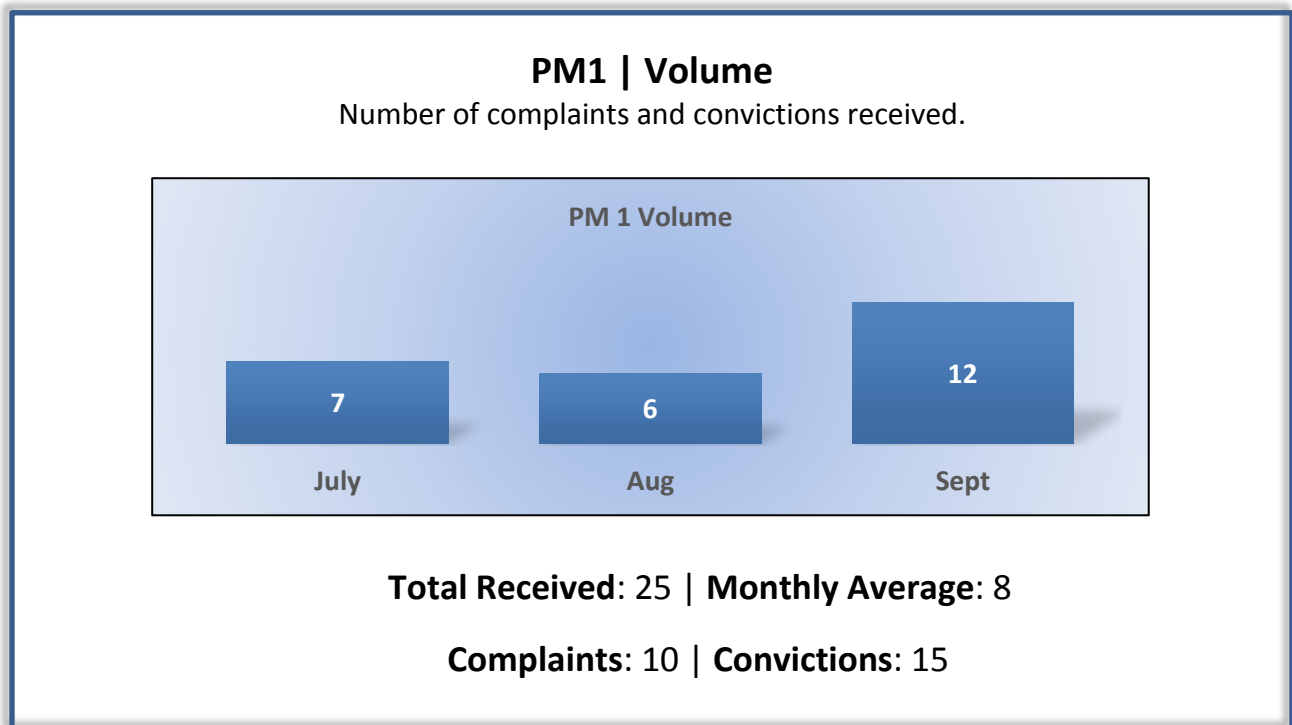


Department of Consumer Affairs  
Board of Optometry -  
Registered Dispensing  
Optician Program

## Enforcement Performance Measures

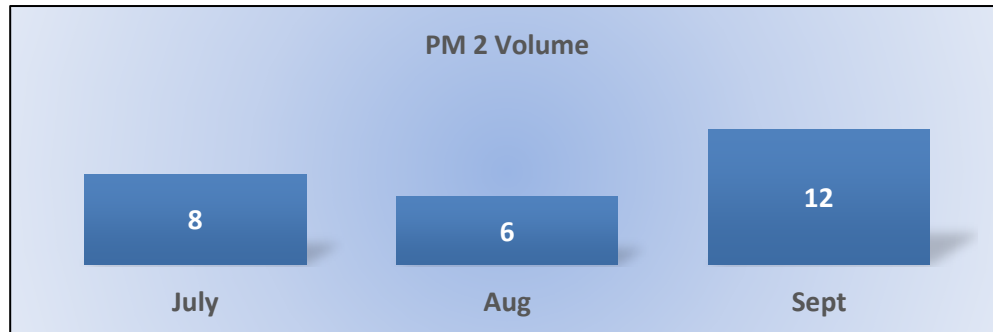
### Q1 Report (July - September 2016)

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.



