

# CHART 1 - Monthly Enforcement Report to DCA 2011/2012

AGENDA ITEM # 5(A)

## Complaint Intake

Complaints Received by the Program.

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

Complaints	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
Received	103	136	121	55	53	291							759
Closed without Assignment for Investigation	1	4	0	0	1	3							9
Assigned for Investigation - <i>Note: Number of assigned cases may include cases from previous month; therefore totals will not add up.</i>	108	98	156	51	42	108							563
Average Days to Close or Assigned for Investigation	7	5	6	6	7	6							6.1667
Pending	7	40	5	9	9	*199							

\* The high volume of "pending" cases in Complaint Intake is due to the majority of cases being opened between Dec 27 & 30, 2011. This did not allow time for the analysts to assign all of the cases to themselves prior to Dec 31, 2011. Therefore these cases remain in "intake" for the month of December; however, the cases were assigned first week in January 2012.

Convictions/Arrest Reports	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
Received	17	29	26	27	14	10							123
Closed / Assigned for Investigation	18	29	29	26	14	6							122
Average Days to Close	6	5	5	4	5	3							4.6667
Pending	3	3	0	1	1	4							

Total Intake	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
Received	120	165	147	82	67	301							882
Closed w/o Inv. Assignment	2	4	1	0	2	3							12
Assigned for Investigation	125	127	184	77	55	114							682
Avg. Days to Close or Assign	7	5	6	5	6	6							5.8333
Pending	10	43	5	10	20	*203							88

\* The high volume of "pending" cases in Total Intake is due to the majority of cases being opened between Dec 27 & 30, 2011. This did not allow time for the analysts to assign all of the cases to themselves prior to Dec 31, 2011. Therefore these cases remain in "intake" for the month of December; however, the cases were assigned first week in January 2012.

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

## 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.

Desk Investigation	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
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Initial Assignment for Desk Investigation	125	127	184	77	55	114							682
Closed	89	126	114	103	126	85							643
Average Days to Close	48	56	75	97	75	165							86
Pending	499	498	568	538	463	490							

Field Investigation (Non-Sworn)	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
Assignment for Non-Sworn Field Investigation	N/A												0
Closed													0
Average Days to Close													
Pending													

Field Investigation (Sworn)	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
Assignment for Sworn Field Investigation	4	4	4	5	5	5							27
Closed	10	3	4	5	2	4							28
Average Days to Close	273	257	420	268	702	385							384.17
Pending	45	46	45	45	51	50							

**FY 2011/2012**

All Investigations	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
First Assignments	125	127	184	77	55	114							682
Closed	99	129	118	108	128	89							671
Average Days to Close	71	60	86	105	85	175							97
Pending	544	544	613	583	514	540							

All Investigations Aging	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
Up to 90 Days	76	100	90	55	112	56							489
91 to 180 Days	15	23	17	34	9	11							109
181 Days to 1 Year	5	5	5	17	3	13							48
1 to 2 Years	2	1	4	2	2	6							17
2 to 3 Years	1	0	2	0	2	2							7
Over 3 Years	0	0	0	0	0	1							1

**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.

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	YTD
AG Cases Initiated	7	5	5	11	6	7							41
AG Cases Pending	71	73	73	77	81	78							
SOIs Filed	0	2	1	0	0	0							3
Accusations Filed	1	3	5	3	5	8							25



Performance Measures	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	
PM1 Volume	103	136	121	55	53	291							
PM1 Conv/Arrest Rpts Volume	17	29	26	27	14	10							
PM2 Cycle Time - Intake	7	5	6	5	6	6							
PM3 Cycle Time-No Discipline	58	59	64	101	67	114							
PM 4 Cycle Time-Discipline	667	322	815	1220	743	618							

**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.