Department of Consumer Affairs

Contractors State License Board

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.

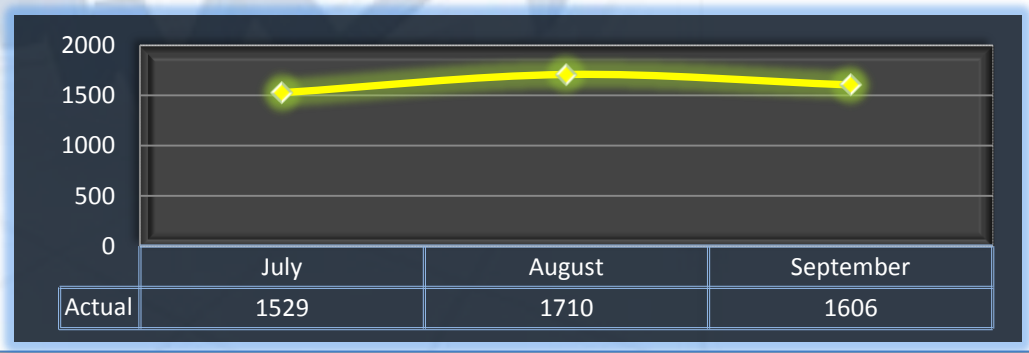
Volume

Number of complaints and convictions received.

Q1 Total: 4,845

Complaints: 4,811 Convictions: 34

Q1 Monthly Average: 1,615



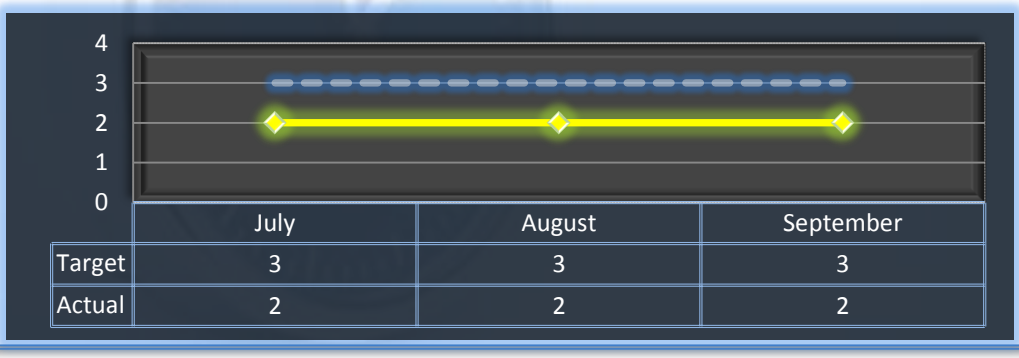
	July	August	September
Actual	1529	1710	1606

Intake

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

Target: 3 Days

Q1 Average: 2 Days



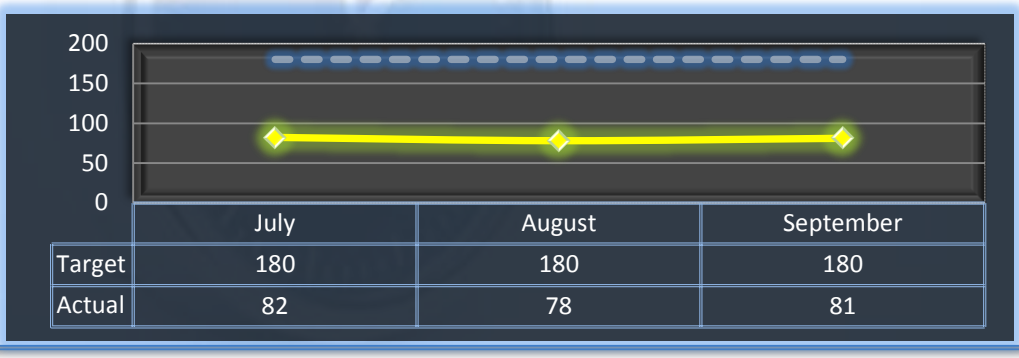
	July	August	September
Target	3	3	3
Actual	2	2	2

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: 180 Days

Q1 Average: 80 Days



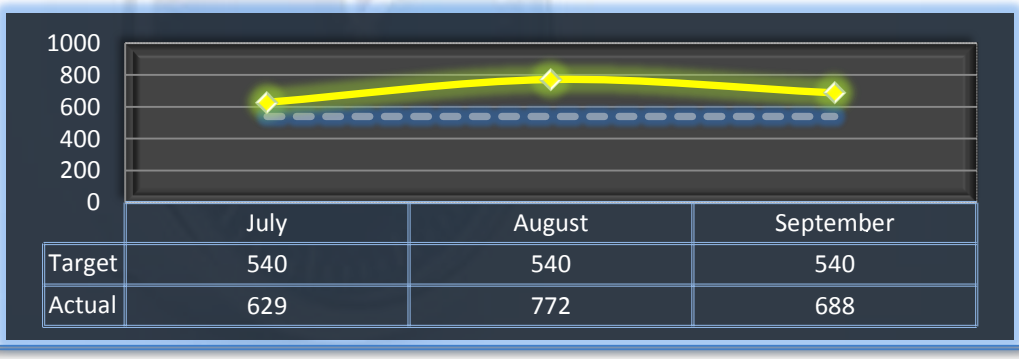
	July	August	September
Target	180	180	180
Actual	82	78	81

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: 697 Days



	July	August	September
Target	540	540	540
Actual	629	772	688