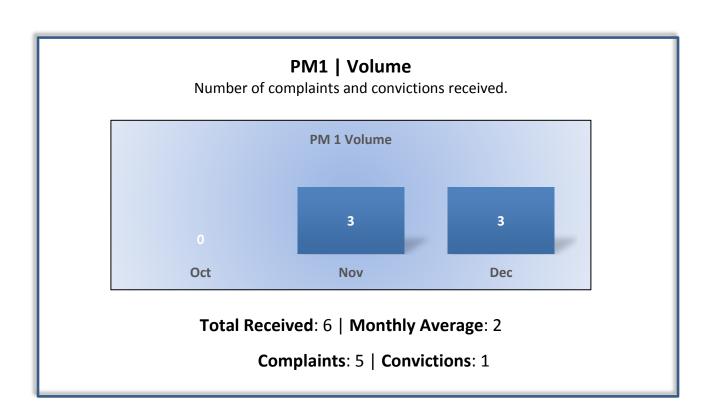
#### Department of Consumer Affairs

# Landscape Architects Technical Committee

# **Enforcement Performance Measures**

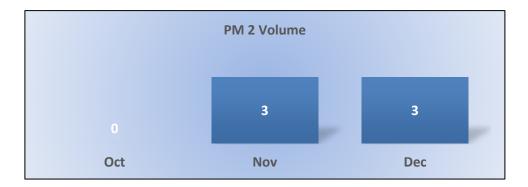
Q2 Report (October - December 2016)

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: 6

# PM2 | Intake – Cycle Time

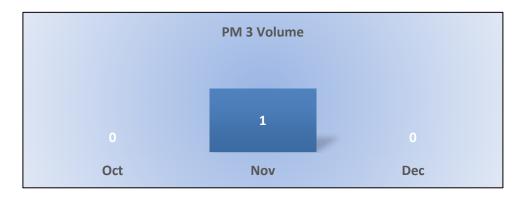
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average:** 7 Days | **Actual Average:** 1 Day

#### PM3 | Investigations - Volume

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

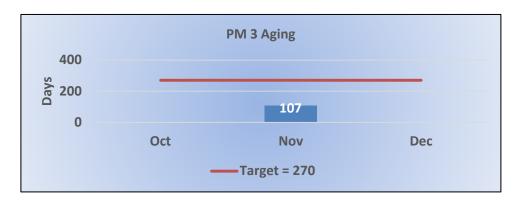


Total: 1

## PM3 | Investigations – Cycle Time

Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.

(Includes intake and investigation.)



Target Average: 270 Days | Actual Average: 107 Days

#### 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.).

The Committee did not have any cases closed in formal discipline this quarter.

# PM4 | Formal Discipline – Cycle Time

Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General.

(Includes intake, investigation, and transmittal outcome.)

The Committee did not have any cases closed in formal discipline this quarter.

#### PM7 | Probation Intake - Volume

Number of new probation cases.

No new probationers were assigned for monitoring this quarter.

### PM7 | Probation Intake - Cycle Time

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

No new probationers were assigned for monitoring this quarter.

## PM8 | Probation Violation Response - Volume

Number of probation violation cases.

The Committee 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 Committee did not have any probation violations this quarter.