Department of Consumer Affairs
Cemetery and Funeral Bureau

Enforcement Performance Measures
Q2 Report (October - December 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.

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<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tr>
<td>PM 1 Volume</td>
<td>43</td>
<td>65</td>
<td>64</td>
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Total Received: 172 | Monthly Average: 57
Complaints: 148 | Convictions: 24
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**PM 2 Volume**

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<td></td>
<td>44</td>
<td>64</td>
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**Total:** 172 | **Monthly Average:** 57

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

**PM 2 Aging**

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<tr>
<td>Days</td>
<td>1</td>
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**Target Average:** 7 Days | **Actual Average:** 2 Days
PM3 | Investigations – Volume
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 161 | Monthly Average: 54

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: 30 Days
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
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

Target Average: 540 Days | Actual Average: 142 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

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.

Target Average: 15 Days | Actual Average: 1 Day
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.*