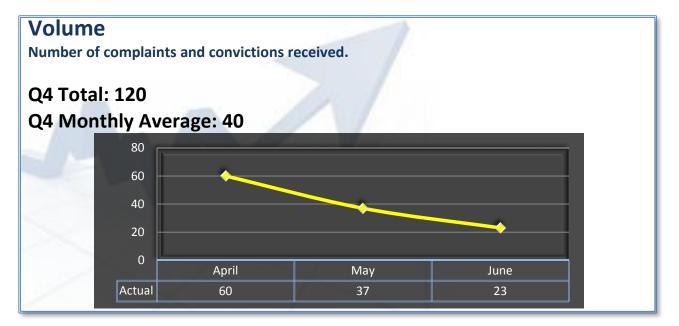
# Department of Consumer Affairs Board for Professional Engineers, Land Surveyors, and Geologists

# **Performance Measures**

### Q4 Report (April - June 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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.



#### Intake

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

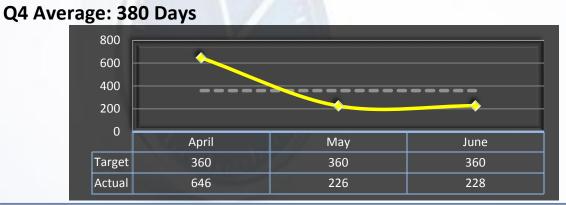
## Target: 10 Days Q4 Average: 10 Day

12 10 8 6 4	<b>~</b>	•	<b>•</b>
2 0	April	May	June
Target	10	10	10
Actual	10	10	10

## Intake & Investigation

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

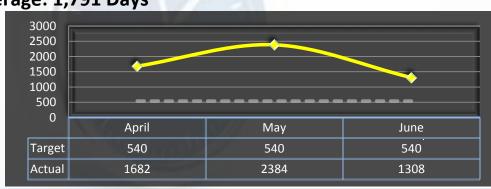
# Target: 360 Days



### **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)

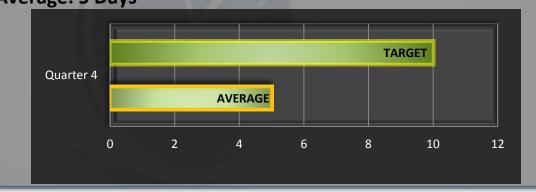
### Target: 540 Days Q4 Average: 1,791 Days

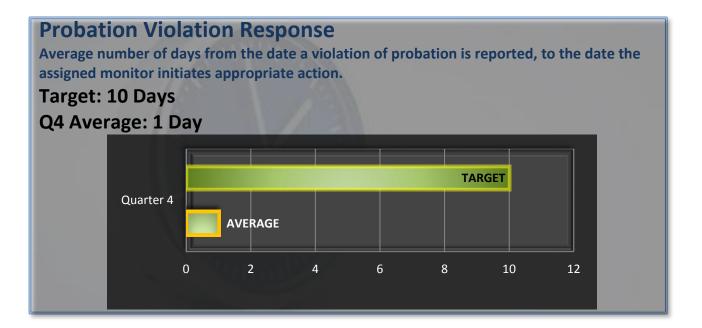


### **Probation Intake**

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

### Target: 10 Days Q4 Average: 5 Days





Note: These performance measure statistics refer to Professional Engineers and Land Surveyors license categories exclusively. There is insufficient data at this time to generate statistically relevant charts for the Geologist and Geophysicist program.