*Department of Consumer Affairs*

Contractors State License Board

# Performance Measures

## Annual Report *(2010 – 2011 Fiscal Year)*

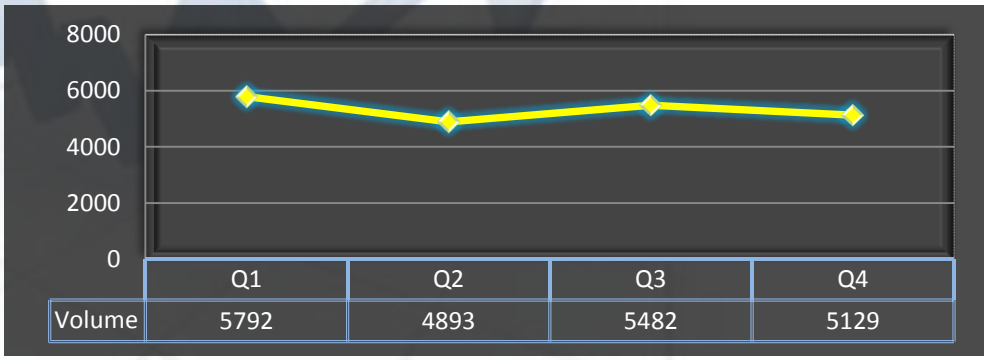
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

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

## Volume

**Number of complaints and convictions received.**

**The Board had an annual total of 21,296 this fiscal year.**

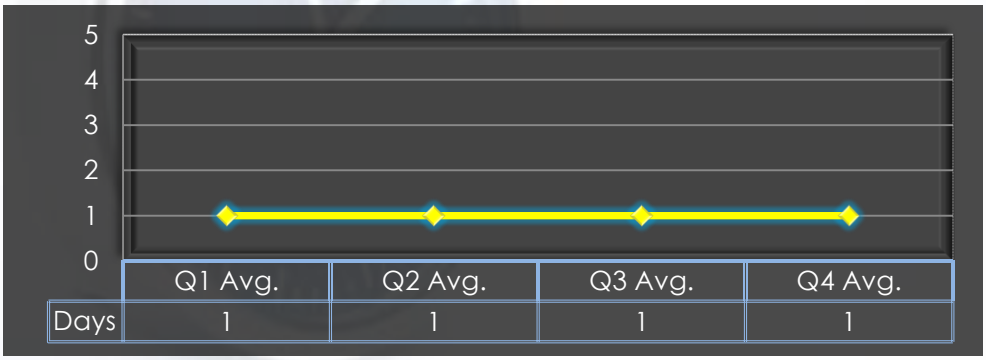



| | Q1 | Q2 | Q3 | Q4 |
|---|---|---|---|---|
| Volume | 5792 | 4893 | 5482 | 5129 |

## Intake

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

**The Board has set a target of 3 days for this measure.**

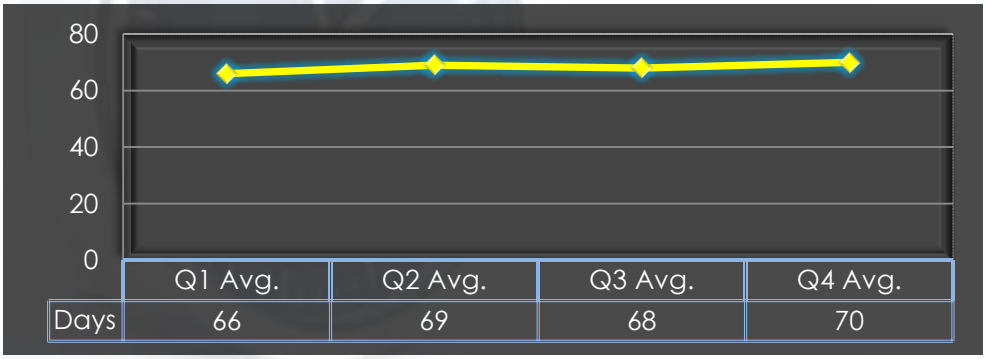



| | Q1 Avg. | Q2 Avg. | Q3 Avg. | Q4 Avg. |
|---|---|---|---|---|
| Days | 1 | 1 | 1 | 1 |

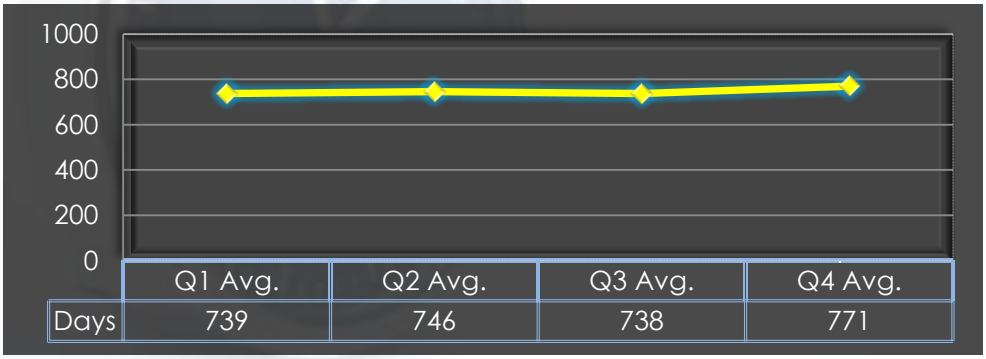
## Intake & Investigation

**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 Board has set a target of 180 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 Board, and prosecution by the AG)**

**The Department of Consumer Affairs has set a target of 540 days for this measure.**