Department of Consumer Affairs

Board of Barbering & Cosmetology

Performance Measures

Q1 Report *(July - September 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.

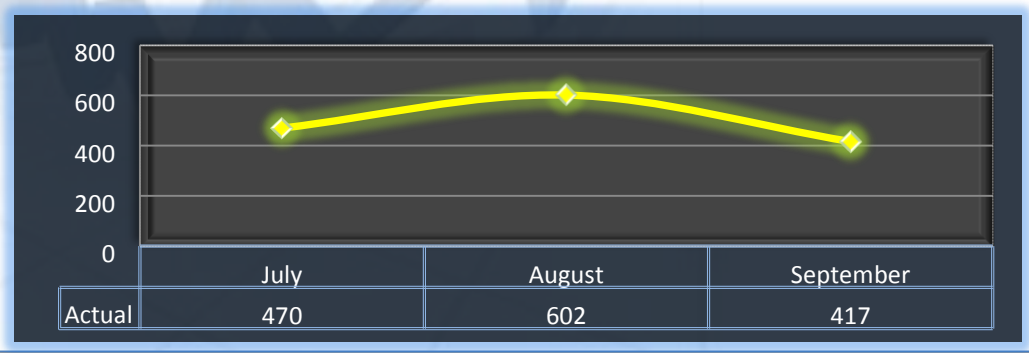
Volume

Number of complaints and convictions received.

Q1 Total: 1,489

Complaints: 1,016 Convictions: 473

Q1 Monthly Average: 496



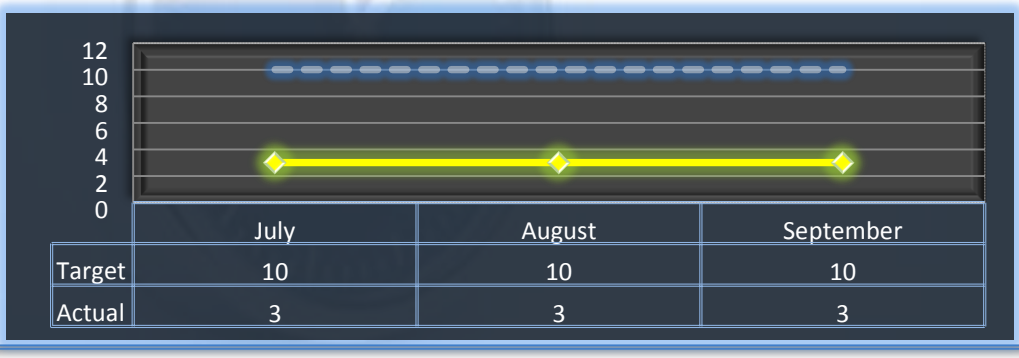
	July	August	September
Actual	470	602	417

Intake

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

Target: 10 Days

Q1 Average: 3 Days



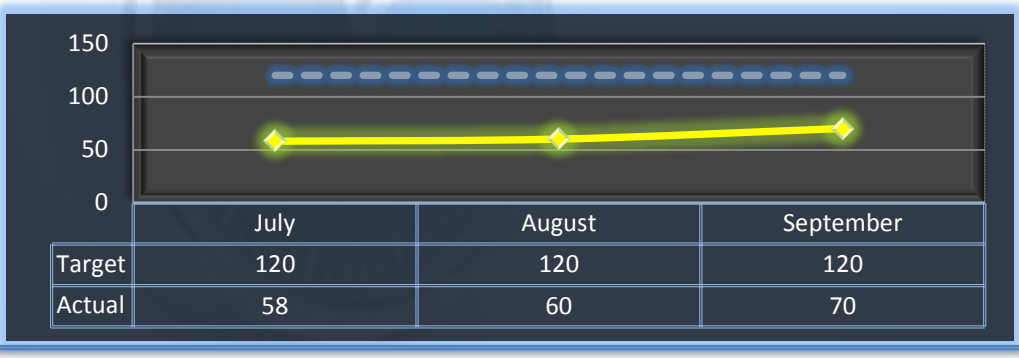
	July	August	September
Target	10	10	10
Actual	3	3	3

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

Q1 Average: 63 Days



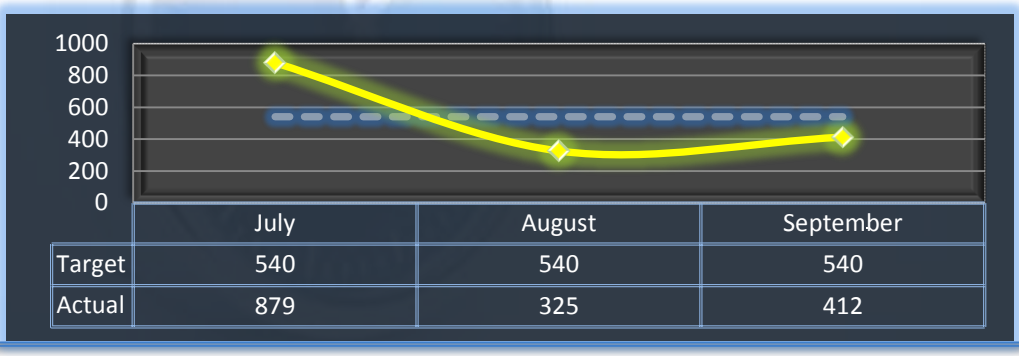
	July	August	September
Target	120	120	120
Actual	58	60	70

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

Q1 Average: 516 Days



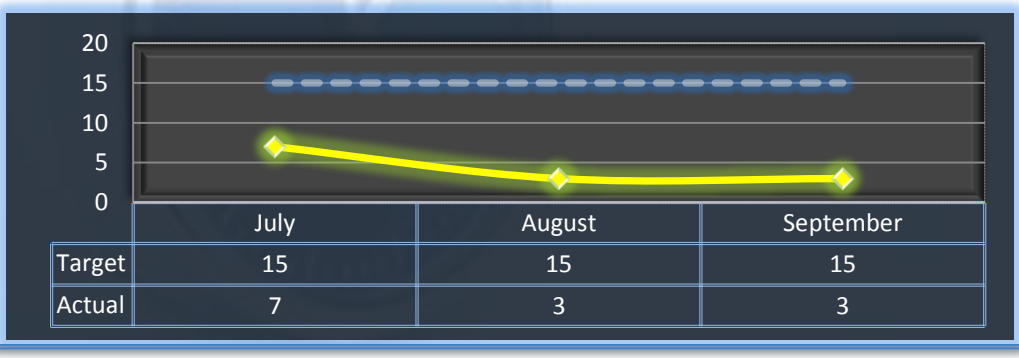
	July	August	September
Target	540	540	540
Actual	879	325	412

Probation Intake

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

Target: 15 Days

Q1 Average: 4 Days



	July	August	September
Target	15	15	15
Actual	7	3	3

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

Q1 Average: 1 Day

	July	August	September
Target	5	5	5
Actual	1	1	2