Department of Consumer Affairs
Cemetery and Funeral Bureau

Enforcement Performance Measures
Q4 Report (April - June 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.

<table>
<thead>
<tr>
<th>PM1</th>
<th>Volume</th>
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<tbody>
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<td>Number of complaints and convictions received.</td>
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<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<tbody>
<tr>
<td>PM 1 Volume</td>
<td>58</td>
<td>103</td>
<td>80</td>
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Total Received: 241 | Monthly Average: 80

Complaints: 202 | Convictions: 39
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

Total: 243 | Monthly Average: 81

**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: 7 Days | Actual Average: 2 Days
**PM3 | Investigations – Volume**

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

Total: 229 | Monthly Average: 76

**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: 33 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: 815 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 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.