PM1 | Volume
Number of complaints and convictions received.

Total Received: 53 Monthly Average: 18
Complaints: 12 | Convictions: 41

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

Target Average: 30 Days | Actual Average: 13 Days
**PM3 | Intake & Investigation**
Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

Target Average: 120 Days | Actual Average: 23 Days

**PM4 | Formal Discipline**
Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)

Target Average: 540 Days | Actual Average: 632 Days
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 have any probation violations this quarter._

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