Department of Consumer Affairs

Bureau of Automotive Repair

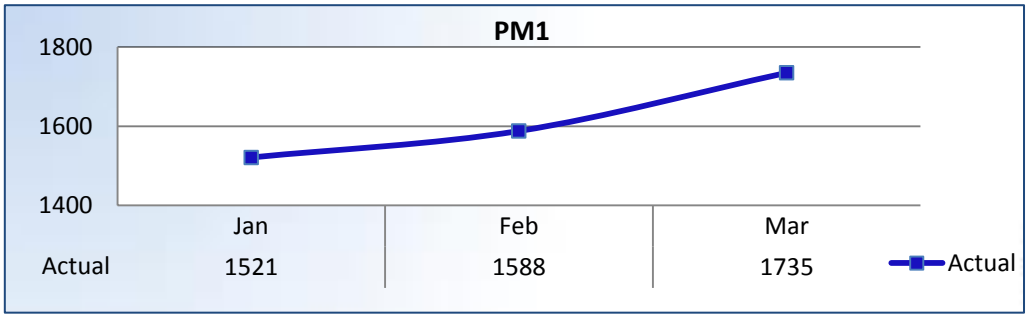
Performance Measures

Q3 Report *(January – March 2016)*

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.

PM1 | Volume

Number of complaints and convictions received.

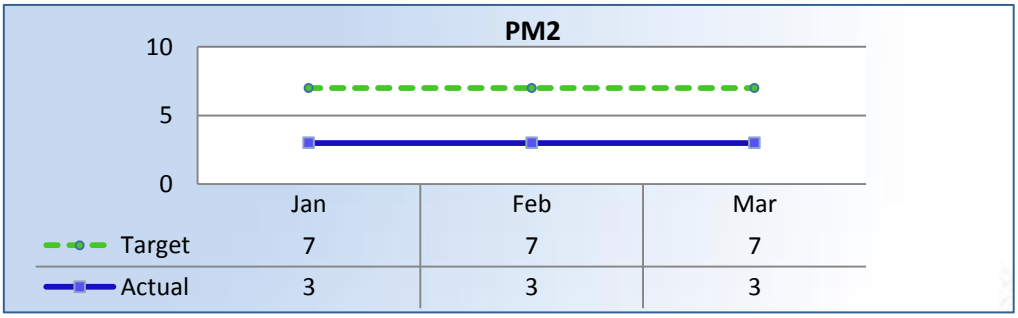


Total Received: 4,844 **Monthly Average**: 1,615

Complaints: 4,844 | **Convictions**: 0

PM2 | Intake

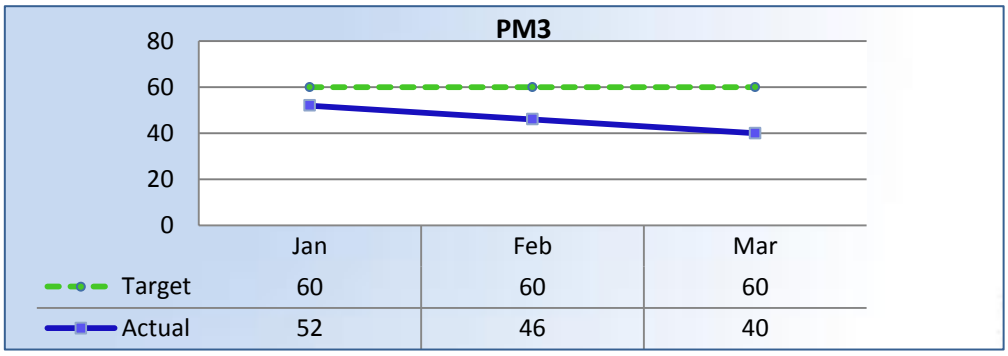
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | **Actual Average:** 3 Days

PM3 | Intake & Investigation

Average number of days to complete the entire enforcement process for cases not transmitted to the AG. (Includes intake and investigation)

