Department of Consumer Affairs

Bureau of
Automotive Repair

Performance Measures

Q1 Report *(July - September 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.

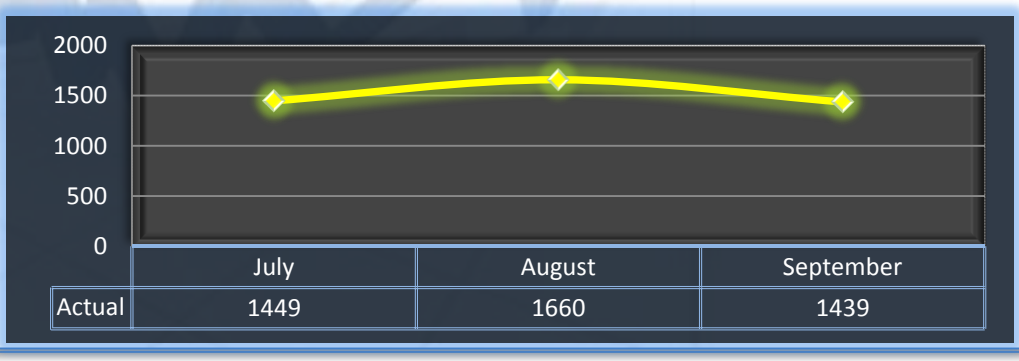
These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q1 Total: 4,548

Q1 Monthly Average: 1,516



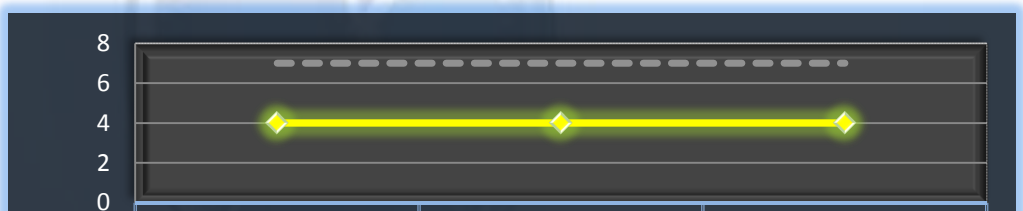
	July	August	September
Actual	1449	1660	1439

Intake

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

Target: 7 Days

Q1 Average: 4 Days



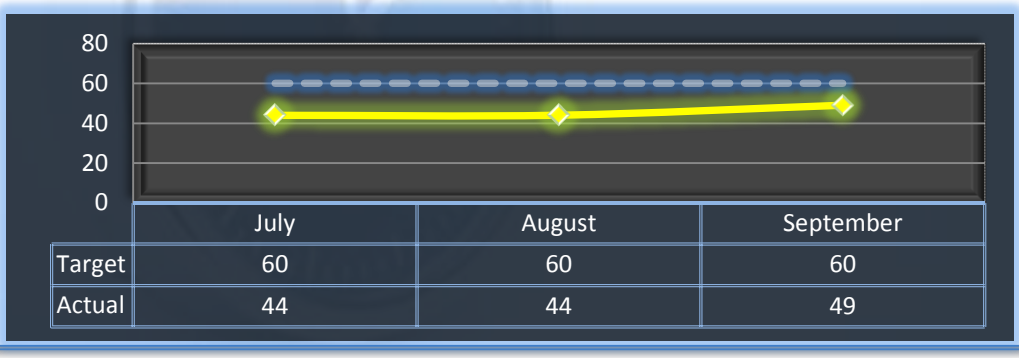
	July	August	September
Target	7	7	7
Actual	4	4	4

