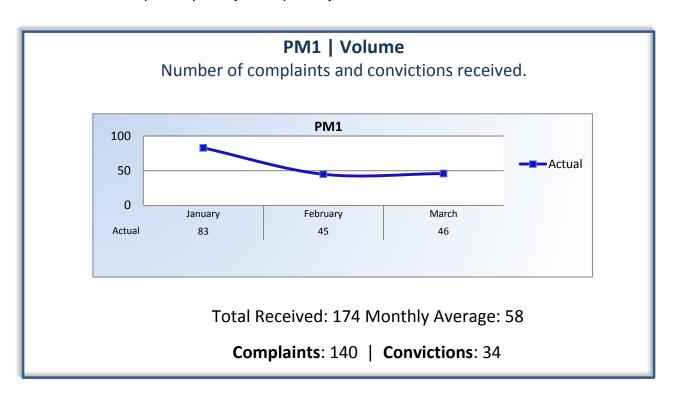
#### Department of Consumer Affairs

# Board of Chiropractic Examiners

# **Performance Measures**

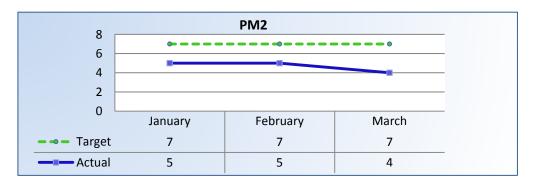
Q3 Report (January - March 2014)

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

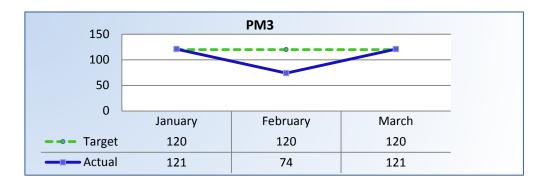
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



Target Average: 7 Days | Actual Average: 5 Days

## PM3 | Intake & Investigation

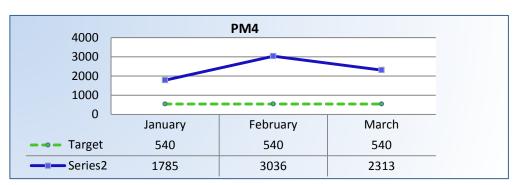
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



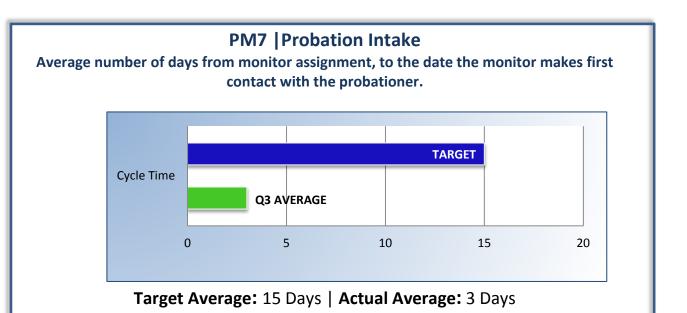
Target Average: 120 Days | Actual Average: 110 Days

### **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