Department of Consumer Affairs

Board of Optometry - Registered Dispensing Optician Program

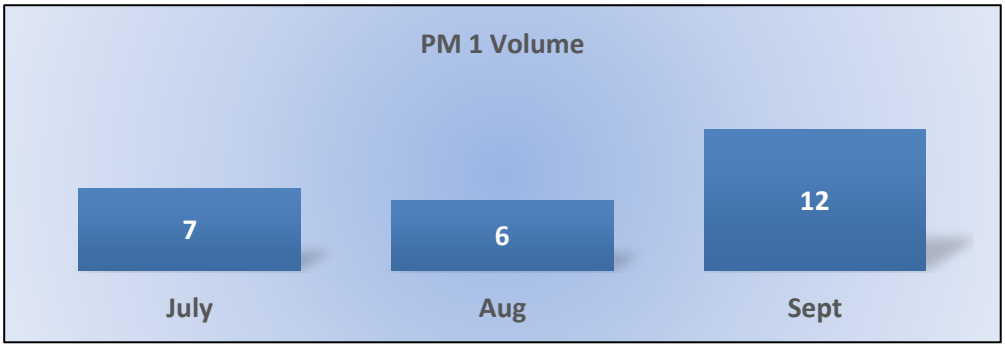
Enforcement Performance Measures

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.

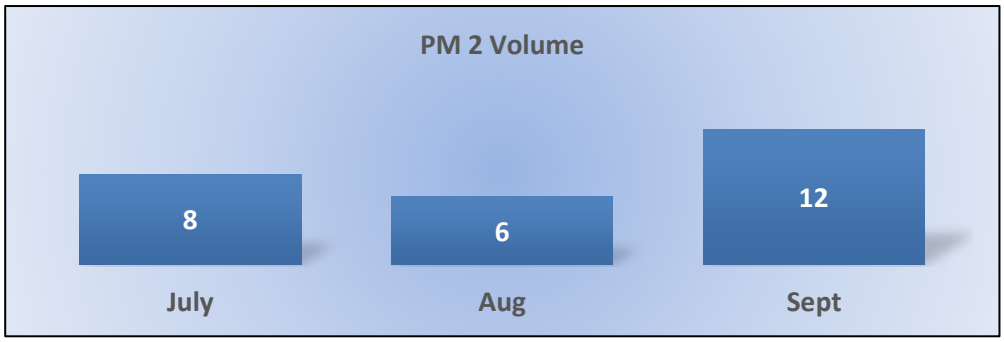


Total Received: 25 | **Monthly Average**: 8

Complaints: 10 | **Convictions**: 15

PM2 | Intake – Volume

Number of complaints closed or assigned to an investigator.



Total: 26 | **Monthly Average:** 9

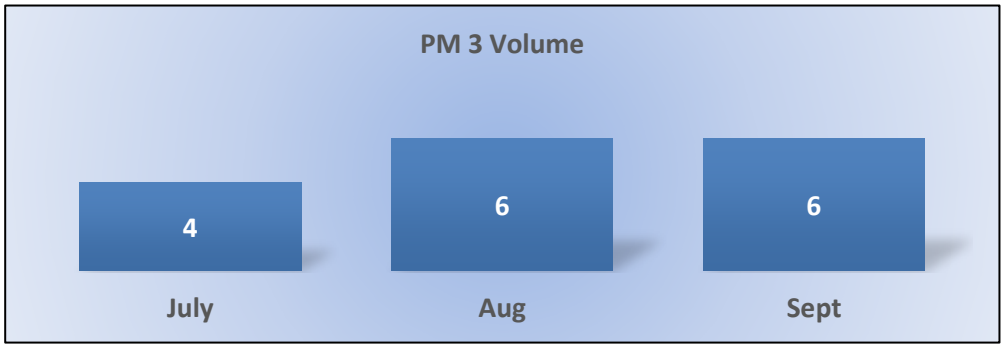
PM2 | Intake – Cycle Time

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:** 2 Days

PM3 | Investigations – Volume

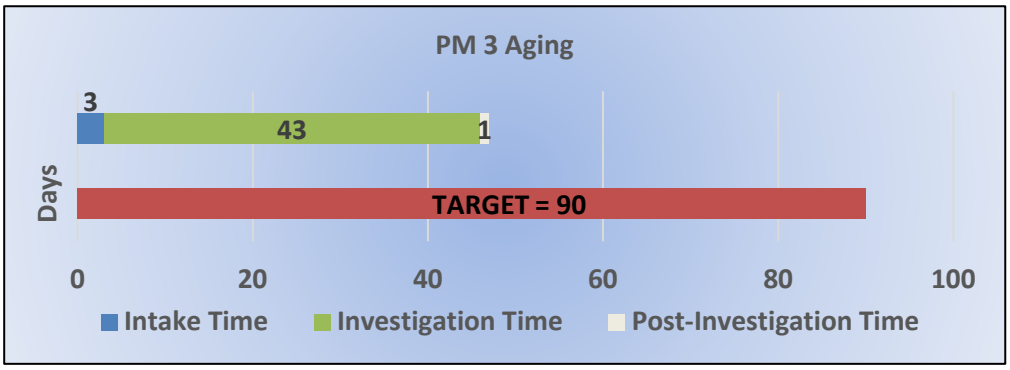
Number of investigations closed (not including cases transmitted to the Attorney General).



