Department of Consumer Affairs

Board for Professional Engineers, Land Surveyors, and Geologists

Performance Measures

Q1 Report *(July - September 2011)*

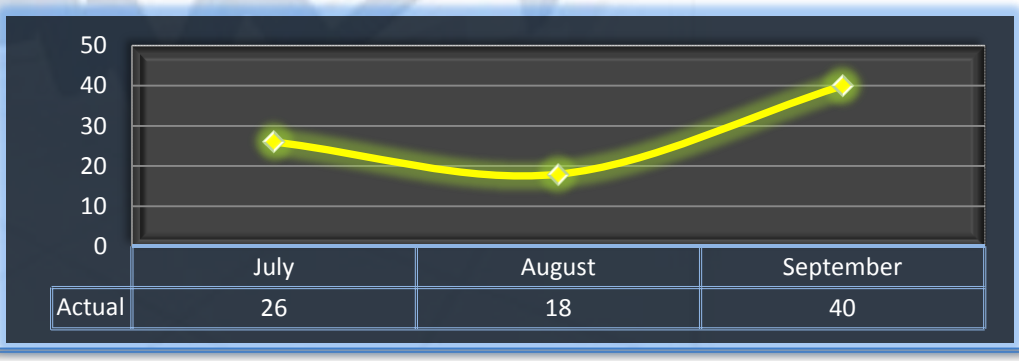
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints and convictions received.

Q1 Total: 84

Q1 Monthly Average: 28



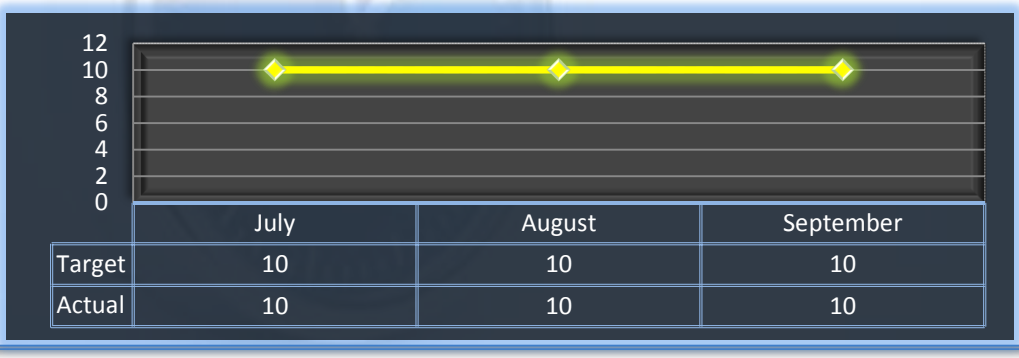
	July	August	September
Actual	26	18	40

Intake

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

Target: 10 Days

Q1 Average: 10 Day



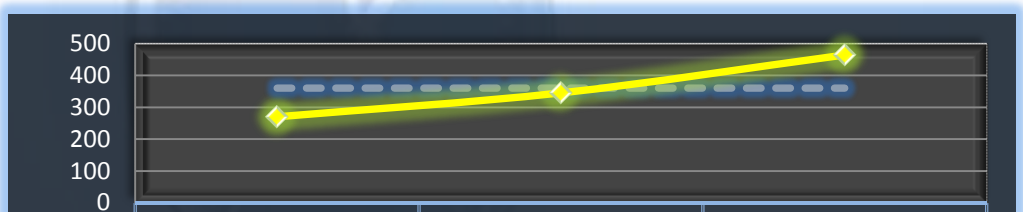
	July	August	September
Target	10	10	10
Actual	10	10	10

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: 360 Days

Q1 Average: 360 Days



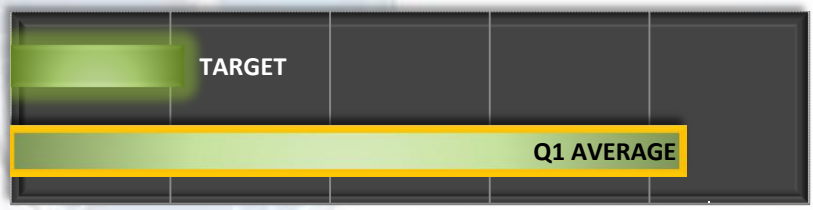
	July	August	September
Target	360	360	360
Actual	270	345	464

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: 2,104 Days



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		7	6

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: N/A

There were no violations of probation during this quarter.

Note: These performance measure statistics refer to Professional Engineers and Land Surveyors license categories exclusively. There is insufficient data at this time to generate statistically relevant charts for the Geologist and Geophysicist program.