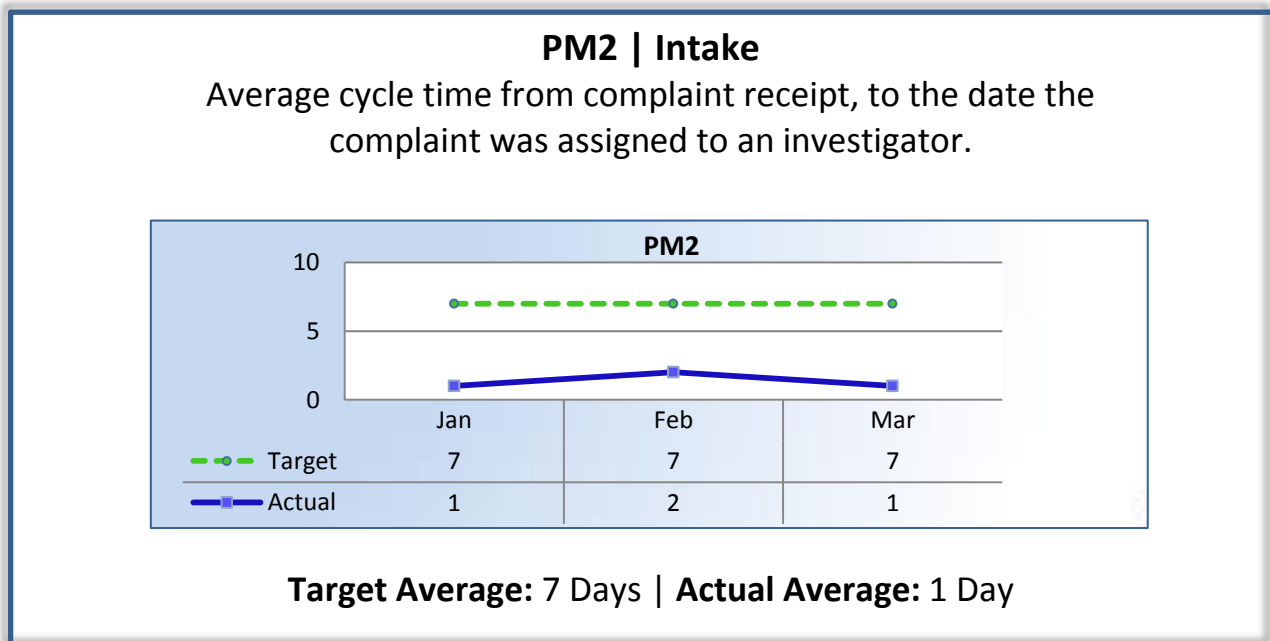
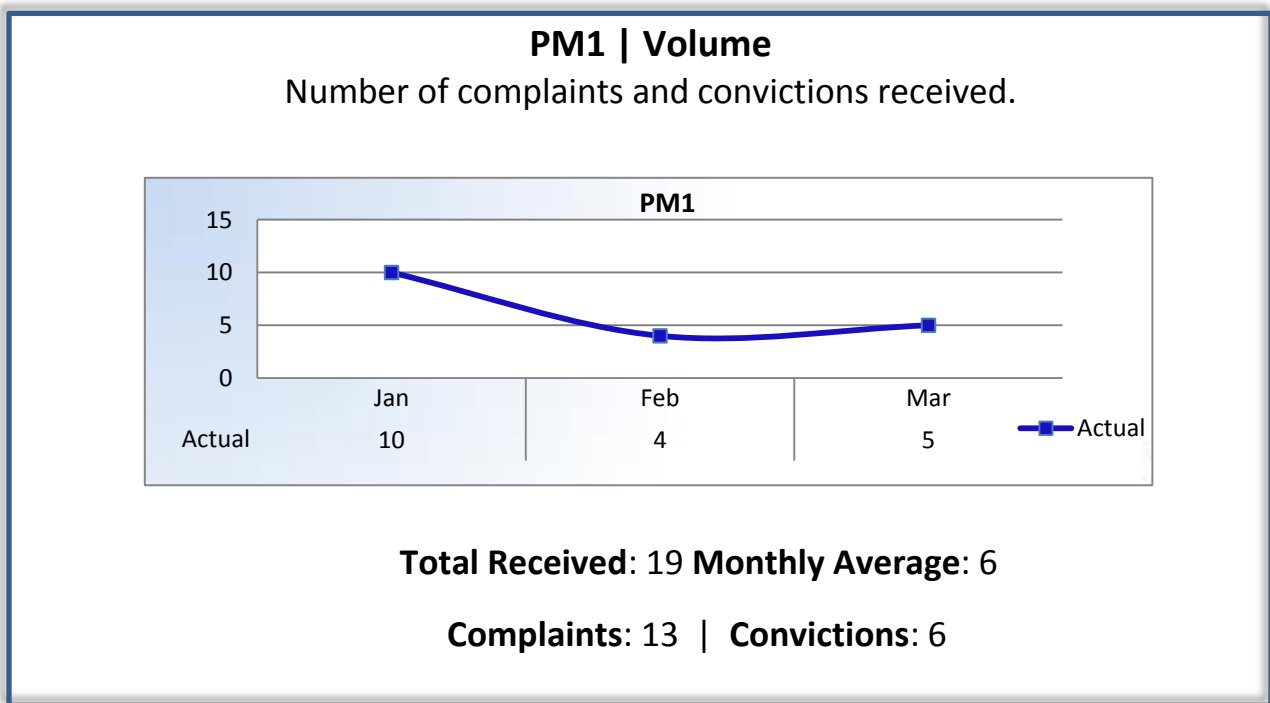


Department of Consumer Affairs  
 Board of Optometry -  
 Registered Dispensing  
 Optician Program

## Performance Measures

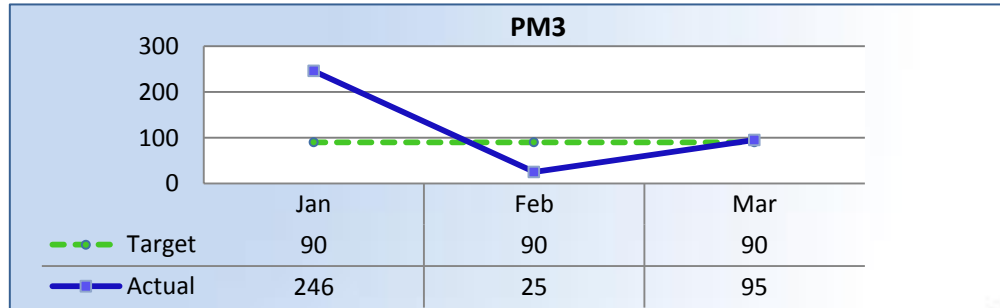
### Q3 Report (January – March 2016)

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 number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)



**Target Average: 90 Days | Actual Average: 109 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)

*The Program did not have any cases closed in formal discipline this quarter.*

**Target Average: 540 Days | Actual Average: n/a**

### **PM7 | Probation Intake**

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

*The Program did not contact any new probationers this quarter.*

**Target Average:** 25 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 Program did not have any probation violations this quarter.*

**Target Average:** 14 Days | **Actual Average:** n/a