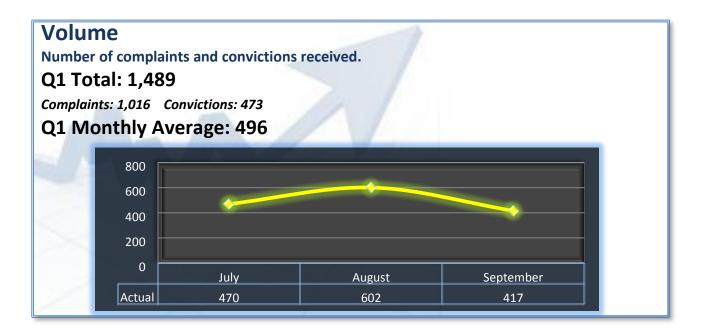
Department of Consumer Affairs Board of Barbering & Cosmetolegy

## **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.

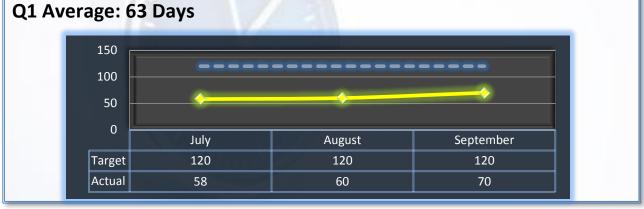
#### Target: 10 Days Q1 Average: 3 Days

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