### PM2 | Intake – Volume

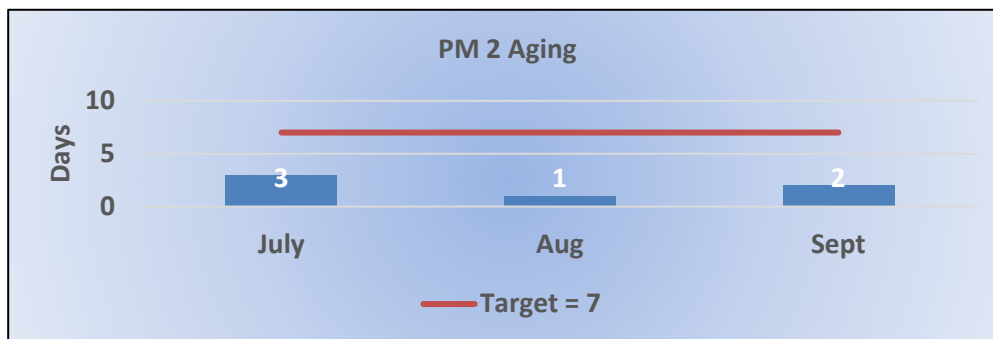
Number of complaints closed or assigned to an investigator.



**Total: 26 | Monthly Average: 9**

### PM2 | Intake – Cycle Time

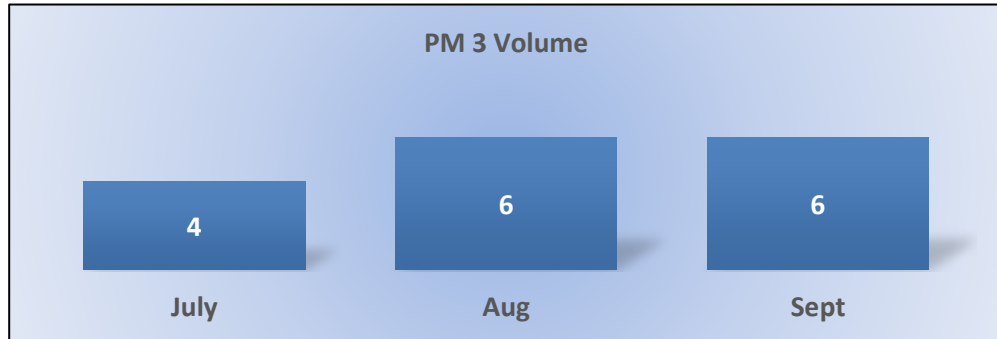
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 7 Days | Actual Average: 2 Days**

### PM3 | Investigations – Volume

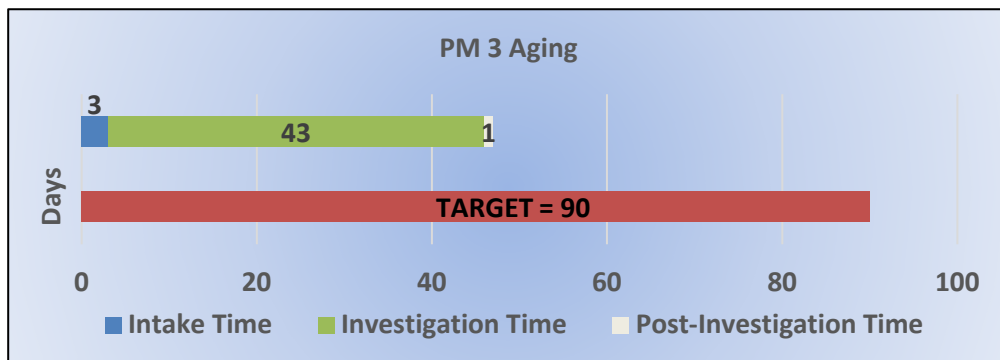
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 16 | Monthly Average: 5**

### PM3 | Investigations – Cycle Time<sup>1</sup>

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General. (Includes intake and investigation)

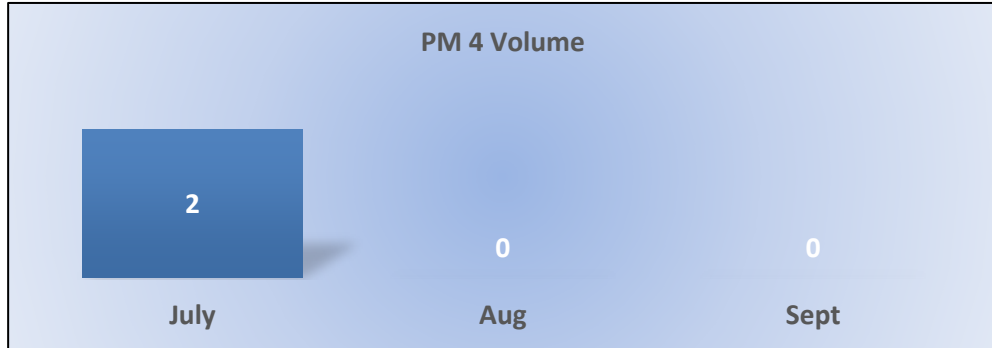


**Target Average: 90 Days | Actual Average: 51 Days**

<sup>1</sup> Due to rounding, there might be small discrepancies between the PM3 "Actual Average", and the sum of the individual case stages (i.e., Intake time + Investigation time + Post-Investigation time).

