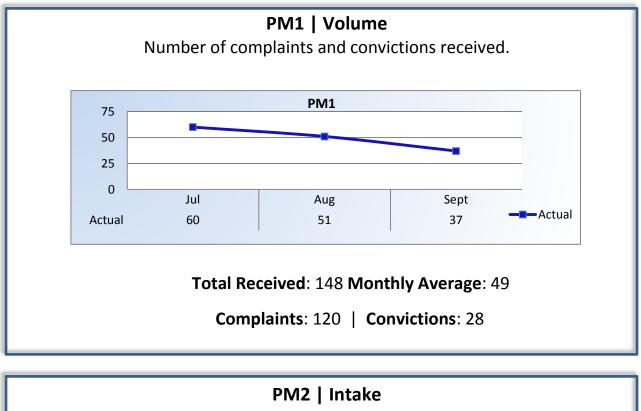
Department of Consumer Affairs Cemetery and Funeral Bureau

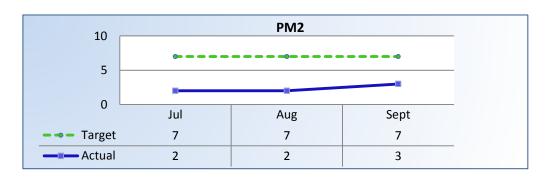
Performance Measures

Q1 Report (July - September 2015)

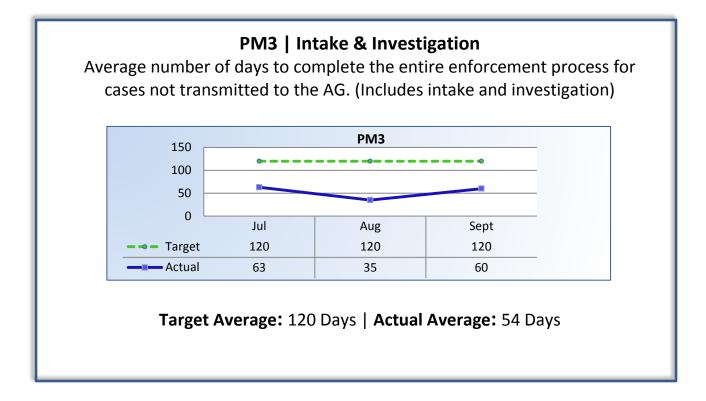
To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



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

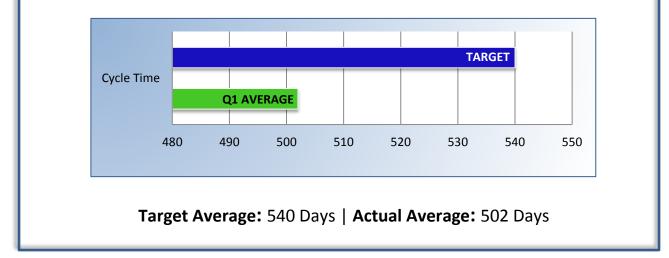


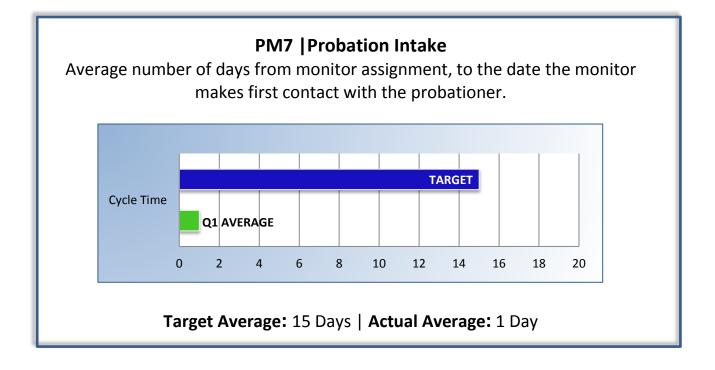
Target Average: 7 Days | Actual Average: 2 Days





Average number of days to complete the entire enforcement process for cases transmitted to the AG for formal discipline. (Includes intake, investigation, and transmittal outcome)





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.

The Bureau did not have any probation violations this quarter.

Target Average: 15 Days | Actual Average: N/A