Department of Consumer Affairs

Board of Barbering & Cosmetology

Performance Measures

Q2 Report *(Oct - Dec 2010)*

To ensure stakeholders can review the Board'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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

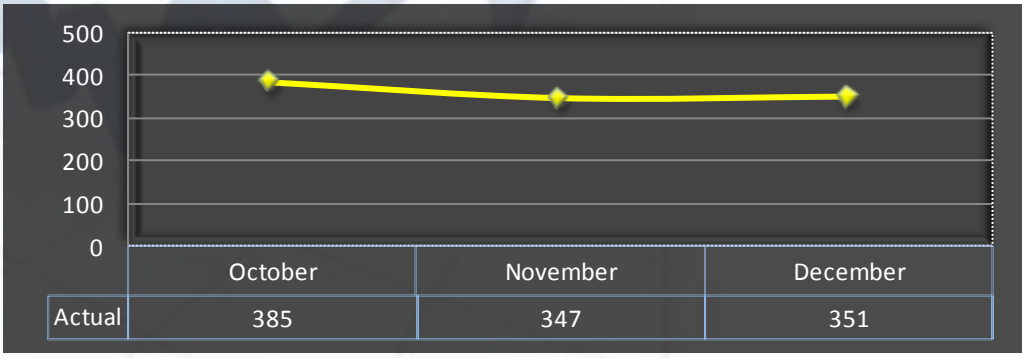
Volume

Number of complaints and convictions received.

Q2 Total: 1,083

Complaints: 723 Convictions:360

Q2 Monthly Average: 361



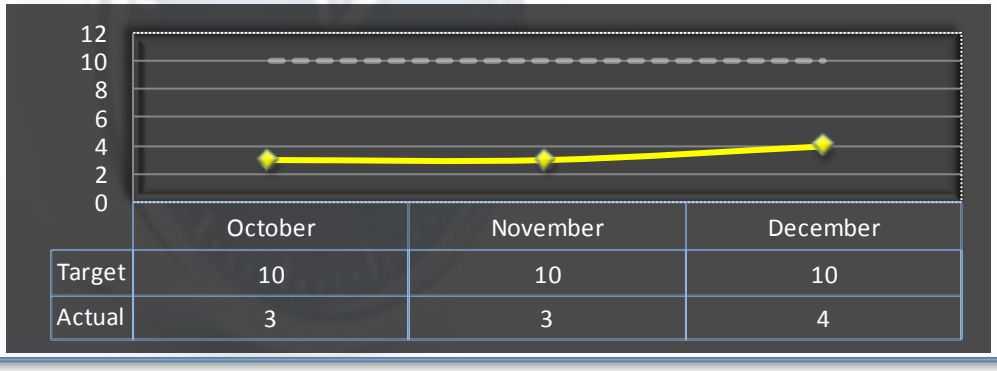
	October	November	December
Actual	385	347	351

Intake

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

Target: 10 Days

Q2 Average: 3 Days



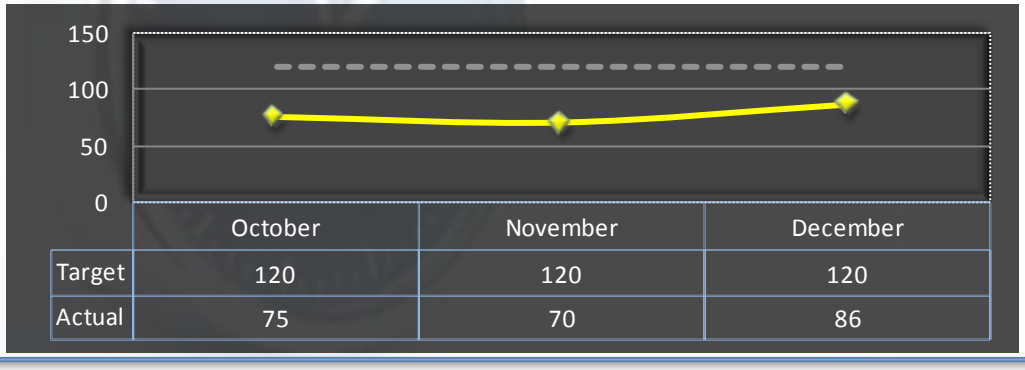
	October	November	December
Target	10	10	10
Actual	3	3	4

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: 120 Days

Q2 Average: 76 Days



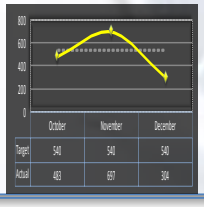
	October	November	December
Target	120	120	120
Actual	75	70	86

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)

Target: 540 Days

Q2 Average: 490 Days



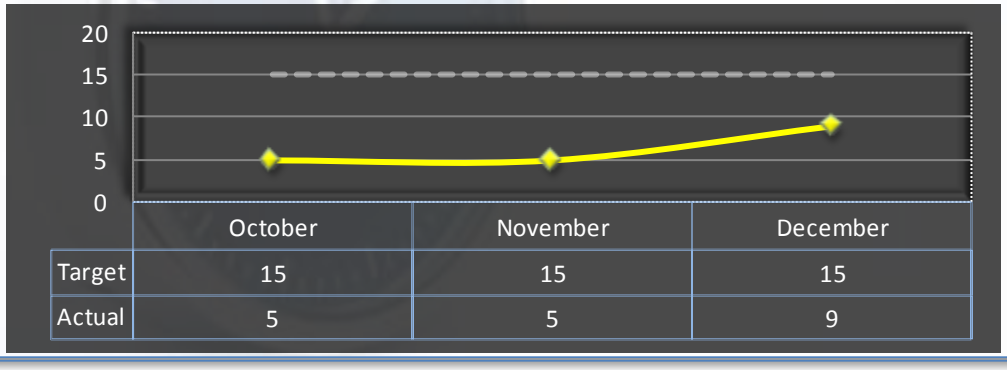
	October	November	December
Target	540	540	540
Actual	483	697	304

Probation Intake

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

Target: 15 Days

Q2 Average: 6 Days



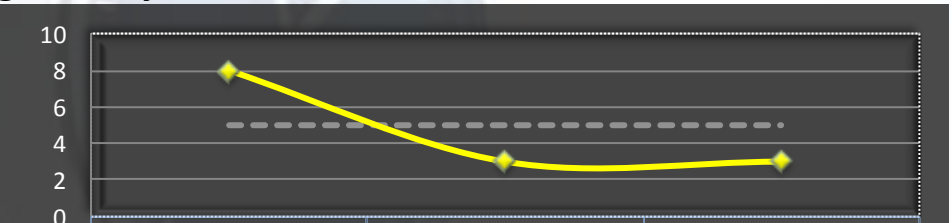
	October	November	December
Target	15	15	15
Actual	5	5	9

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: 5 Days

Q2 Average: 5 Days



	October	November	December
Target	5	5	5
Actual	8	3	3