Department of Consumer Affairs

Cemetery & Funeral Bureau

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.

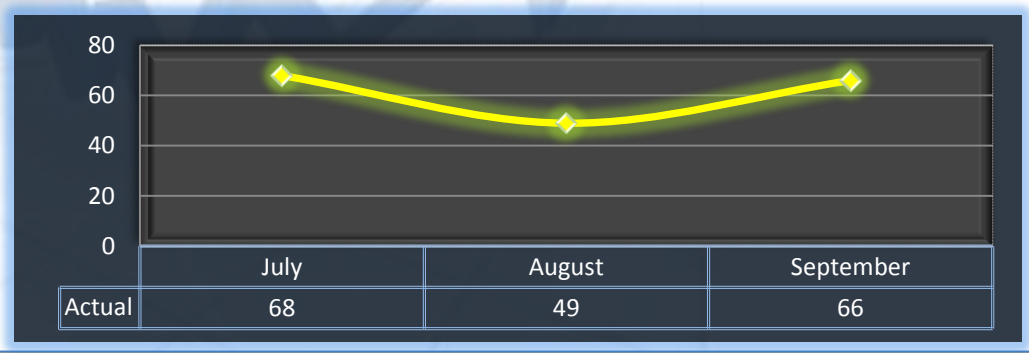
Volume

Number of complaints and convictions received.

Q1 Total: 183

Complaints: 168 Convictions: 15

Q1 Monthly Average: 61



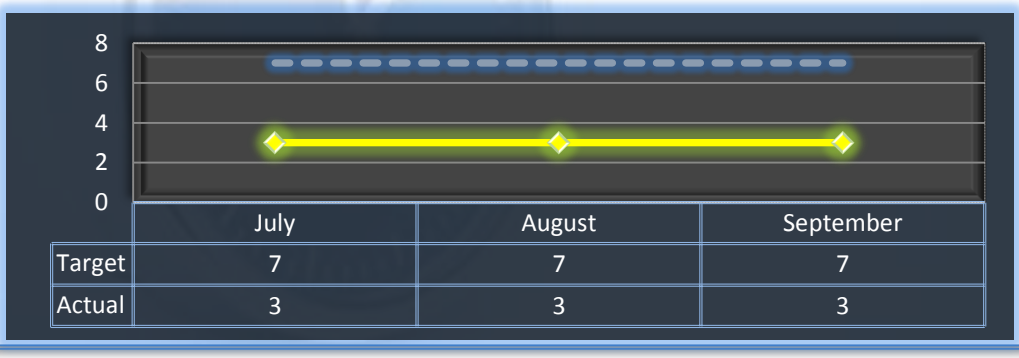
	July	August	September
Actual	68	49	66

Complaint Intake

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

Target: 7 Days

Q1 Average: 3 Days



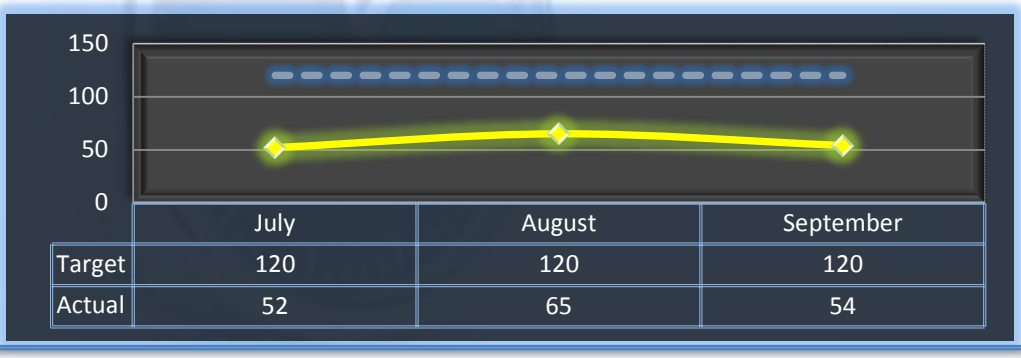
	July	August	September
Target	7	7	7
Actual	3	3	3

Complaint Intake & Investigation

Average cycle time from receipt to closure of the investigation process, does not include cases sent to Attorney General or other formal discipline.

Target: 120 Days

Q1 Average: 58 Days



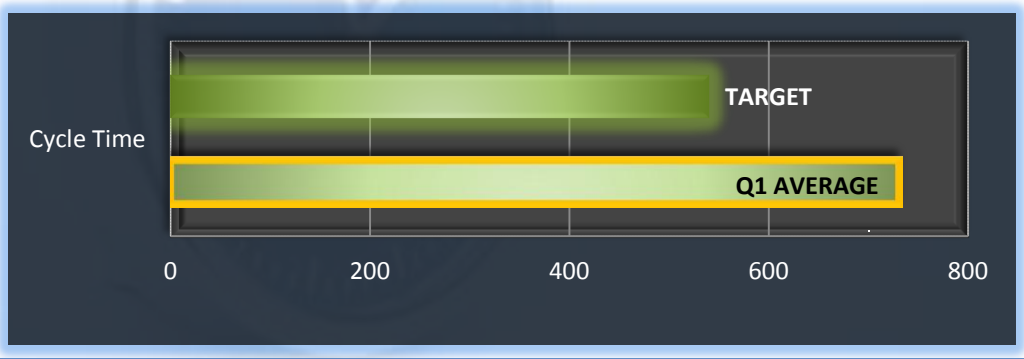
	July	August	September
Target	120	120	120
Actual	52	65	54

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: 688 Days

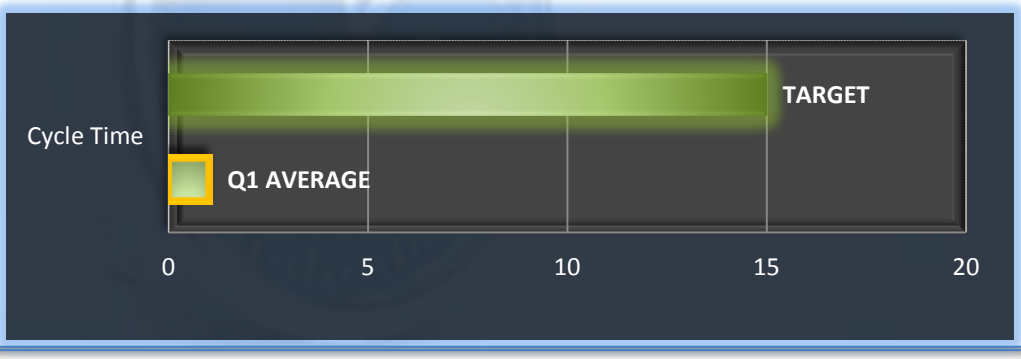


Probation Intake

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

Target: 15 Days

Q1 Average: N/A



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: 15 Days

Q1 Average: N/A

The Bureau did not handle any probation violations this quarter.