Department of Consumer Affairs
Structural Pest Control Board

Enforcement Performance Measures

Q3 Report (January – March 2017)

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: 134 | Monthly Average: 45
Complaints: 133 | Convictions: 1
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 135 | Monthly Average: 45

![Bar chart showing PM2 Volume for January, February, and March]

**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: 3 Days

![Bar chart showing PM2 Aging for January, February, and March]
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: 180 Days | Actual Average: 165 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.).

<table>
<thead>
<tr>
<th></th>
<th>PM 4 Volume</th>
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</thead>
<tbody>
<tr>
<td>Jan</td>
<td>7</td>
</tr>
<tr>
<td>Feb</td>
<td>11</td>
</tr>
<tr>
<td>Mar</td>
<td>0</td>
</tr>
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Total: 18 | Monthly Average: 6

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.)

<table>
<thead>
<tr>
<th>Days</th>
<th>PM 4 Aging</th>
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<tbody>
<tr>
<td>Jan</td>
<td>482</td>
</tr>
<tr>
<td>Feb</td>
<td>620</td>
</tr>
<tr>
<td>Mar</td>
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Target Average: 540 Days | Actual Average: 567 Days
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.