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.

### Volume

**Number of complaints and convictions received.**

- **Q1 Total:** 18
- **Q1 Monthly Average:** 6

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<th>July</th>
<th>August</th>
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<tbody>
<tr>
<td>Actual</td>
<td>6</td>
<td>8</td>
<td>4</td>
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### Intake

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

- **Target:** 5 Days
- **Q1 Average:** 4 Days

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<tr>
<td>Target</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Actual</td>
<td>10</td>
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<td>1</td>
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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:** 17 Days

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<td>Target</td>
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</tr>
<tr>
<td>Actual</td>
<td>10</td>
<td>1</td>
<td>34</td>
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</tbody>
</table>

Formal Discipline
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)
**Target:** 560 Days
**Q1 Average:** N/A

*The Committee did not close any formal discipline cases 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
**Q4 Average:** N/A

*The Committee did not place any licensees on probation 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
Q4 Average: N/A

The Committee did not handle any probation violations this quarter.