# California Architects Board

Performance Measures

Q4 Report *(April - June 2014)*

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.

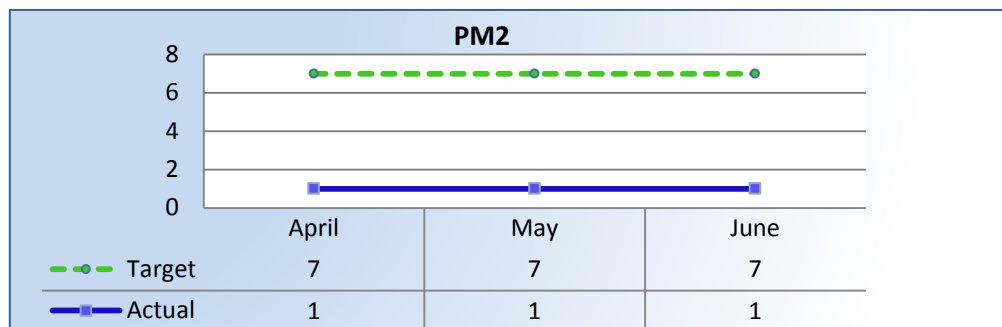## PM1 | Volume

Number of complaints and convictions received.

	April	May	June
Actual	38	16	28
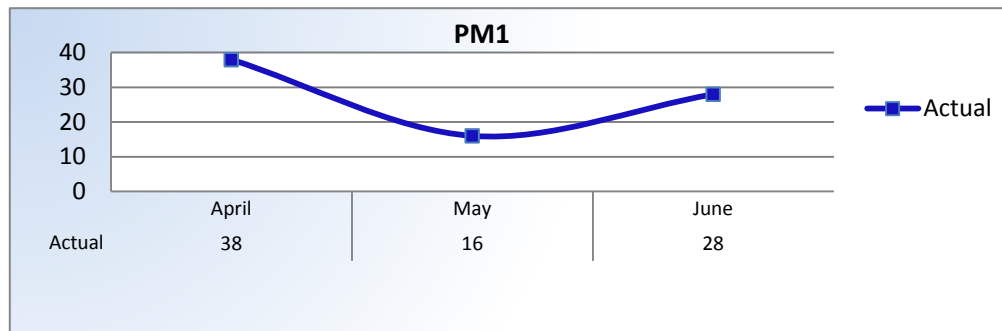
Total Received: 82 Monthly Average: 27

Complaints: 82 | **Convictions**: 0

PM2 | Intake

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

	April	May	June
Target	7	7	7
Actual	1	1	1

Target Average: 7 Days | **Actual Average:** 1 Day

PM3 | 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.

PM3

	April	May	June
Target	270	270	270
Actual	66	143	137
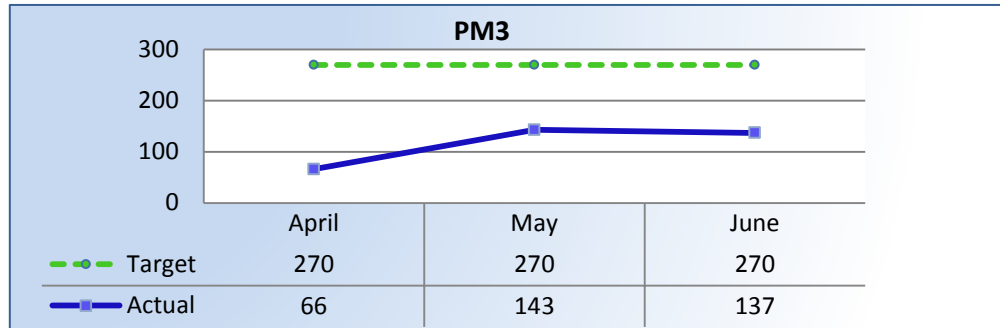
Target Average: 270 Days | **Actual Average:** 132 Days

PM4 | 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).

The Board did not have report any formal discipline cases this quarter.

Target Average: 540 Days | **Actual Average:** N/A

PM7 |Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

The Board did not contact any new probationers this quarter.

Target Average: 5 Days | **Actual Average:** N/A

PM8 |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.

The Board did not report any new probation violations this quarter.

Target Average: 15 Days | **Actual Average:** N/A