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.

**PM1 | Volume**
Number of complaints and convictions received.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>12</td>
<td>9</td>
<td>5</td>
</tr>
</tbody>
</table>

Total Received: 26 Monthly Average: 9

**Complaints:** 6  | **Convictions:** 20

**PM2 | Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Actual</td>
<td>10</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

**Target Average:** 30 Days  | **Actual Average:** 7 Days
**PM3 | 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 Average:** 120 Days
- **Actual Average:** 63 Days

![PM3 Graph](chart)

**PM4 | Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Committee and prosecution by the AG).

- **Target Average:** 540 Days
- **Actual Average:** 685 Days

![PM4 Graph](chart)
### PM7 | Probation Intake

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

*The Committee did not contact any new probationers this quarter.*

| Target Average: 10 Days | Actual Average: N/A |

### PM8 | 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.

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

| Target Average: 15 Days | Actual Average: N/A |