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

Q1 Average: 45 Days



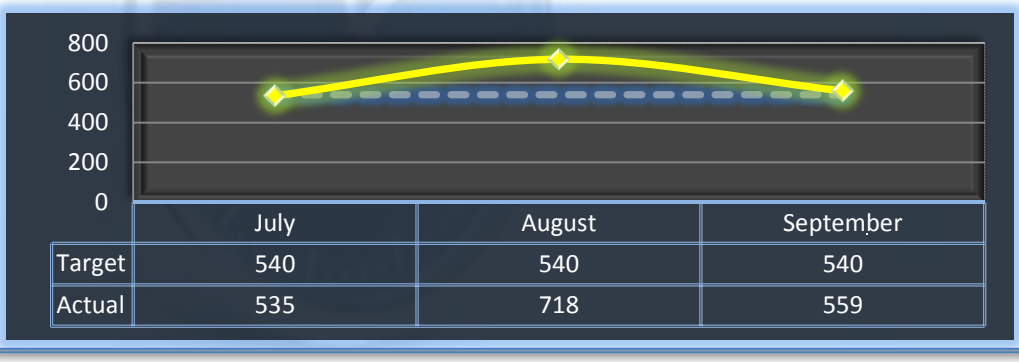
	July	August	September
Target	60	60	60
Actual	44	44	49

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

Q1 Average: 604 Days



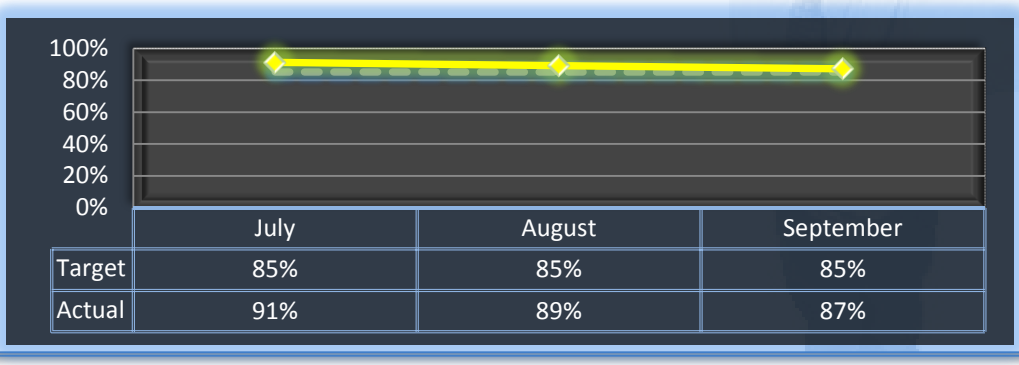
	July	August	September
Target	540	540	540
Actual	535	718	559

Consumer Satisfaction

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

Target: 85%

Q1 Average: 89%



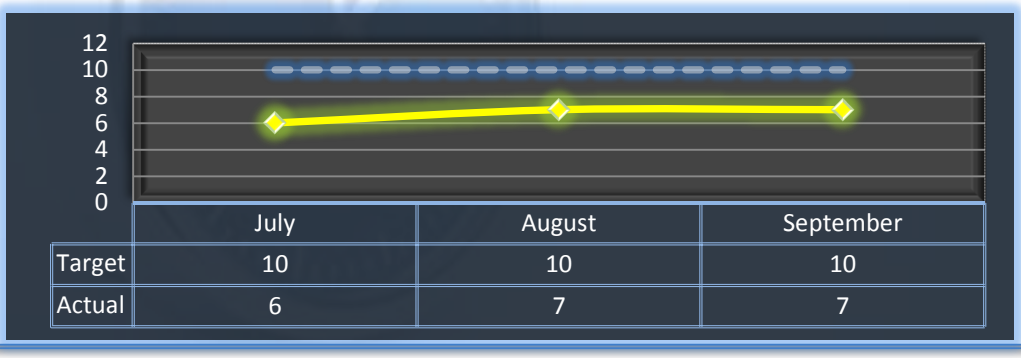
	July	August	September
Target	85%	85%	85%
Actual	91%	89%	87%

Probation Intake

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

Target: 10 Days

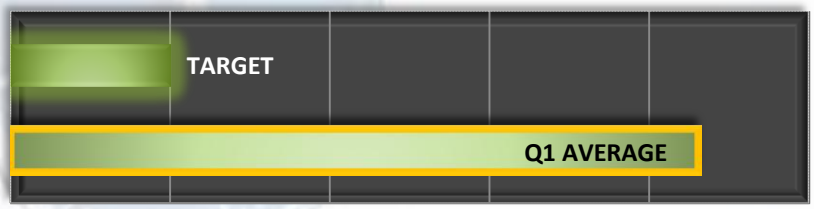
Q1 Average: 7 Days



	July	August	September
Target	10	10	10
Actual	6	7	7

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

Q1 Average: 43 Days