Department of Consumer Affairs

Respiratory Care Board of California

Performance Measures

Q3 Report *(January - March 2011)*

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.

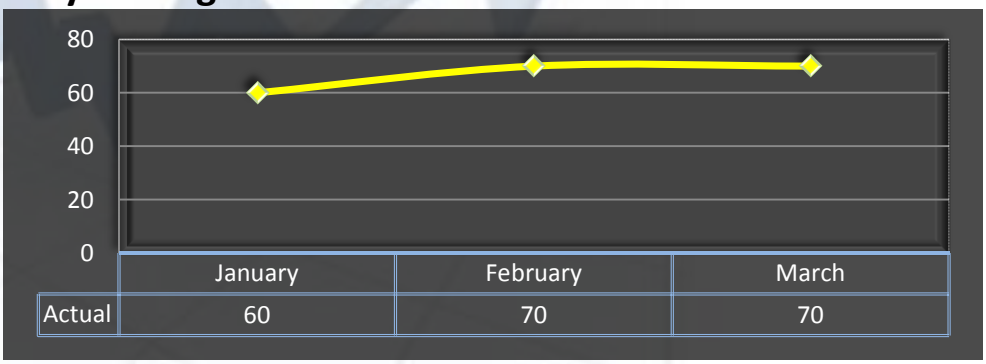
Volume

Number of complaints and convictions received.

Q3 Total: 200

Complaints: 50 Convictions: 150

Q3 Monthly Average: 67



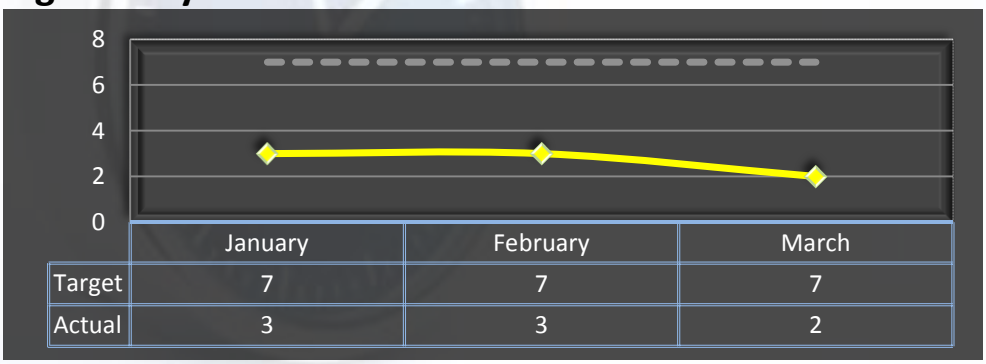
	January	February	March
Actual	60	70	70

Intake

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

Target: 7 Days

Q3 Average: 3 Days



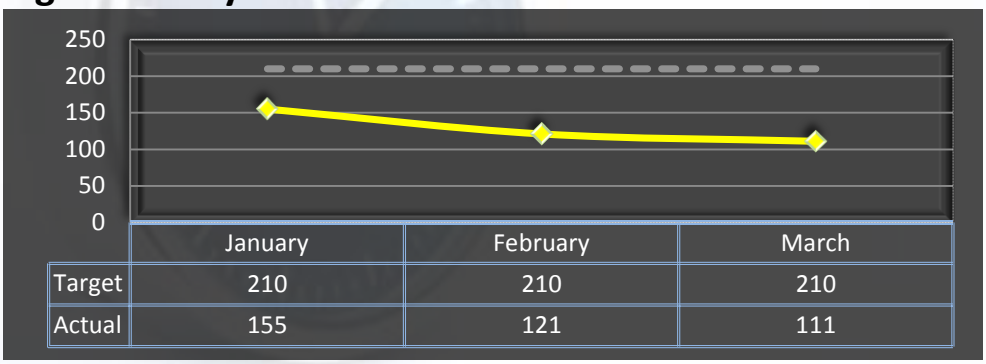
	January	February	March
Target	7	7	7
Actual	3	3	2

