To ensure stakeholders can review the Committee’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis. In future reports, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

**Volume**

Number of complaints received.*

**Q1 Total: 14**

**Q1 Monthly Average: 5**

<table>
<thead>
<tr>
<th>Month</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1</td>
</tr>
<tr>
<td>August</td>
<td>8</td>
</tr>
<tr>
<td>September</td>
<td>5</td>
</tr>
</tbody>
</table>

*“Complaints” in these measures include consumer complaints and complaints generated internally.

**Intake**

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target: 5 Days**

**Q1 Average: 12 Days**
### Intake & Investigation
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target:** 90 Days  
**Q1 Average:** 32 Days

![Intake & Investigation Chart](chart.png)

### Formal Discipline
Average cycle time from complaint receipt to closure, for cases sent to the Attorney General or other forms of formal discipline.

**Target:** 540 Days  
**Q1 Average:** N/A

*The Committee did not submit any cases to the Attorney General this quarter.*

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

**Target:** 10 Days  
**Q1 Average:** N/A

*The Committee did not receive any probation monitoring cases this quarter.*
Probation Violation Response
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days
Q1 Average: N/A

*The Committee did not receive any probation violations this quarter.*