days	100	92	102										294
91 to 180 Days	11	12	15										38
181 Days to 1 Year	2	3	10										15
1 to 2 Years	7	3	4										14
2 to 3 Years	0	4	7										11
Over 3 Years	0	0	0										0

### Enforcement Actions

This section DOES NOT include subsequent discipline on a license. Data from complaint records combined/consolidated into a single case will not appear in this section.

	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
AG Cases Initiated	3	3	14										20
AG Cases Pending	70	67	73										
SOIs Filed	1	0	0										1
Accusations Filed	1	4	2										7
Proposed/Default Decisions	0	0	0										0
Stipulations	0	0	0										0

ACC Decisions/Stips	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	YTD
Prop/Default Decisions	0	2	0										2
Stipulations	0	3	0										3

<b>SOI Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
SOI Final Orders (Dec/Stips)	0	0	0										0
Average Days to Complete	0	0	0										0

<b>ACC Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
ACC Final Orders (Dec/Stips)	0	5	7										12
Average Days to Complete	0	790	727										1517

<b>Total Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Total Final Orders (Dec/Stips)	0	5	7										12
Total Average Days to Complete	0	790	727										1517

<b>Total Orders Aging</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Up to 90 Days	0	0	0										0
91 to 180 Days	0	0	0										0
181 Days to 1 Year	0	0	1										1
1 to 2 Years	0	3	3										6
2 to 3 Years	0	1	2										3
Over 3 Years	0	1	1										2

<b>Disciplinary Orders</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Orders (Proposed Decisions, Default Decisions, Stipulations)	0	5	7										12
Average Days to Complete*	0	790	727										

<b>Citations</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-10</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Nov-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>YTD</b>
Final Citations	52	46	53										151
Average Days to Complete*	36	51	49										

Performance Measures	Jan-11	Feb-11	Mar-10	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Nov-11	Nov-11	Dec-11	
PM1 Volume	118	91	78										
PM1 Conv/Arrest Rpts Volume	22	16	12										
PM2 Cycle Time - Intake	4	7	4										
PM3 Cycle Time-No Discipline	66	84	100										
PM 4 Cycle Time-Discipline	158	790	666										

**PM1: VOLUME**

Number of Complaints Received within the specified time period.

**PM2: CYCLE TIME-INTAKE**

Average Number of Days to complete Complaint Intake during the specified time period.

**PM3: CYCLE TIME-NO DISCIPLINE (Target 90 Days)**

Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

**PM4: CYCLE TIME-DISCIPLINE (Target 540 Days)**

Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.