Department of Consumer Affairs

Contractors State License Board

Performance Measures

Q2 Report *(October - December 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.

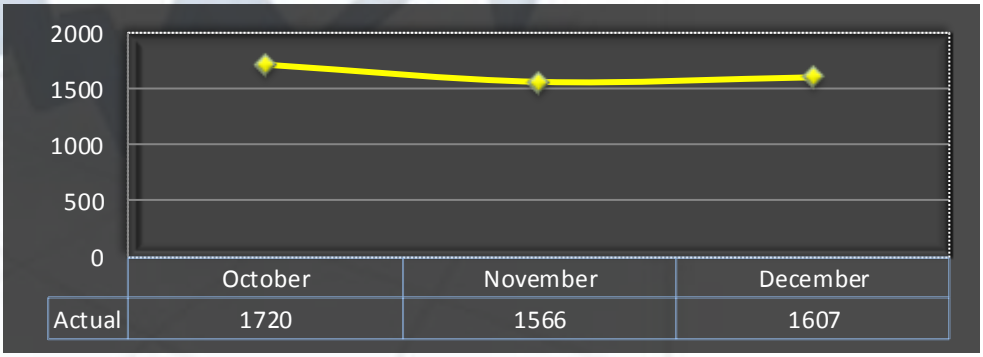
Volume

Number of complaints and convictions received.

Q2 Total: 4,893

Complaints: 4,779 Convictions: 114

Q2 Monthly Average: 1,631



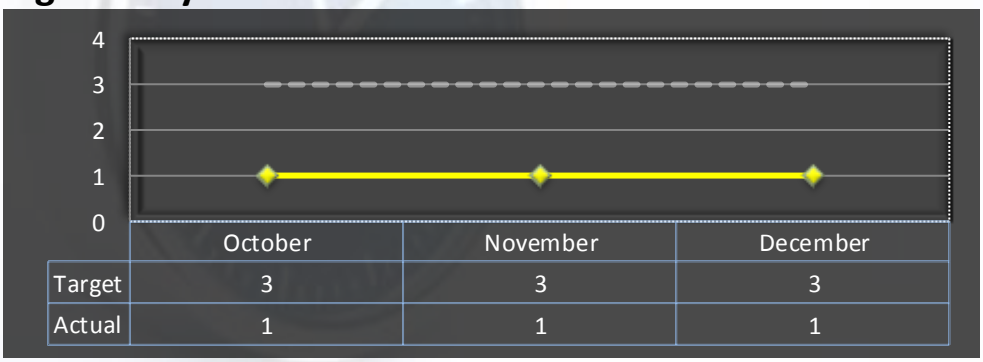
	October	November	December
Actual	1720	1566	1607

Intake

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

Target: 3 Days

Q2 Average: 1 Days



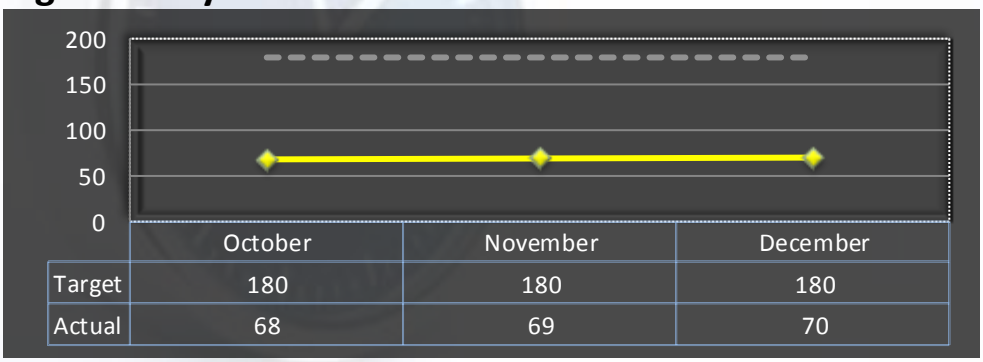
	October	November	December
Target	3	3	3
Actual	1	1	1

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.

Target: 180 Days

Q2 Average: 69 Days



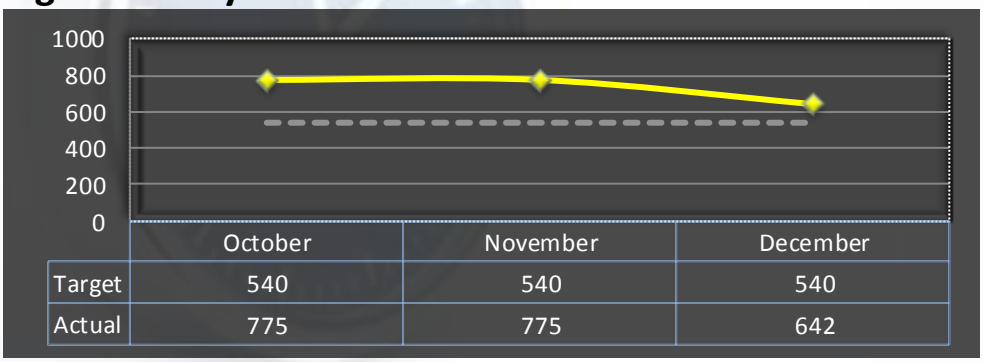
	October	November	December
Target	180	180	180
Actual	68	69	70

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: 746 Days



	October	November	December
Target	540	540	540
Actual	775	775	642