Department of Consumer Affairs

Bureau of
Automotive Repair

Performance Measures

Q4 Report *(April - June 2011)*

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.

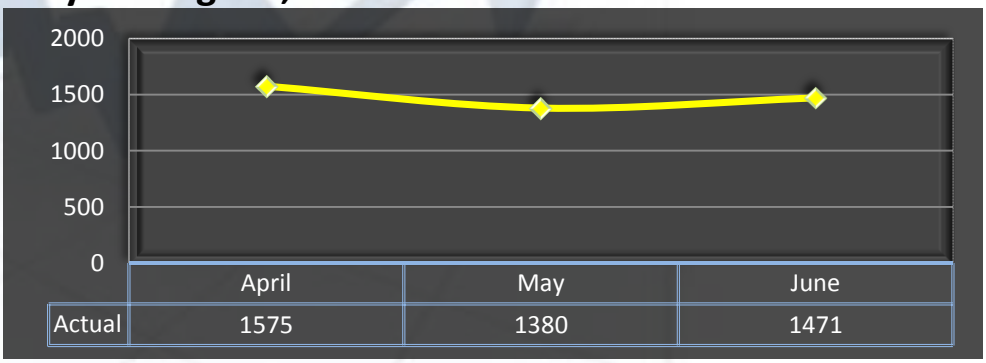
These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q4 Total: 4,426

Q4 Monthly Average: 1,475



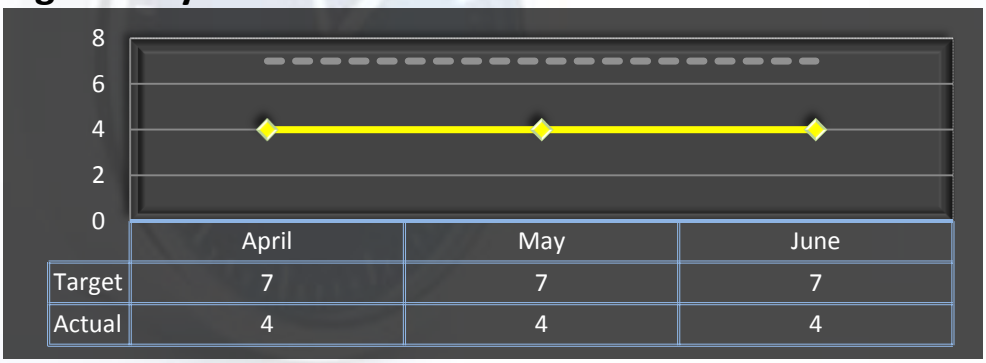
	April	May	June
Actual	1575	1380	1471

Intake

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

Target: 7 Days

Q4 Average: 4 Days



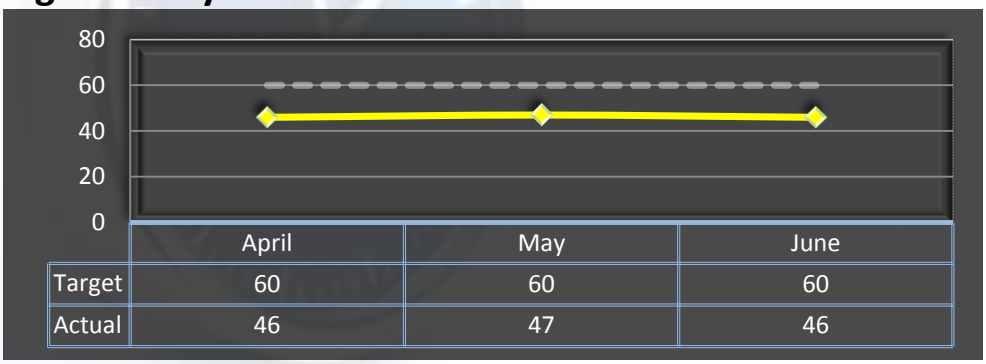
	April	May	June
Target	7	7	7
Actual	4	4	4

