Department of Consumer Affairs
Board of Optometry

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.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>25</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>Received:</td>
<td>58</td>
<td>Monthly Average: 19</td>
<td></td>
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<tr>
<td>Complaints:</td>
<td>53</td>
<td>Convictions: 5</td>
<td></td>
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</tbody>
</table>
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

- **PM 2 Volume**
  - Oct: 24
  - Nov: 13
  - Dec: 21

**Total:** 58 | **Monthly Average:** 19

**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**
  - Oct: 1
  - Nov: 2
  - Dec: 1

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

Total: 107 | Monthly Average: 36

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: 90 Days | Actual Average: 284 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 – Cycle Time**

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.).

**PM 4 Aging**

Total: 1

**Target Average:** 540 Days | **Actual Average:** 1,304 Days

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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.

No new probationers were assigned for monitoring this quarter.

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

No new probationers were assigned for monitoring this quarter.
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

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