### Department of Consumer Affairs

# Bureau of Automotive Repair

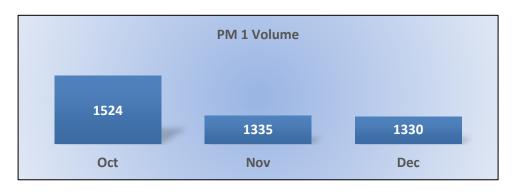
## **Enforcement Performance Measures**

**Q2 Report** (October - December 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.

### PM1 | Volume

Number of complaints and convictions received.

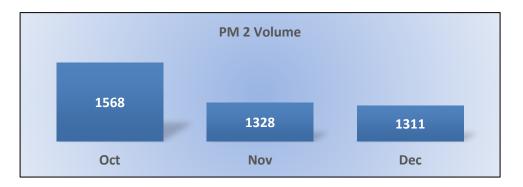


**Total Received**: 4,189 | **Monthly Average**: 1,396

Complaints: 4,189 | Convictions: 0



Number of complaints closed or assigned to an investigator.



**Total:** 4,207 | **Monthly Average:** 1,402

### PM2 | Intake - Cycle Time

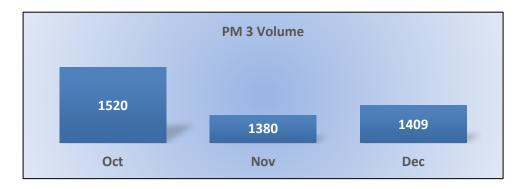
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 7 Days | Actual Average: 4 Days



Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 4,309 | Monthly Average: 1,436

### PM3 | Investigations - Cycle Time

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.

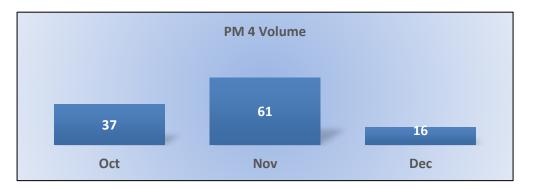
(Includes intake and investigation.)



Target Average: 60 Days | Actual Average: 50 Days

### PM4 | Formal Discipline - Volume

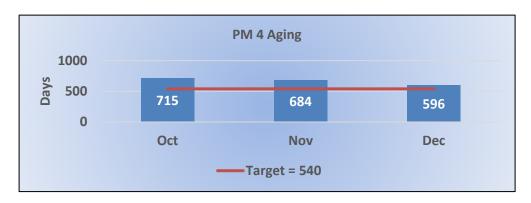
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



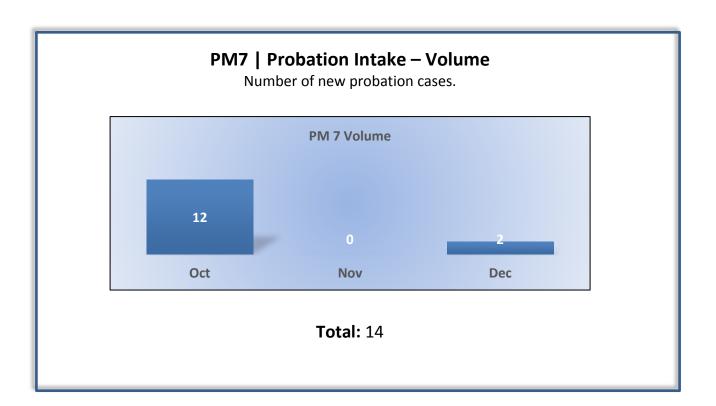
**Total: 114 | Monthly Average: 38** 

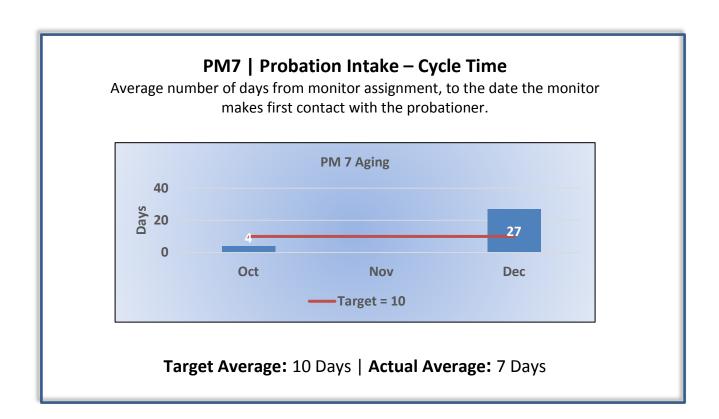
### PM4 | Formal Discipline - Cycle Time

Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

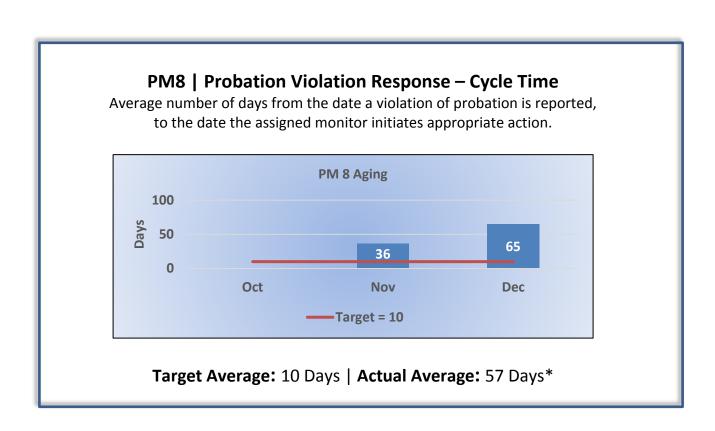


Target Average: 540 Days | Actual Average: 682 Days





# PM8 | Probation Violation Response – Volume Number of probation violation cases. PM 8 Volume 7 0 3 Oct Nov Dec Total: 10



<sup>\*</sup>In June 2016, BAR reorganized its Case Management Unit, which affected case processing and led to a temporary increase in Probation Violation response time.