Department of Consumer Affairs

Veterinary Medical Board of California

Performance Measures

Annual Report *(2010 – 2011 Fiscal Year)*

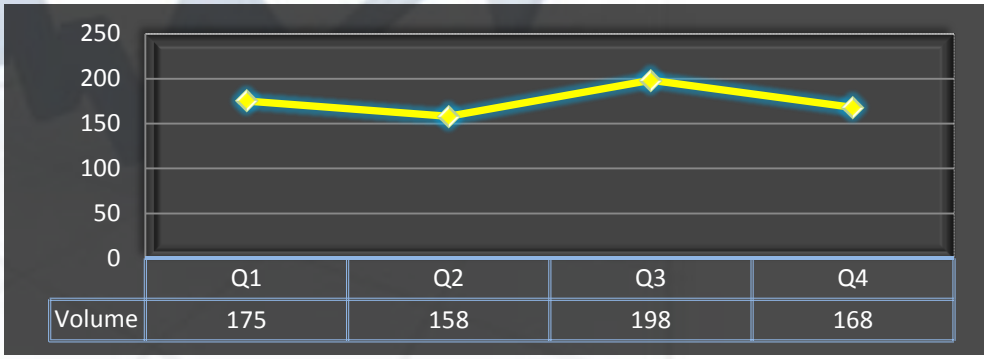
To ensure stakeholders can review the Board's progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures are posted publicly on a quarterly basis.

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 699 this fiscal year.



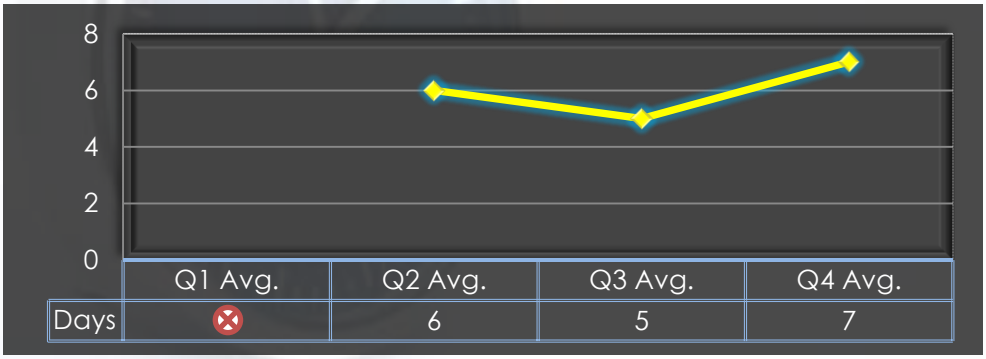
	Q1	Q2	Q3	Q4
Volume	175	158	198	168

*"Complaints" in these measures include complaints, convictions, and arrest reports.

Intake

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

The Board has set a target of 10 days for this measure.

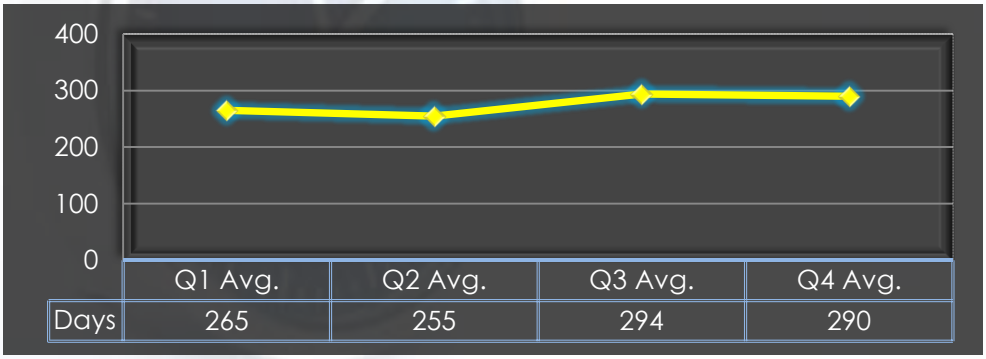


	Q1 Avg.	Q2 Avg.	Q3 Avg.	Q4 Avg.
Days		6	5	7

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.

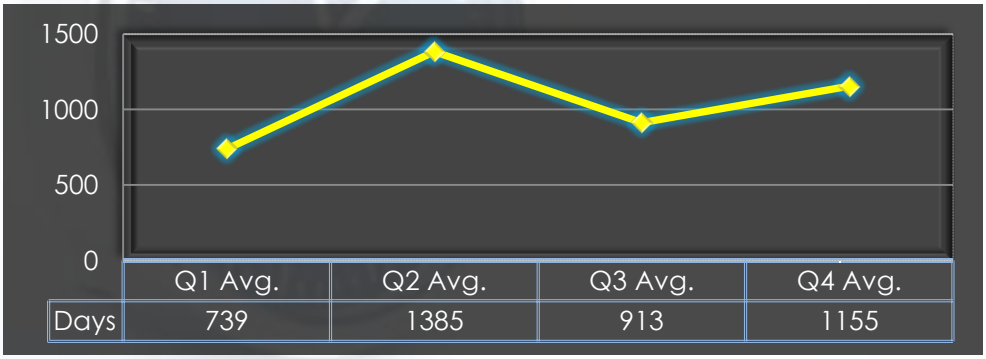
The Board has set a target of 365 days for this measure.



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 Board has set a target of 740 days for this measure.



Probation Intake

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

The Board has set a target of 10 days for this measure.

*The Board utilizes the Department of Investigations for some cases. These averages includes their investigation cycle time.