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.

- Total Received: 41
- Monthly Average: 14
- Complaints: 11
- Convictions: 30

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

- Target Average: 30 Days
- Actual Average: 9 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)

<table>
<thead>
<tr>
<th></th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>120</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>Actual</td>
<td>100</td>
<td>38</td>
<td>133</td>
</tr>
</tbody>
</table>

**Target Average:** 120 Days  
**Actual Average:** 77 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:** 1,329 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