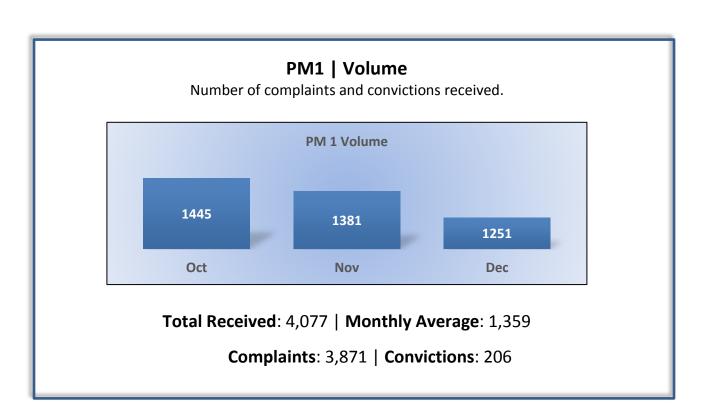
Contractors State License Board

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.



PM2 | Intake - Volume

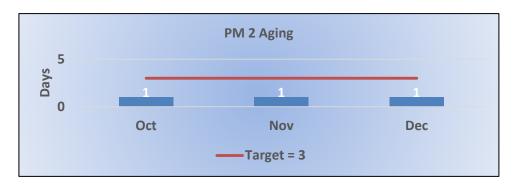
Number of complaints closed or assigned to an investigator.



Total: 4,043 | Monthly Average: 1,348

PM2 | Intake - Cycle Time

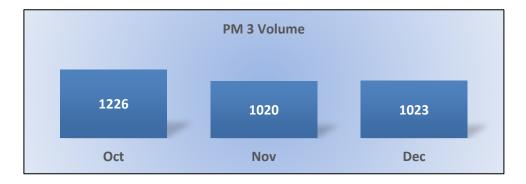
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 3 Days | Actual Average: 1 Day

PM3 | Investigations – Volume

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

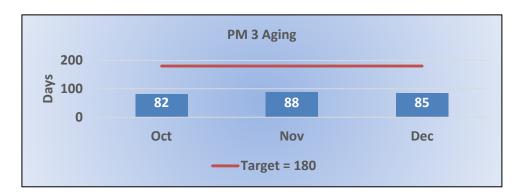


Total: 3,269 | Monthly Average: 1,090

PM3 | Investigations – Cycle Time

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.

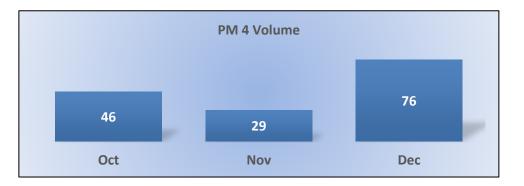
(Includes intake and investigation.)



Target Average: 180 Days | Actual Average: 85 Days

PM4 | Formal Discipline - Volume

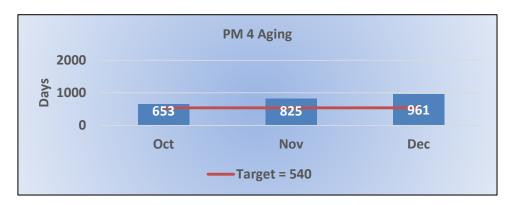
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



Total: 151 | Monthly Average: 50

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:** 841 Days

PM7 | Probation Intake - Volume

Number of new probation cases.

The Board does not have licensees in a probationary status.

PM7 | Probation Intake – Cycle Time

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

The Board does not have licensees in a probationary status.

PM8 | Probation Violation Response – Volume

Number of probation violation cases.

The Board does not have licensees in a probationary status.

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 Board does not have licensees in a probationary status.