Department of Consumer Affairs
Board for Professional Engineers,
Land Surveyors, and Geologists

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></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>27</td>
<td>32</td>
<td>25</td>
</tr>
<tr>
<td>Convictions</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Total Received: 84</td>
<td>Monthly Average: 28</td>
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<tr>
<td>Complaints: 84</td>
<td>Convictions: 0</td>
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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: 10 Days | Actual Average: 18 Days

PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 82 | Monthly Average: 27
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

Total: 67 | Monthly Average: 22

**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: 360 Days | Actual Average: 280 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: 1

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: 984 Days
PM7 | Probation Intake – Volume
Number of new probation cases.

PM 7 Volume

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<td>Oct</td>
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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.

PM 7 Aging

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<th>Days</th>
<th>Oct</th>
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Target = 10

Target Average: 10 Days | Actual Average: 9 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 3

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.

Target Average: 10 Days | Actual Average: 1 Day