Department of Consumer Affairs

Bureau of
Automotive Repair

Performance Measures

Q2 Report *(October - December 2010)*

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement.

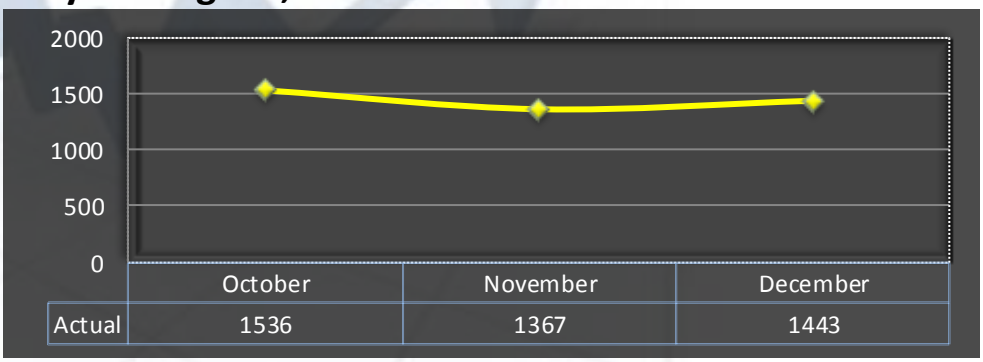
These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q2 Total: 4,346

Q2 Monthly Average: 1,449



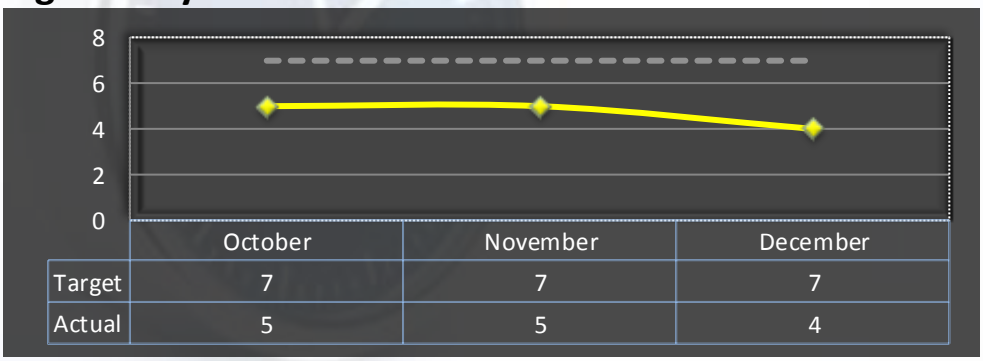
	October	November	December
Actual	1536	1367	1443

Intake

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

Target: 7 Days

Q2 Average: 5 Days



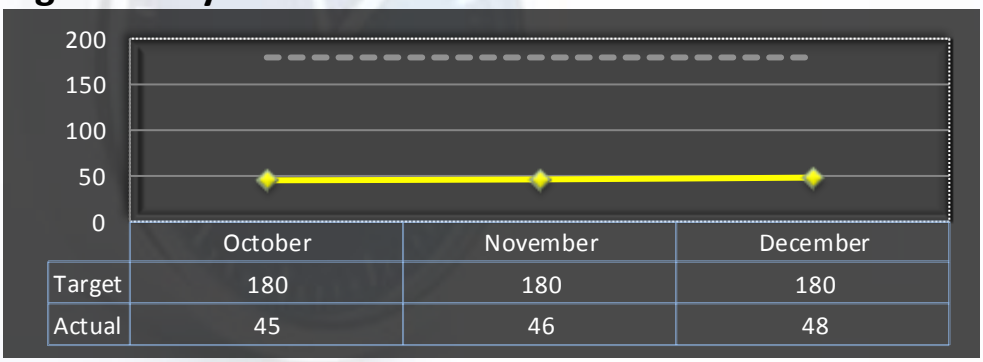
	October	November	December
Target	7	7	7
Actual	5	5	4

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.

Target: 180 Days

Q2 Average: 46 Days



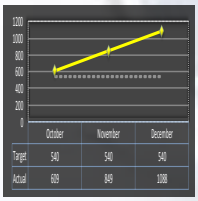
	October	November	December
Target	180	180	180
Actual	45	46	48

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).

Target: 540 Days

Q2 Average: 796 Days

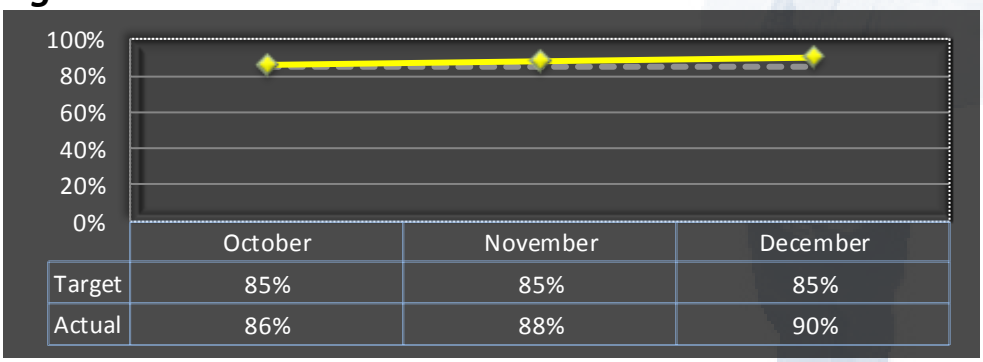


Consumer Satisfaction

Percentage of consumer survey responses indicating satisfaction with the complaint process.

Target: 85%

Q2 Average: 88%



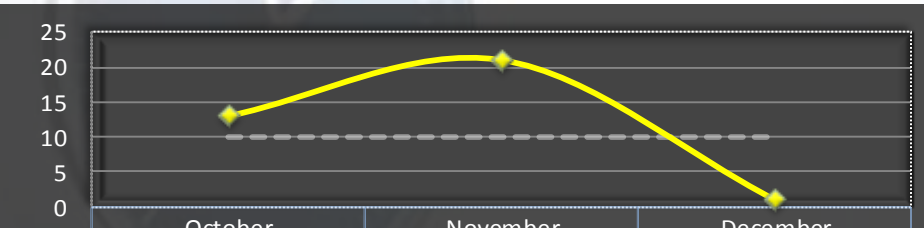
	October	November	December
Target	85%	85%	85%
Actual	86%	88%	90%

Probation Intake

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

Target: 10 Days

Q2 Average: 13 Days



	October	November	December
Target	10	10	10
Actual	13	21	1

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q2 Average: N/A

The Bureau did not handle any probation violations this quarter.