Department of Consumer Affairs

Contractors State License Board

Performance Measures

Q3 Report *(January - March 2012)*

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.

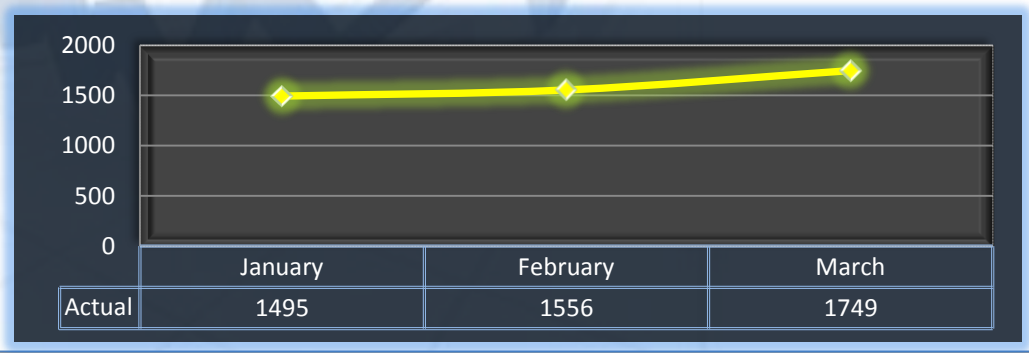
Volume

Number of complaints and convictions received.

Q3 Total: 4,800

Complaints: 4,644 Convictions: 156

Q3 Monthly Average: 1,600



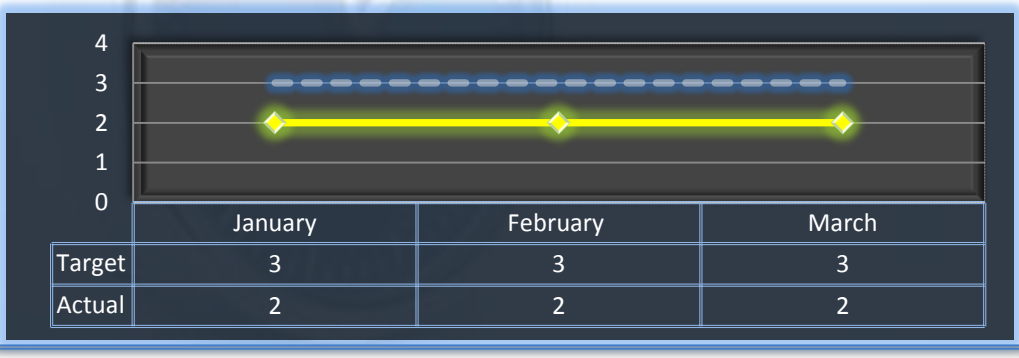
	January	February	March
Actual	1495	1556	1749

Intake

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

Target: 3 Days

Q3 Average: 2 Days



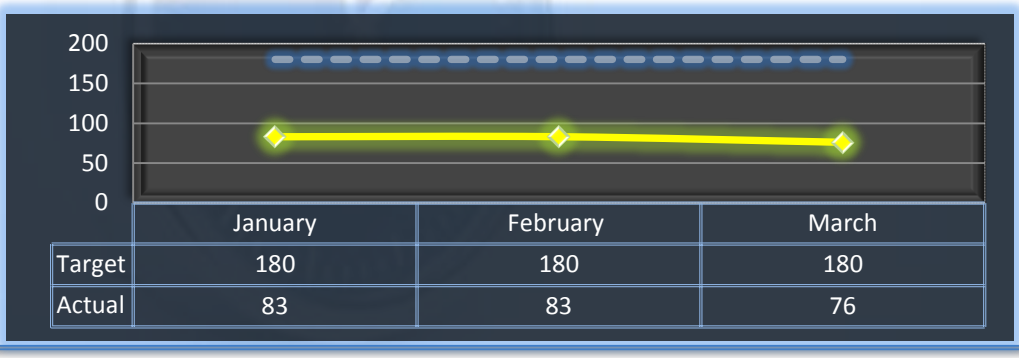
	January	February	March
Target	3	3	3
Actual	2	2	2

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

Q3 Average: 80 Days



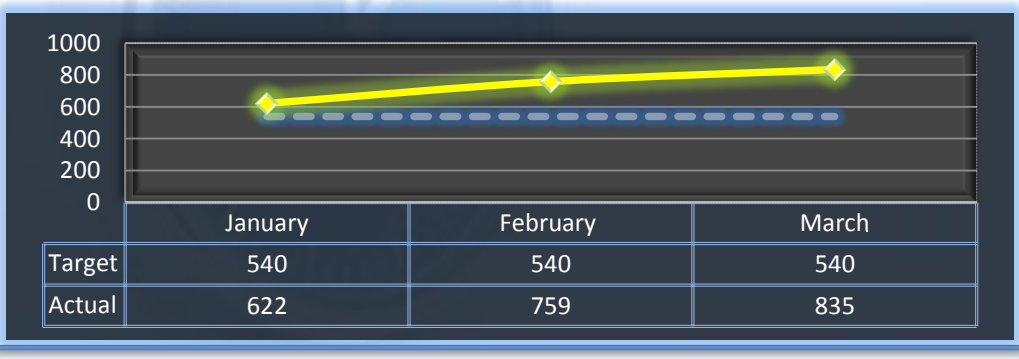
	January	February	March
Target	180	180	180
Actual	83	83	76

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

Q3 Average: 753 Days



	January	February	March
Target	540	540	540
Actual	622	759	835