Department of Consumer Affairs
Cemetery and Funeral Bureau

Enforcement Performance Measures
Q1 Report *(July - September 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.

<table>
<thead>
<tr>
<th>Month</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>59</td>
</tr>
<tr>
<td>Aug</td>
<td>78</td>
</tr>
<tr>
<td>Sept</td>
<td>65</td>
</tr>
</tbody>
</table>

**Total Received**: 202  | **Monthly Average**: 67

**Complaints**: 171  | **Convictions**: 31
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 200 | Monthly Average: 67

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

Target Average: 7 Days | Actual Average: 1 Day
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 199 | Monthly Average: 66

PM3 | Investigations – Cycle Time
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation)

Target Average: 120 Days | Actual Average: 36 Days
**PM4 | Formal Discipline – Cycle Time**
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General.
(Includes intake, investigation, and case outcome.)

<table>
<thead>
<tr>
<th>Days</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target = 540</td>
<td>294</td>
<td>565</td>
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</tbody>
</table>

**Target Average:** 540 Days | **Actual Average:** 430 Days

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**PM4 | Formal Discipline – Volume**
Cases closed, of those transmitted to the Attorney General.

<table>
<thead>
<tr>
<th>PM 4 Volume</th>
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<tbody>
<tr>
<td>July</td>
</tr>
<tr>
<td>1</td>
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</tbody>
</table>

**Total:** 2

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![Chart showing PM 4 Volume for July, August, and September](chart.png)
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

July Aug Sept

Total: 2

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

PM 7 Aging

July Aug Sept

Target Average: 15 Days | Actual Average: 2 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

*The Bureau did not have any probation violations this quarter.*

PM8 | Probation Violation Response – Cycle Time
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

*The Bureau did not have any probation violations this quarter.*