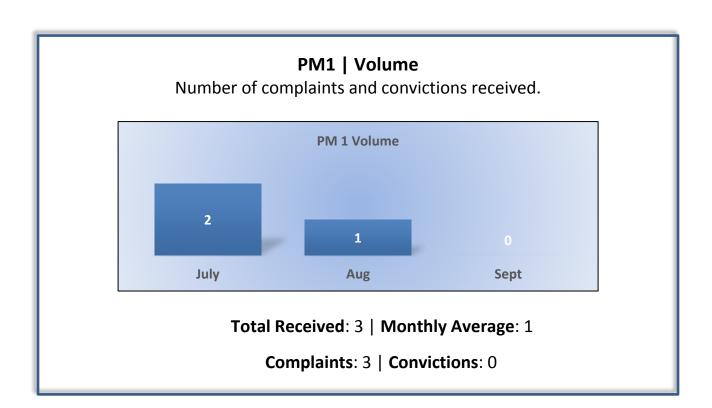
#### Department of Consumer Affairs

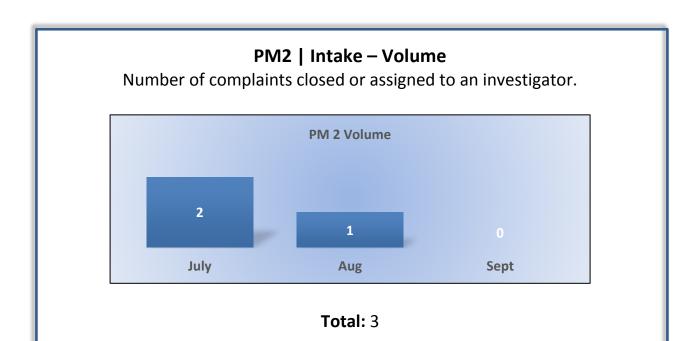
# Landscape Architects Technical Committee

# **Enforcement Performance Measures**

Q1 Report (July - September 2016)

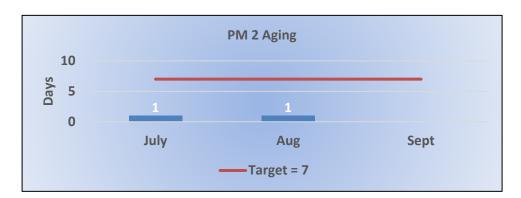
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.





## PM2 | Intake - Cycle Time

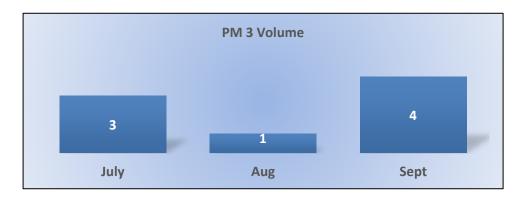
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 7 Days | Actual Average: 1 Day

#### PM3 | Investigations – Volume

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

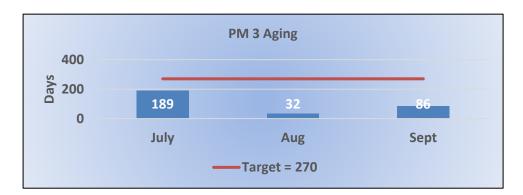


**Total:** 8 | **Monthly Average:** 3

## PM3 | Investigations - Cycle Time

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

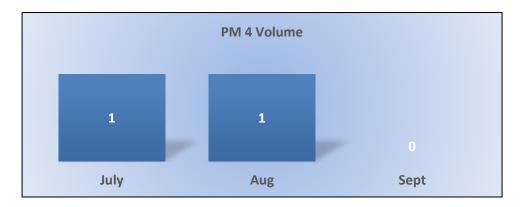
(Includes intake and investigation)



Target Average: 270 Days | Actual Average: 118 Days

#### PM4 | Formal Discipline - Volume

Cases closed, of those transmitted to the Attorney General.

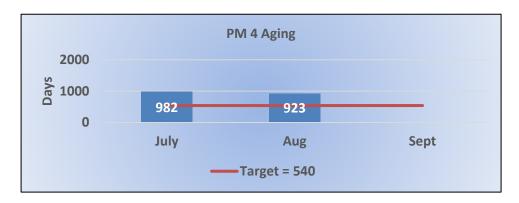


Total: 2

#### 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)



Target Average: 540 Days | Actual Average: 953 Days

## 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.