Department of Consumer Affairs

Cemetery & Funeral Bureau

Performance Measures

Q3 Report *(January - March 2012)*

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.

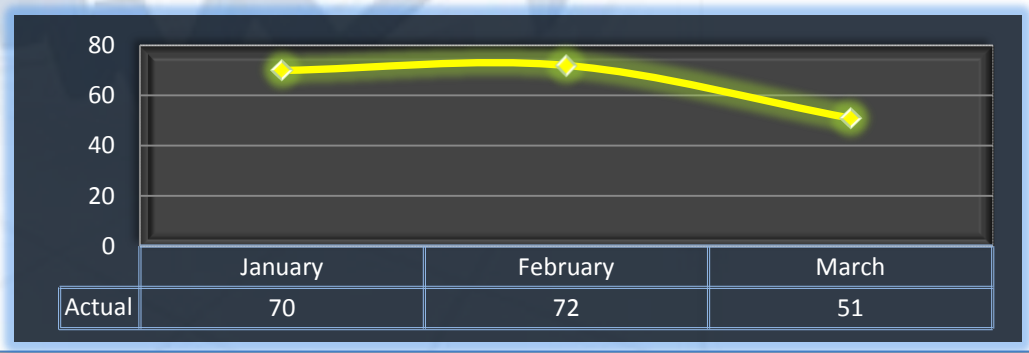
Volume

Number of complaints and convictions received.

Q3 Total: 193

Complaints: 174 Convictions: 19

Q3 Monthly Average: 64



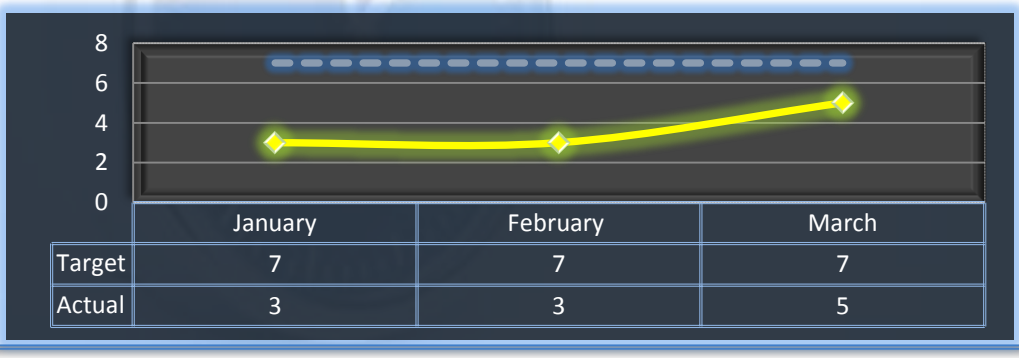
	January	February	March
Actual	70	72	51

Complaint Intake

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

Target: 7 Days

Q3 Average: 3 Days



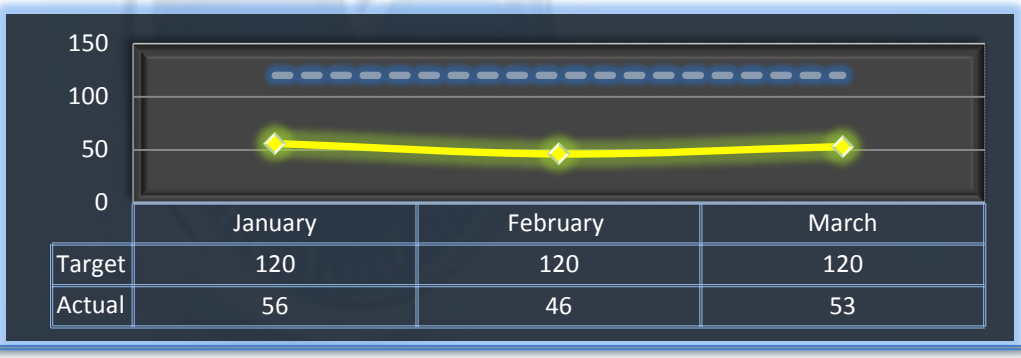
	January	February	March
Target	7	7	7
Actual	3	3	5

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

Q3 Average: 52 Days



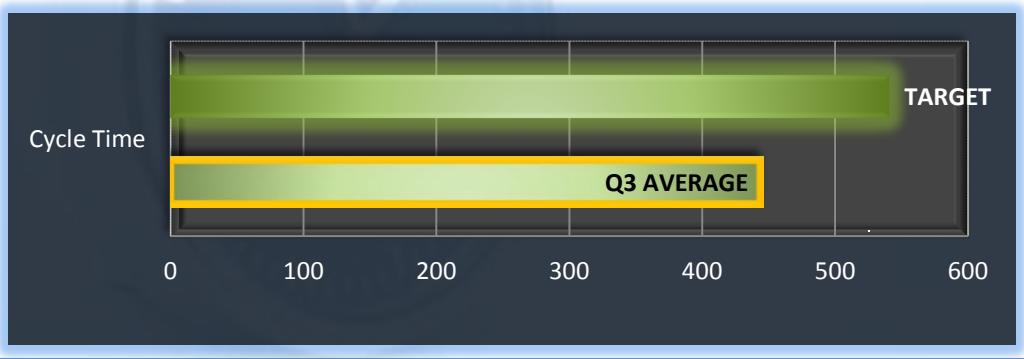
	January	February	March
Target	120	120	120
Actual	56	46	53

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

Q3 Average: 443 Days



Probation Intake

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

Target: 15 Days

Q3 Average: N/A

The Bureau did not contact any new probationers this quarter.

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

Q3 Average: N/A

The Bureau did not handle any probation violations this quarter.