### PM4 | Formal Discipline – Volume

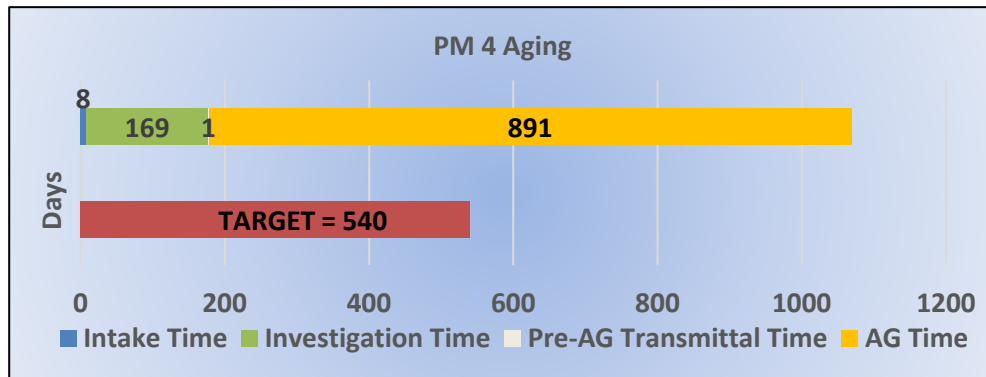
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).



**Total: 2**

### PM4 | Formal Discipline – Cycle Time<sup>2</sup>

Average number of days to close cases after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

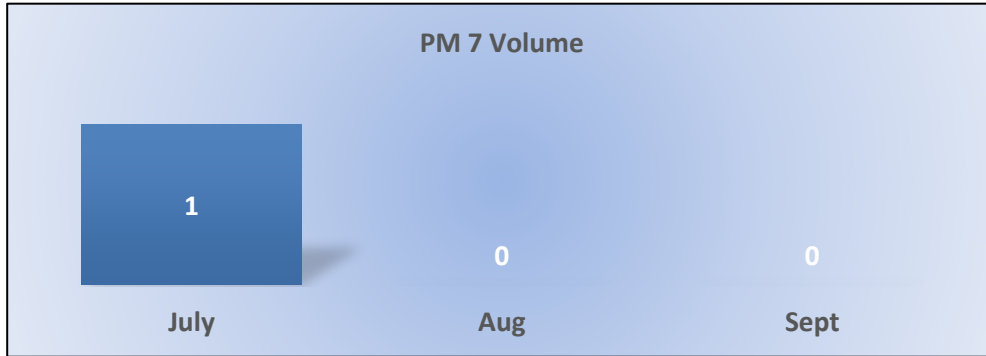


**Target Average: 540 Days | Actual Average: 1,066 Days**

<sup>2</sup> Due to rounding, there might be small discrepancies between the PM4 “Actual Average”, and the sum of the individual case stages (i.e., Intake time + Investigation time + Pre-AG Transmittal time + AG time).

### PM7 | Probation Intake – Volume

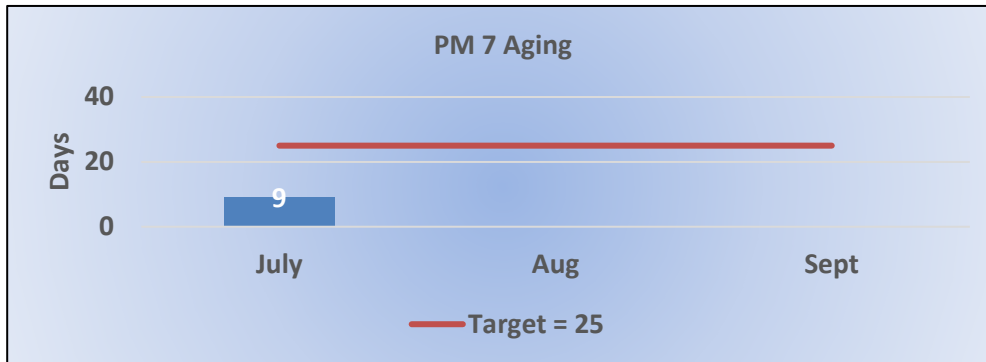
Number of new probation cases.



**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.



**Target Average: 25 Days | Actual Average: 9 Days**

**PM8 | Probation Violation Response – Volume**

Number of probation violation cases.

*The Program 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 Program did not have any probation violations this quarter.*