Department of Consumer Affairs
Medical Board of California

Performance Measures
Q4 Report (April - June 2016)

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.

- **Total Received:** 2,500
- **Monthly Average:** 833
- **Complaints:** 2,409
- **Convictions:** 91

**PM2 | Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

- **Target Average:** 9 Days
- **Actual Average:** 15 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).

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<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>125</td>
<td>125</td>
<td>125</td>
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<tr>
<td>Actual</td>
<td>176</td>
<td>145</td>
<td>117</td>
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**Target Average:** 125 Days | **Actual Average:** 147 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)

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<th>Apr</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td>Target</td>
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<tr>
<td>Actual</td>
<td>807</td>
<td>817</td>
<td>849</td>
</tr>
</tbody>
</table>

**Target Average:** 540 Days | **Actual Average:** 825 Days