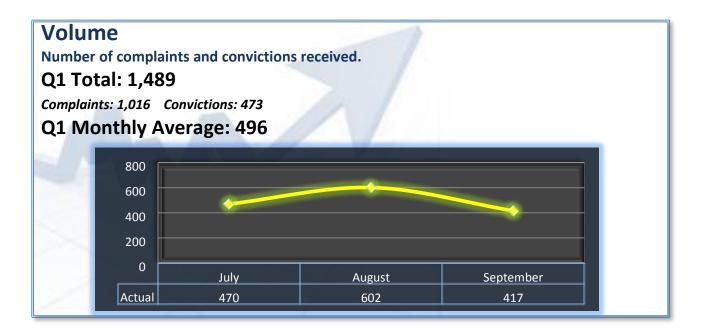
Department of Consumer Affairs Board of Barbering & Cosmetolegy

Performance Measures

Q1 Report (July - September 2011)

To ensure stakeholders can review the Board'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.



Intake

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

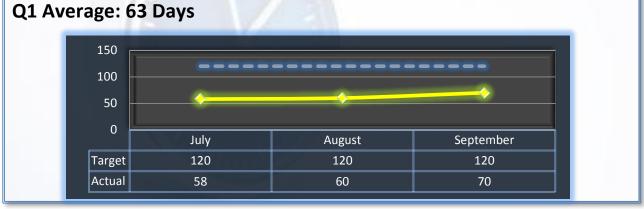
Target: 10 Days Q1 Average: 3 Days

12 10 8 6 4			
2 0	ylut	August	September
Target Actual	10	10	10

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

Target: 120 Days



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)

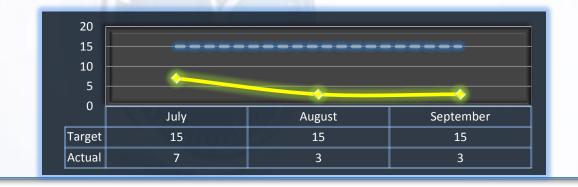
Target: 540 Days Q1 Average: 516 Days



Probation Intake

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

Target: 15 Days Q1 Average: 4 Days



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: 5 Days

Q1 Average: 1 Day

6 5 4 3 2			
1 0	July	August	September
Target	5	5	5
Actual	1	1	2