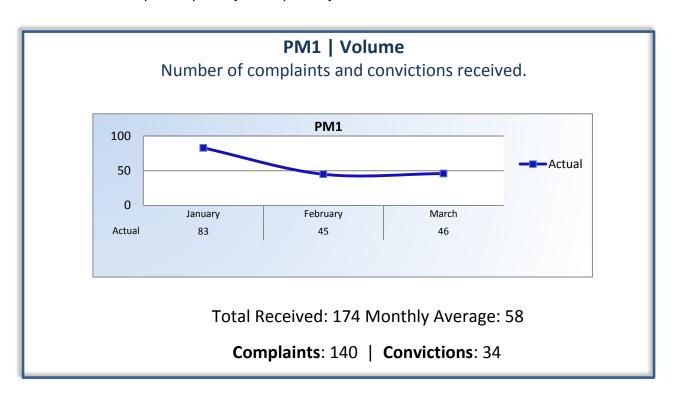
Department of Consumer Affairs

Board of Chiropractic Examiners

Performance Measures

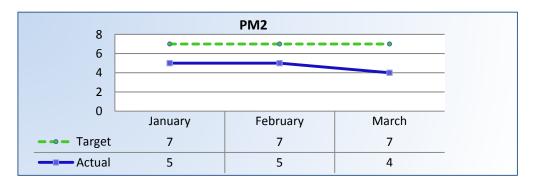
Q3 Report (January - March 2014)

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

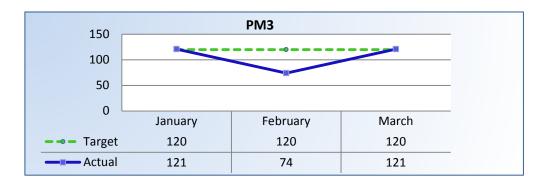
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 5 Days

PM3 | Intake & Investigation

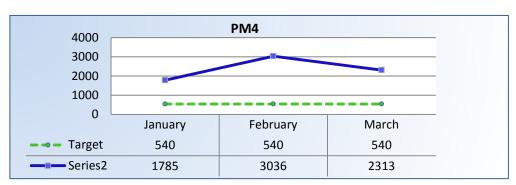
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



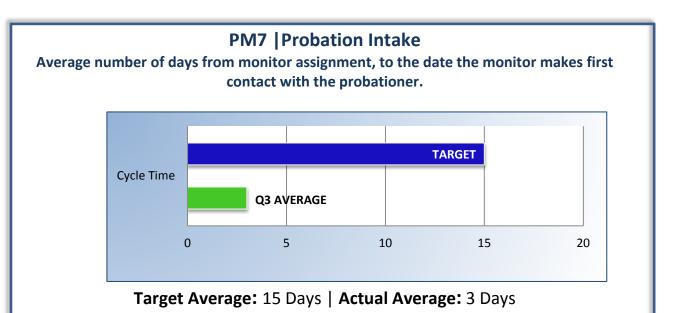
Target Average: 120 Days | Actual Average: 110 Days

PM4 | 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 Average: 540 Days | **Actual Average:** 2,356 Days



PM8 | 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. **PM8** 20 15 10 5 0 February March January **Target** 15 15 15 Actual 1 13 1 Target Average: 15 Days | Actual Average: 6 Days