Department of Consumer Affairs

Landscape Architects Technical Committee

Performance Measures

Annual Report *(2010 – 2011 Fiscal Year)*

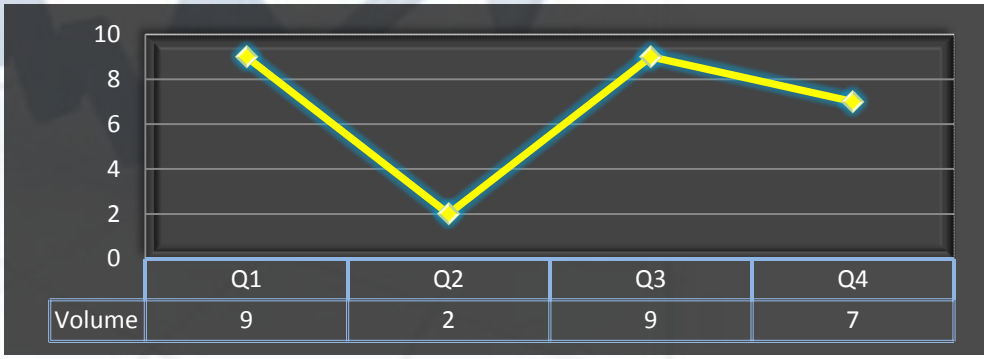
To ensure stakeholders can review the Committee's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

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

Volume

Number of complaints and convictions received.

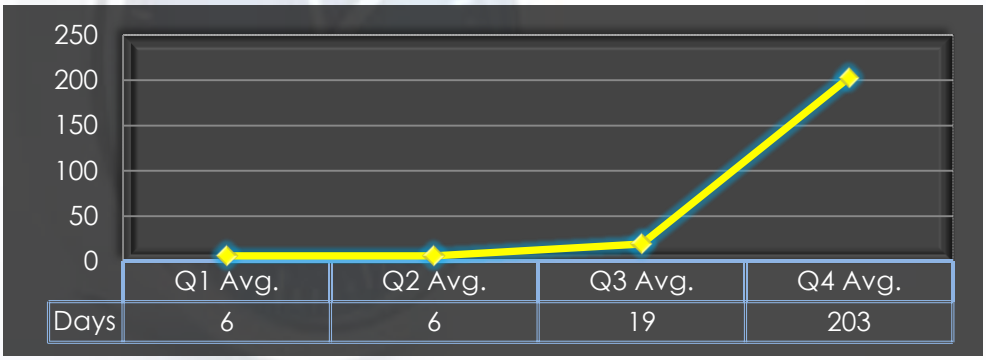
The Committee had an annual total of 27 this fiscal year.



Intake*

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

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

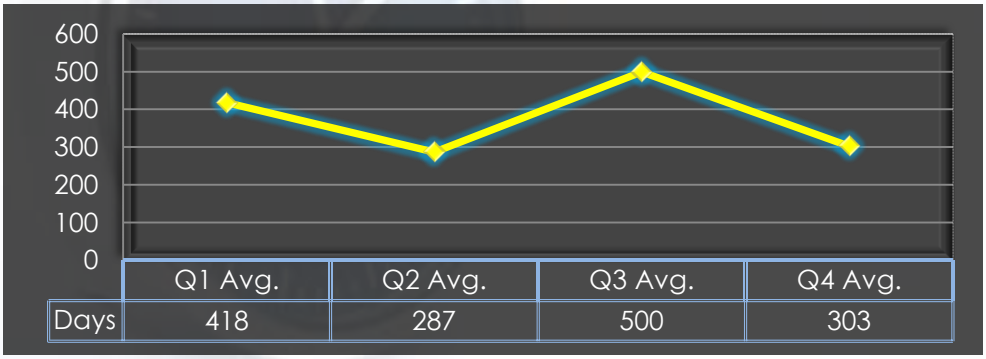


The increased intake cycle time during Q4 is reflective of two significant batches of complaints, the first of which commanded the majority of enforcement staff resources which were limited due to vacancies, and the cases opened in this period required additional time to research a unique internet-related issue.

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 Committee has set a target of 270 days for this measure.



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