Department of Consumer Affairs

Physical Therapy Board of California

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.

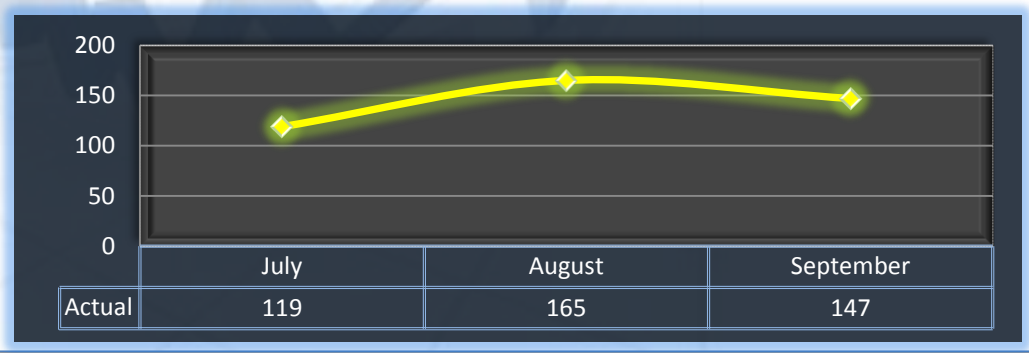
Volume

Number of complaints and convictions received.

Q1 Total: 431

Complaints: 359 Convictions: 72

Q1 Monthly Average: 144



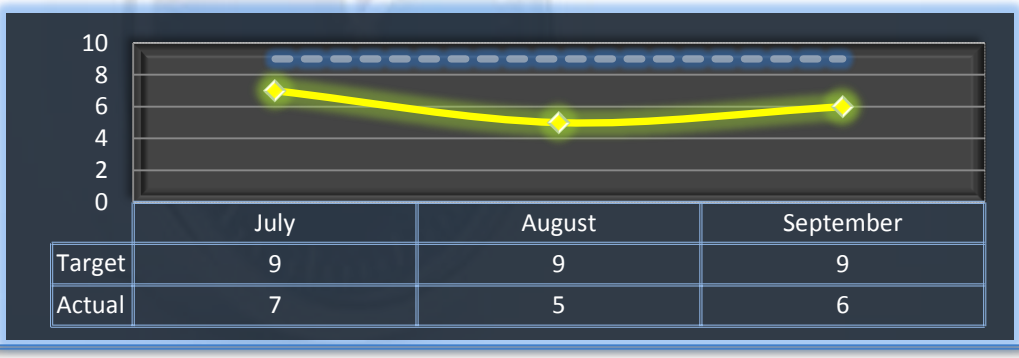
	July	August	September
Actual	119	165	147

Intake

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

Target: 9 Days

Q1 Average: 6 Days



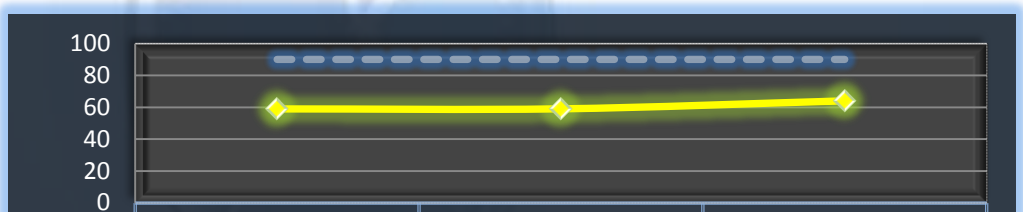
	July	August	September
Target	9	9	9
Actual	7	5	6

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: 90 Days

Q1 Average: 61 Days



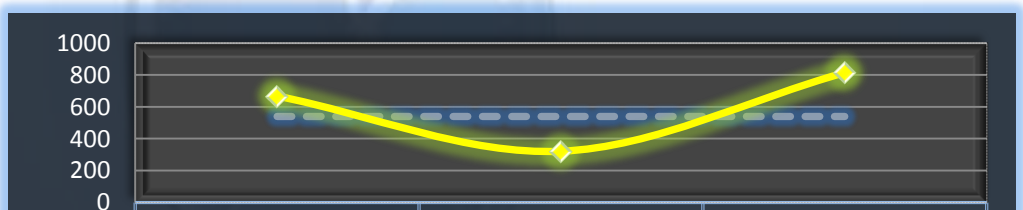
	July	August	September
Target	90	90	90
Actual	59	59	64

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: 597 Days



	July	August	September
Target	540	540	540
Actual	667	322	815

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: 3 Days

	July	August	September
Target	10	10	10
Actual	5	4	1

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: 7 Days

Q1 Average: 4 Days

	July	August	September
Target	7	7	7
Actual	2	5	