Total: 16 | **Monthly Average:** 5

PM3 | Investigations – Cycle Time[1]

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

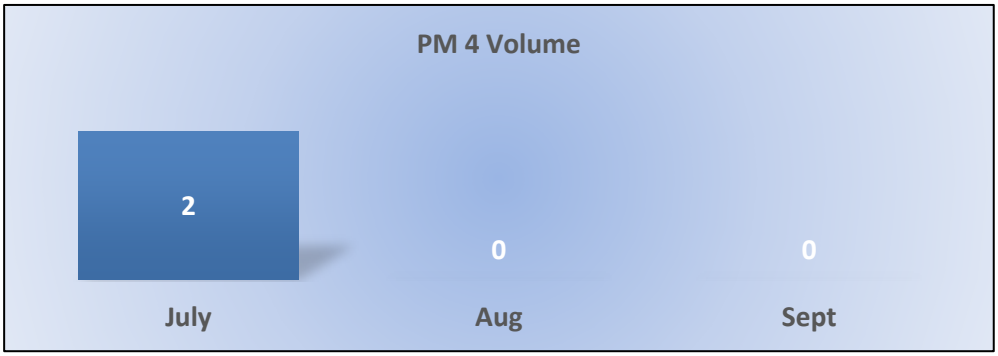


Target Average: 90 Days | **Actual Average:** 51 Days

[1] *Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).*

PM4 | Formal Discipline – Volume

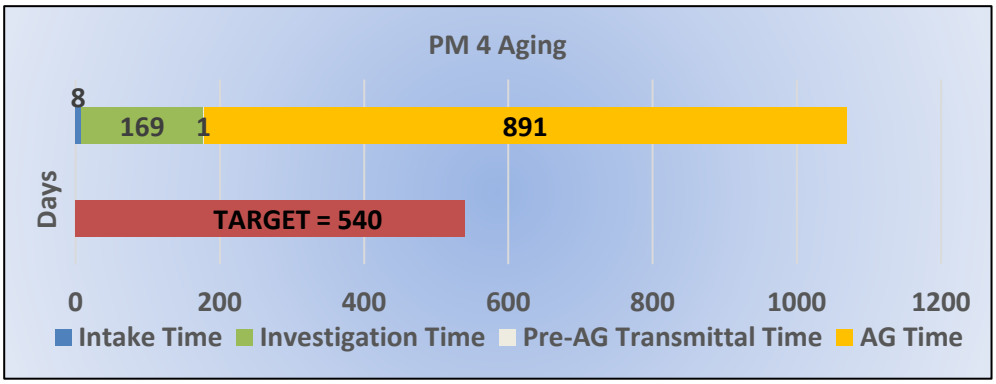
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 2

PM4 | Formal Discipline – Cycle Time[2]

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

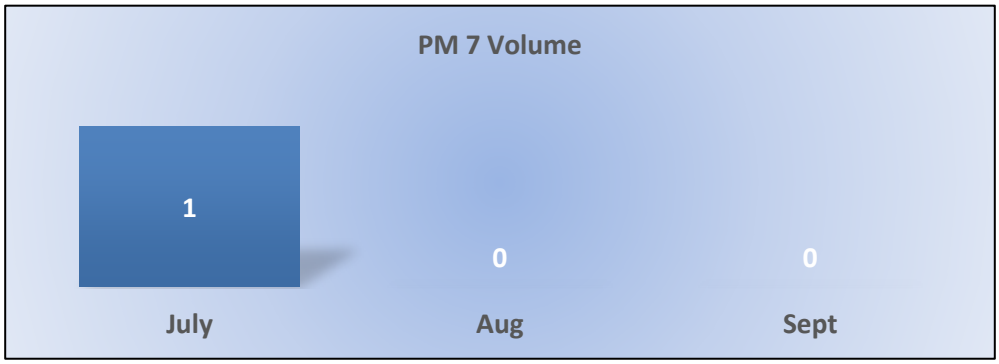


Target Average: 540 Days | **Actual Average:** 1,066 Days

[2] *Due to rounding, there might be small discrepancies between the PM4 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).*

PM7 |Probation Intake – Volume

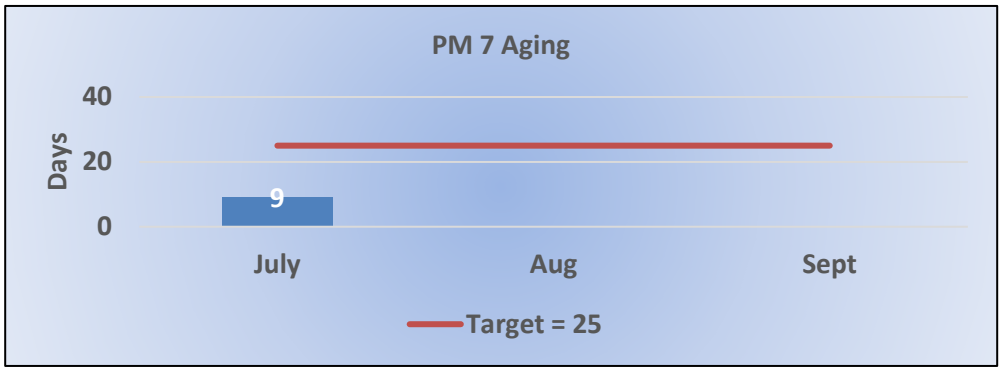
Number of new probation cases.



Total: 1

PM7 |Probation Intake – Cycle Time

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



Target Average: 25 Days | **Actual Average:** 9 Days

PM8 |Probation Violation Response – Volume

Number of probation violation cases.

The Program 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 Program did not have any probation violations this quarter.