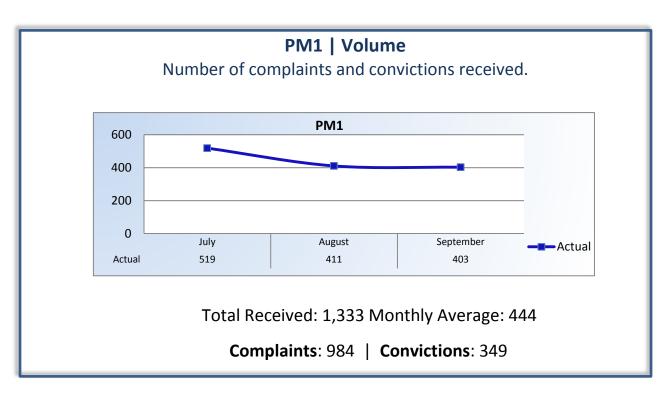
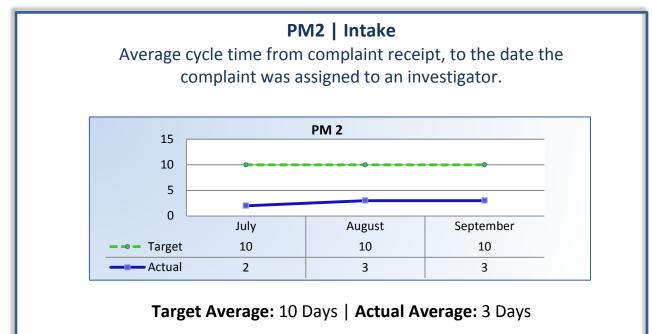
# Board of Barbering and Cosmetology

# **Performance Measures**

Q1 Report (July - September 2014)

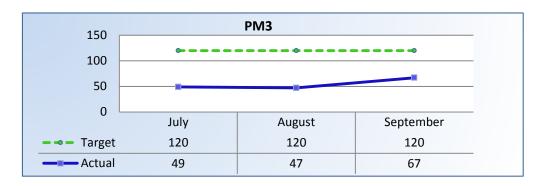
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.





## PM3 | Intake & Investigation

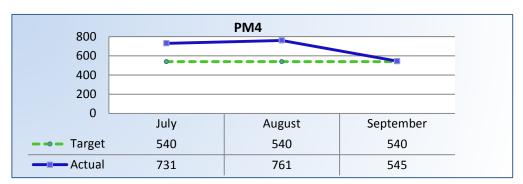
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



Target Average: 120 Days | Actual Average: 54 Days

### PM4 | Formal Discipline

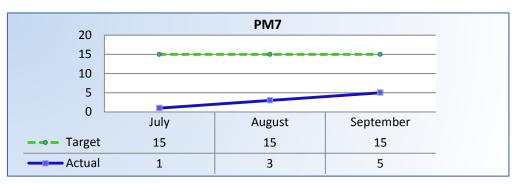
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



**Target Average:** 540 Days | **Actual Average:** 679 Days



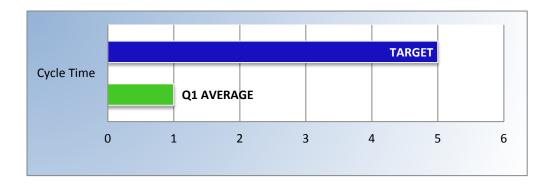
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



**Target Average:** 15 Days | **Actual Average:** 3 Days

### **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.



**Target Average:** 5 Days | **Actual Average:** 1 Day