Department of Consumer Affairs

Veterinary Medical
Board of California

Performance Measures

Q3 Report *(January - March 2012)*

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.

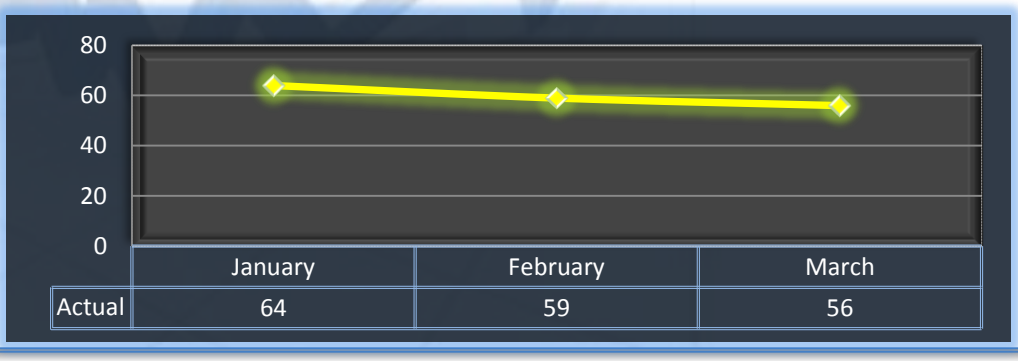
Volume*

Number of complaints and convictions received.

Q3 Total: 179

Complaints: 160 ***Convictions: 19***

Q3 Monthly Average: 60



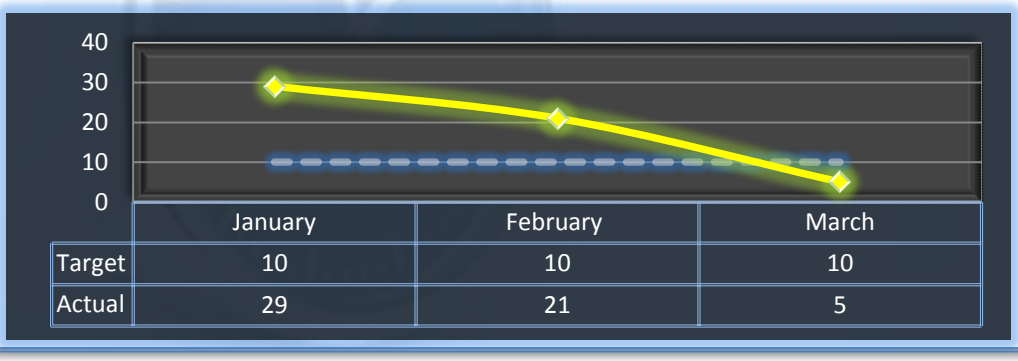
	January	February	March
Actual	64	59	56

Intake

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

Target: 10 Days

Q3 Average: 23 Days



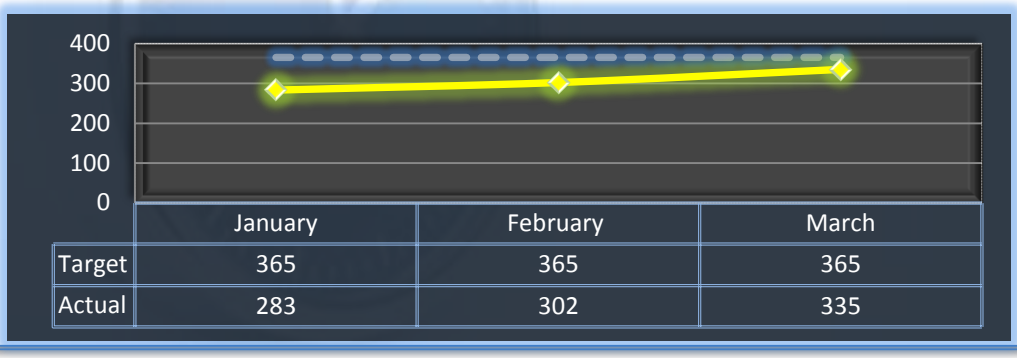
	January	February	March
Target	10	10	10
Actual	29	21	5

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: 365 Days

Q3 Average: 307 Days



	January	February	March
Target	365	365	365
Actual	283	302	335

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: 740 Days

Q3 Average: N/A

This measure will be reported on an annual basis.

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 10 Days

Q3 Average: N/A

The Board did not contact any new probationers this quarter.

Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 5 Days

Q3 Average: N/A

The Board did not handle any probation violations this quarter.

*"Complaints" in these measures include complaints, convictions, and arrest reports.

**The Board utilizes the Department of Investigations for some cases. This average includes their investigation cycle time.