*Department of Consumer Affairs*

Respiratory Care Board of California

# 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.

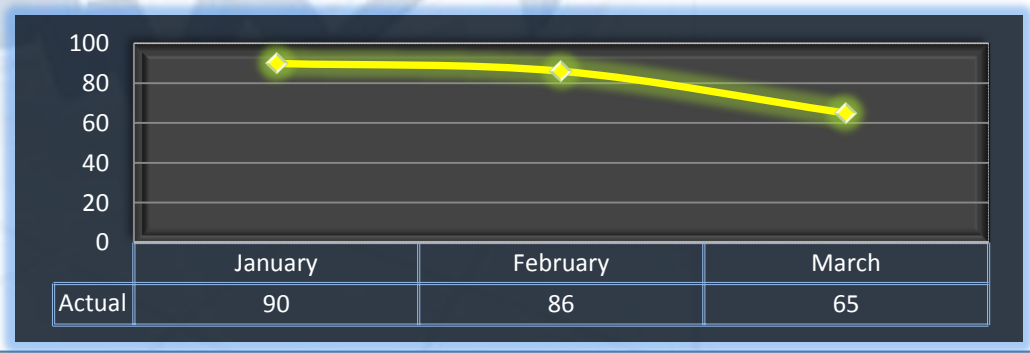
## Volume

**Number of complaints and convictions received.**

**Q3 Total: 241**

***Complaints: 67 Convictions: 174***

**Q3 Monthly Average: 80**



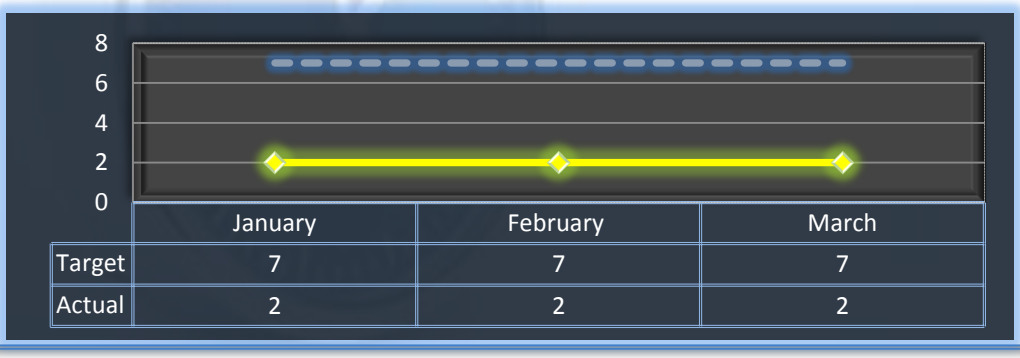

| | January | February | March |
|---|---|---|---|
| Actual | 90 | 86 | 65 |

## Intake

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

**Target: 7 Days**

**Q3 Average: 2 Days**



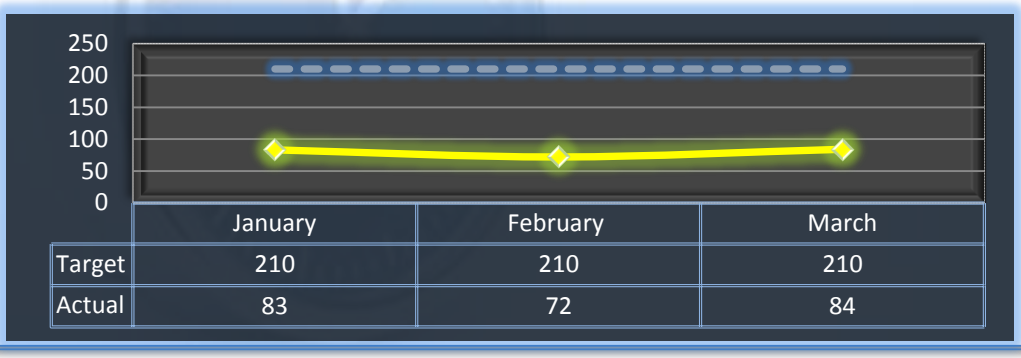

| | January | February | March |
|---|---|---|---|
| Target | 7 | 7 | 7 |
| Actual | 2 | 2 | 2 |

