Department of Consumer Affairs

Cemetery & Funeral Bureau

Performance Measures

Annual Report *(2010 – 2011 Fiscal Year)*

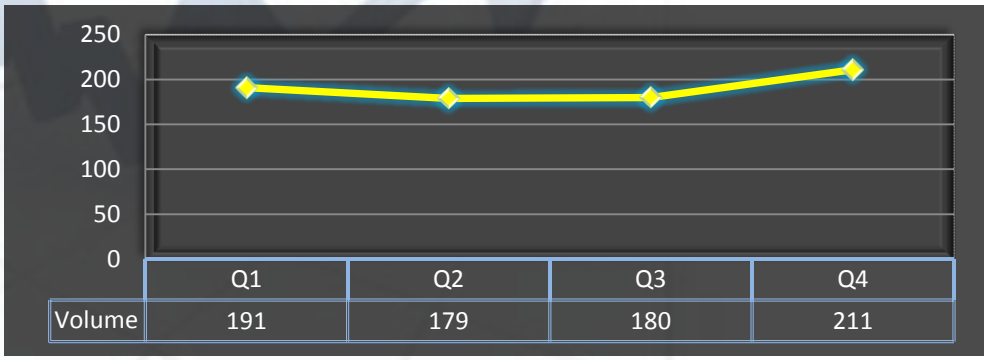
To ensure stakeholders can review the Bureau's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

This annual report represents the culmination of the first four quarters worth of data.

Volume

Number of complaints and convictions received.

The Bureau had an annual total of 761 this fiscal year.

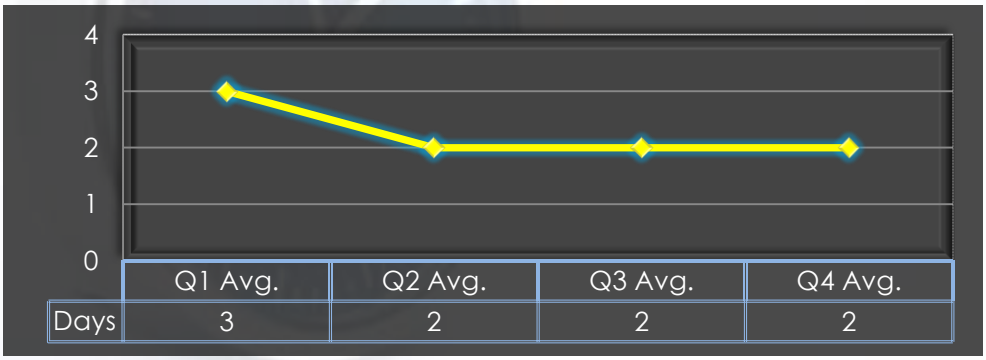


	Q1	Q2	Q3	Q4
Volume	191	179	180	211

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

The Bureau has set a target of 7 days for this measure.

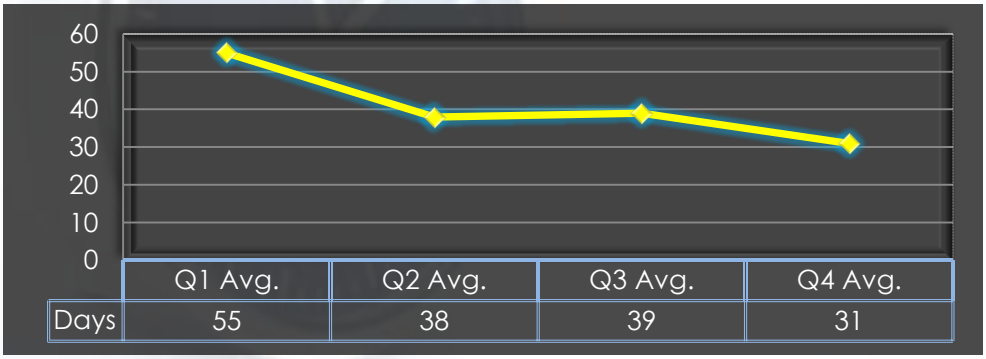


	Q1 Avg.	Q2 Avg.	Q3 Avg.	Q4 Avg.
Days	3	2	2	2

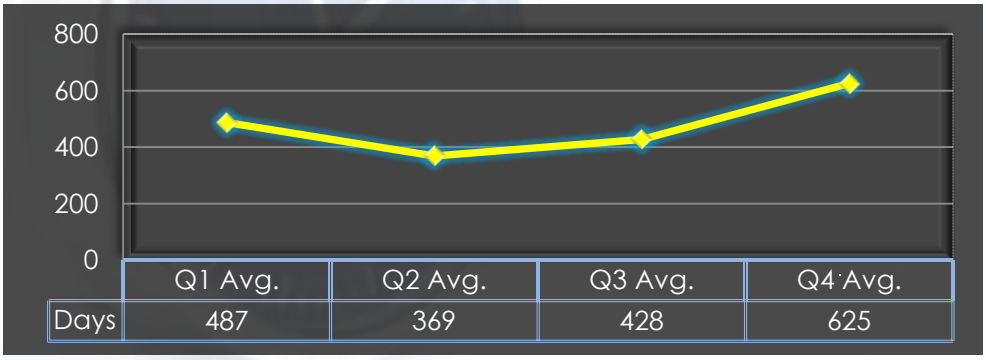
Intake & Investigation

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.

The Bureau has set a target of 120 days for this measure.



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)

The Bureau has set a target of 540 days for this measure.