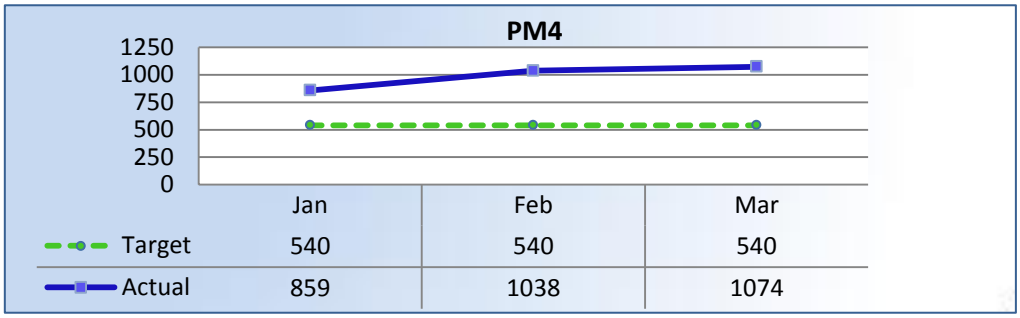


	Jan	Feb	Mar
Target	60	60	60
Actual	52	46	40

Target Average: 60 Days | **Actual Average:** 46 Days

PM4 | Formal Discipline

Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)

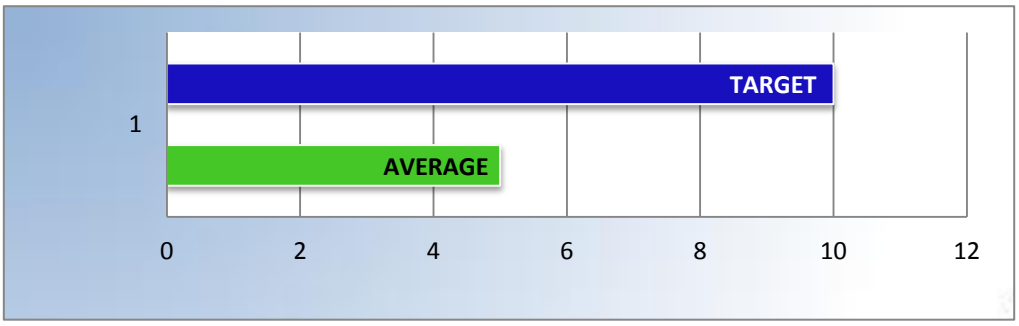


	Jan	Feb	Mar
Target	540	540	540
Actual	859	1038	1074

Target Average: 540 Days | **Actual Average:** 938 Days

PM7 |Probation Intake

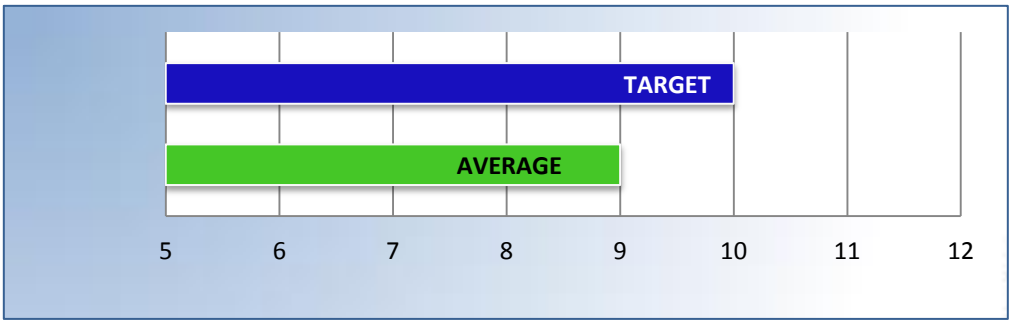
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



Target Average: 10 Days | **Actual Average:** 5 Days

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.



Target Average: 10 Days | **Actual Average:** 9 Days