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: 210 Days

Q3 Average: 131 Days



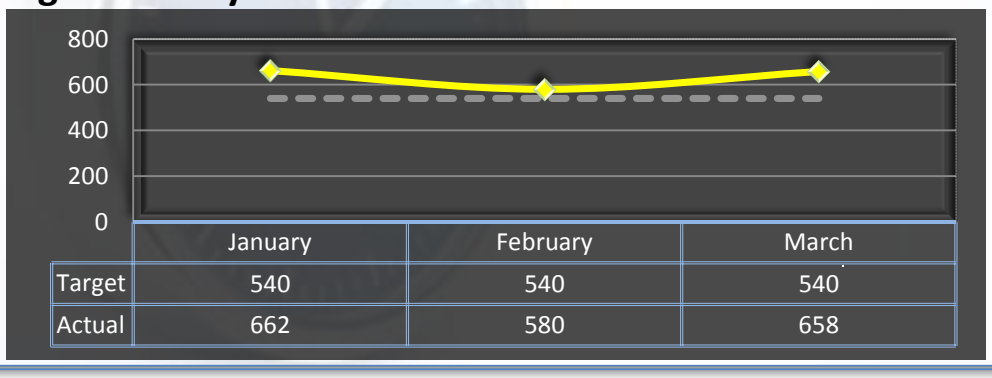
	January	February	March
Target	210	210	210
Actual	155	121	111

Formal Discipline

Average number of days to complete the entire enforcement process for cases which go to formal discipline. Includes intake and investigation by the Board, and dispensation by the AG.

Target: 540 Days

Q3 Average: 640 Days



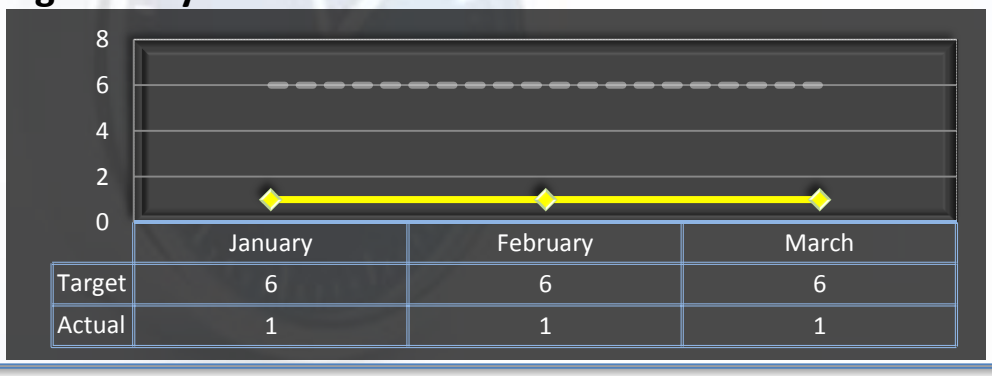
	January	February	March
Target	540	540	540
Actual	662	580	658

Probation Intake

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

Target: 6 Days

Q3 Average: 1 Day



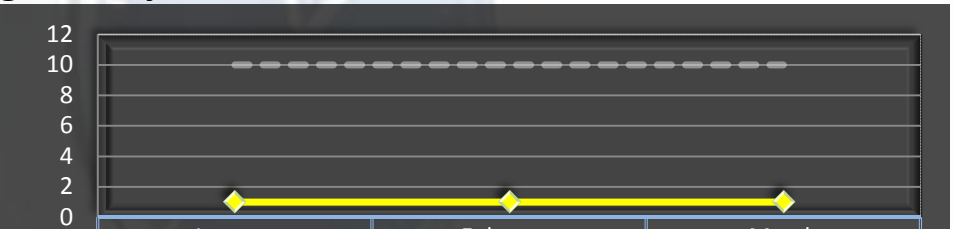
	January	February	March
Target	6	6	6
Actual	1	1	1

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

Q3 Average: 1 Day



	January	February	March
Target	10	10	10
Actual	1	1	1