## 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: 210 Days**

**Q3 Average: 79 Days**



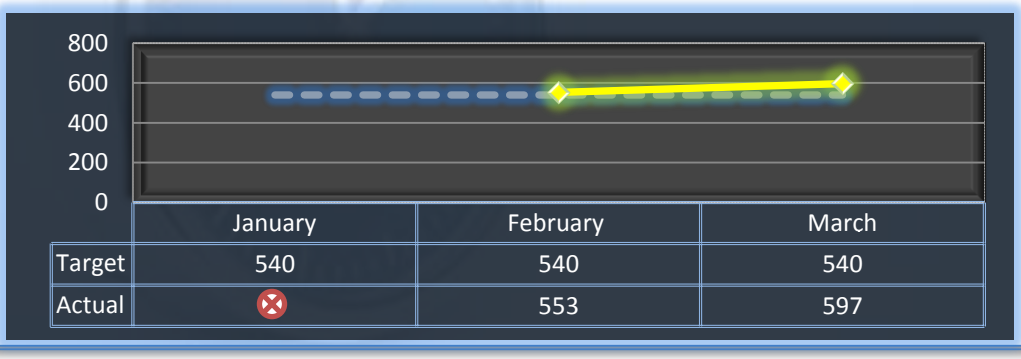

| | January | February | March |
|---|---|---|---|
| Target | 210 | 210 | 210 |
| Actual | 83 | 72 | 84 |

## 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 dispensation by the AG.**

**Target: 540 Days**

**Q3 Average: 581 Days**



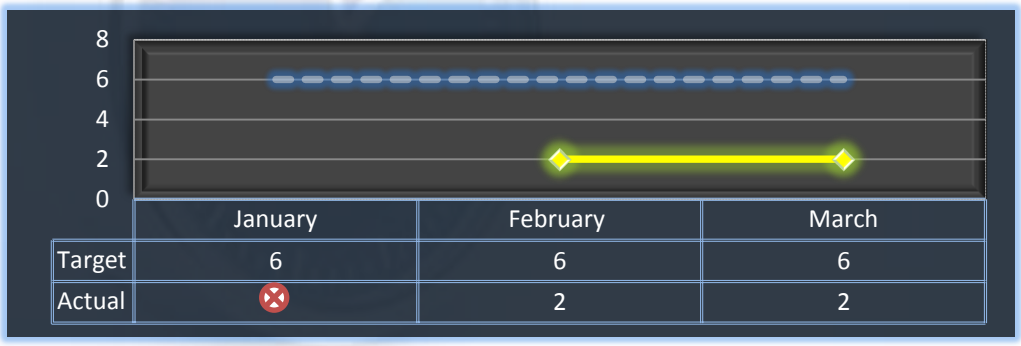

| | January | February | March |
|---|---|---|---|
| Target | 540 | 540 | 540 |
| Actual | | 553 | 597 |

## Probation Intake

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

**Target: 6 Days**

**Q3 Average: 2 Days**



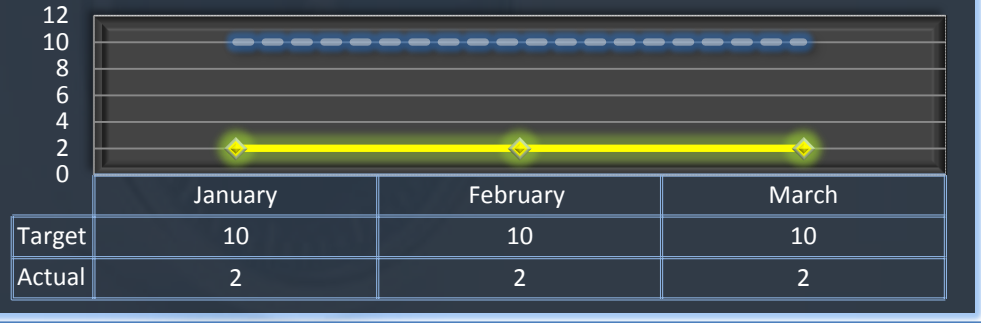

| | January | February | March |
|---|---|---|---|
| Target | 6 | 6 | 6 |
| Actual | | 2 | 2 |

# 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

## Q3 Average: 2 Days




| | January | February | March |
|---|---|---|---|
| Target | 10 | 10 | 10 |
| Actual | 2 | 2 | 2 |