Department of Consumer Affairs

Contractors State License Board

Performance Measures

Q2 Report *(October - December 2011)*

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.

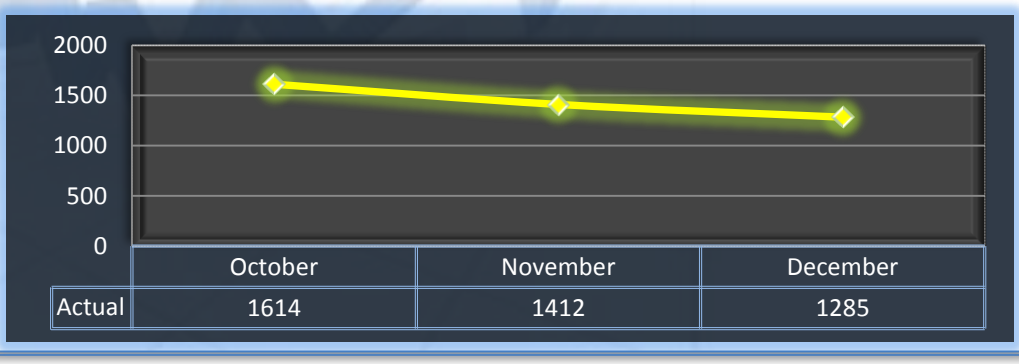
Volume

Number of complaints and convictions received.

Q2 Total: 4,311

Complaints: 4,230 Convictions: 81

Q2 Monthly Average: 1,437



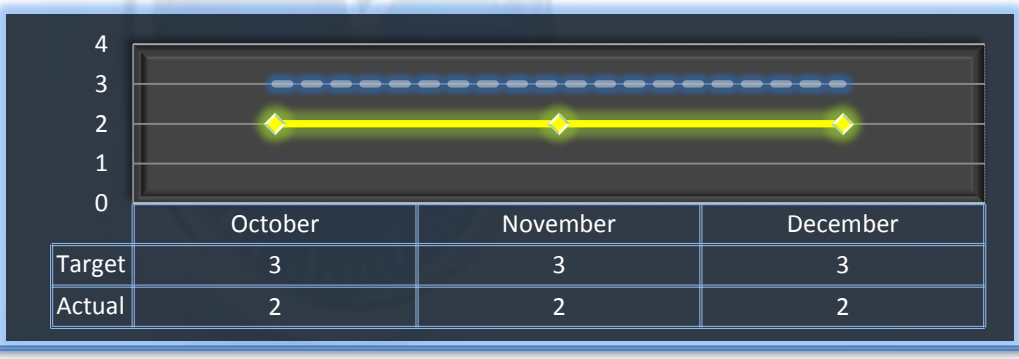
	October	November	December
Actual	1614	1412	1285

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 3 Days

Q2 Average: 2 Days



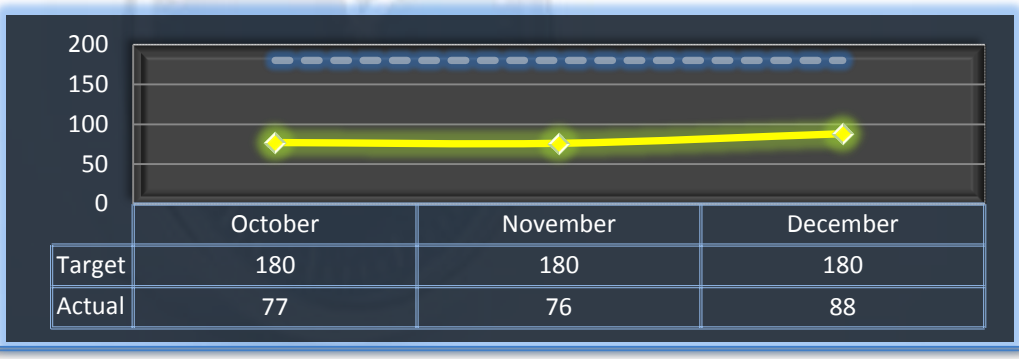
	October	November	December
Target	3	3	3
Actual	2	2	2

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 180 Days

Q2 Average: 80 Days



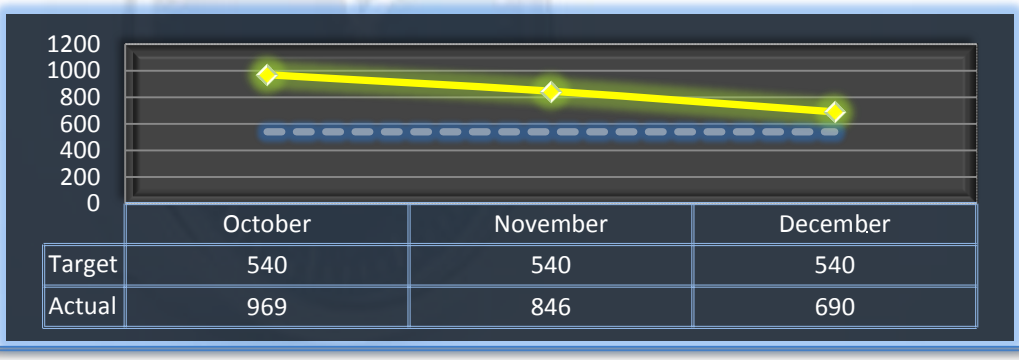
	October	November	December
Target	180	180	180
Actual	77	76	88

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 827 Days



	October	November	December
Target	540	540	540
Actual	969	846	690