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: 60 Days

Q4 Average: 46 Days



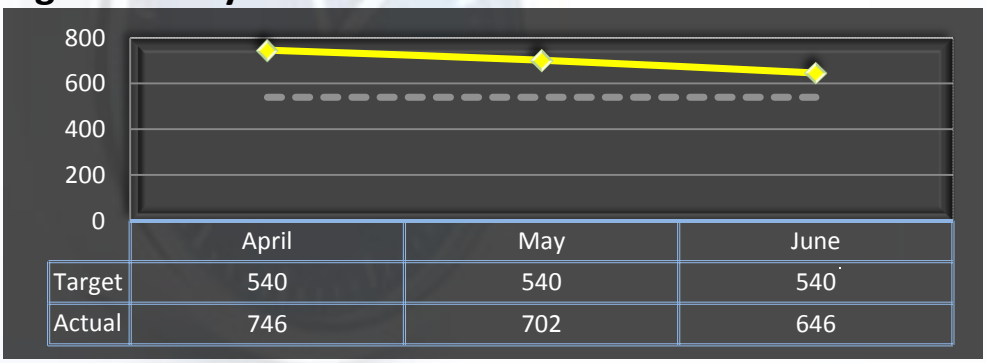
	April	May	June
Target	60	60	60
Actual	46	47	46

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

Q4 Average: 705 Days



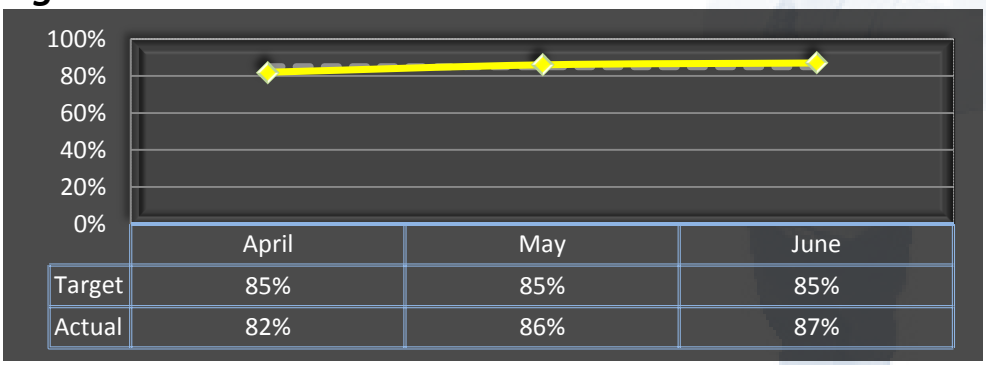
	April	May	June
Target	540	540	540
Actual	746	702	646

Consumer Satisfaction

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

Target: 85%

Q4 Average: 85%



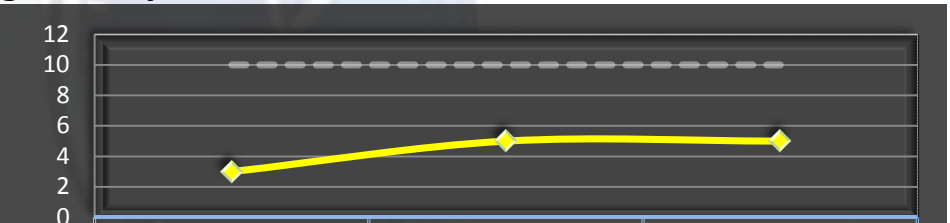
	April	May	June
Target	85%	85%	85%
Actual	82%	86%	87%

Probation Intake

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

Target: 10 Days

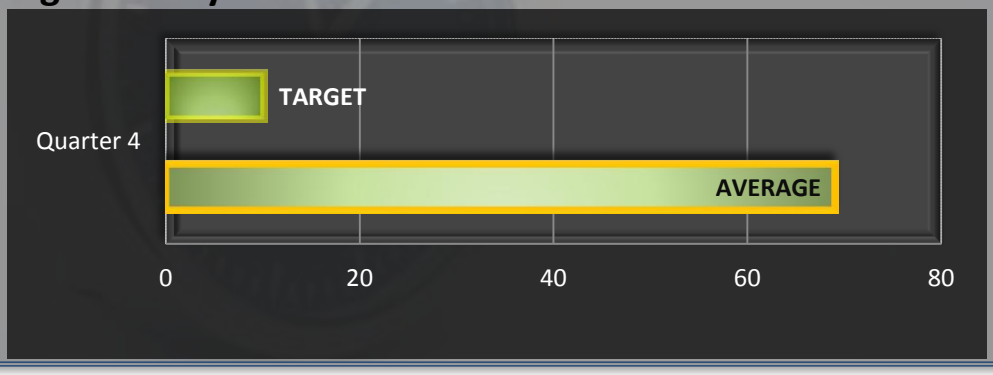
Q4 Average: 4 Days



	April	May	June
Target	10	10	10
Actual	3	5	5

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

Q4 Average: 69 Days