#### **Department of Consumer Affairs**

### Bureau of

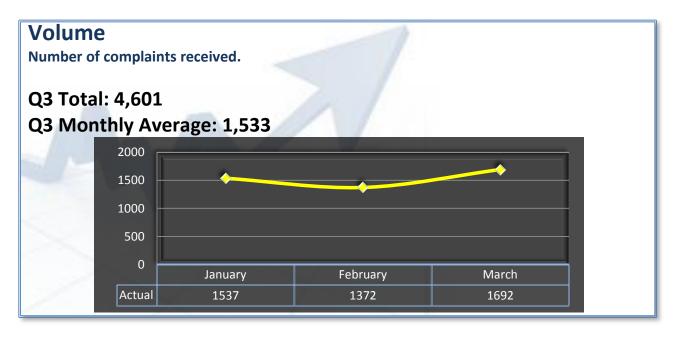
# **Automotive Repair**

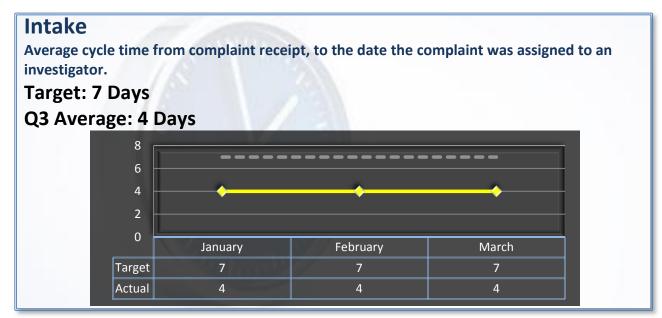
# **Performance Measures**

Q3 Report (January - March 2011)

To ensure stakeholders can review the Bureau'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.



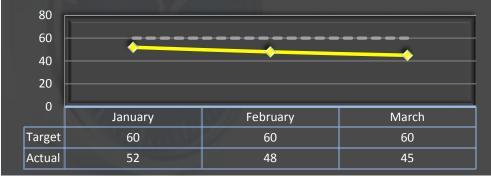


#### **Intake & Investigation**

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: 60 Days** 

Q3 Average: 48 Days

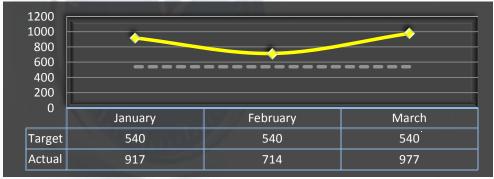


## **Formal Discipline**

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

Target: 540 Days

Q3 Average: 872 Days

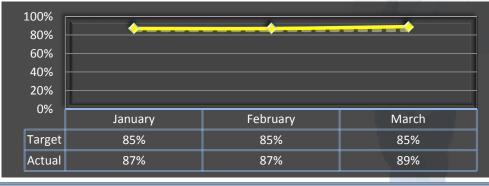


#### **Consumer Satisfaction**

Percentage of consumer survey responses indicating satisfaction with the complaint process.

Target: 85%

Q3 Average: 88%

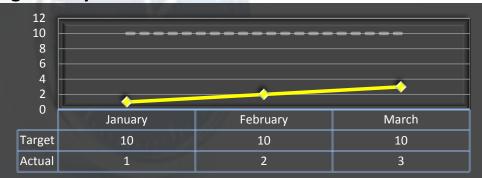


#### **Probation Intake**

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

**Target: 10 Days** 

Q3 Average: 2 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: 10 Days** 

Q3 Average: 24 Days

