### Department of Consumer Affairs

## Board for Professional Engineers, Land Surveyors, and Geologists

### **Enforcement Performance Measures**

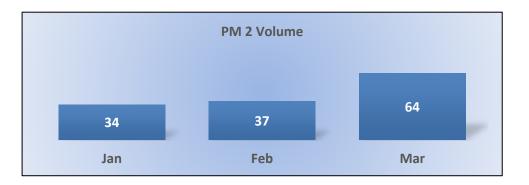
Q3 Report (January – March 2017)

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.

## PM1 | Volume Number of complaints and convictions received. PM 1 Volume 46 47 Jan Feb Mar Total Received: 121 | Monthly Average: 40 Complaints: 121 | Convictions: 0

### PM2 | Intake - Volume

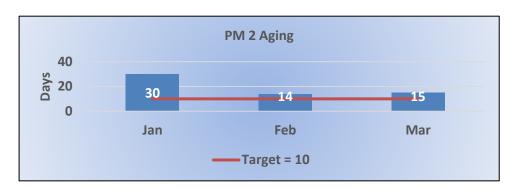
Number of complaints closed or assigned to an investigator.



**Total: 135 | Monthly Average: 45** 

### PM2 | Intake – Cycle Time

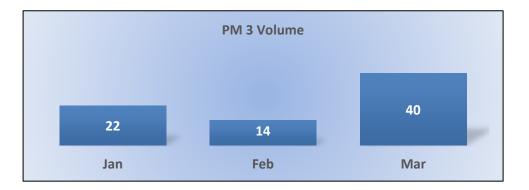
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



Target Average: 10 Days | Actual Average: 19 Days

### PM3 | Investigations – Volume

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

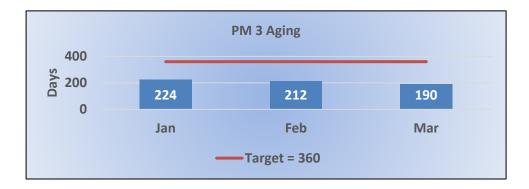


**Total:** 76 | **Monthly Average:** 25

### PM3 | Investigations - Cycle Time

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

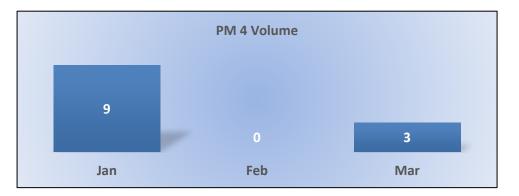
(Includes intake and investigation.)



Target Average: 360 Days | Actual Average: 204 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.).

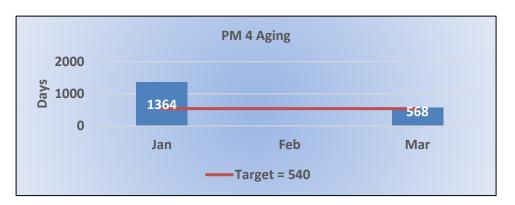


Total: 12

### PM4 | Formal Discipline – Cycle Time

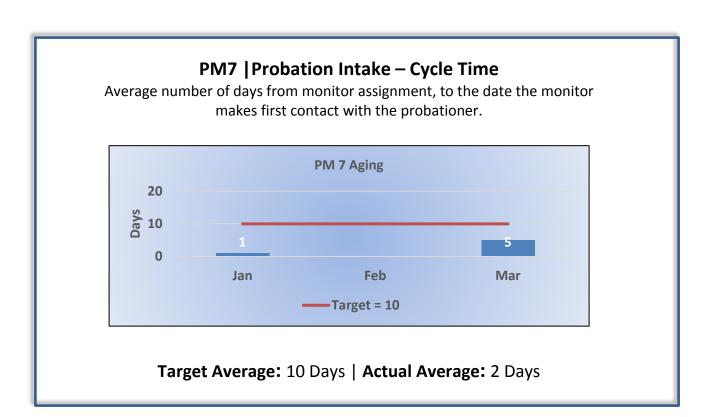
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General.

(Includes intake, investigation, and case outcome.)



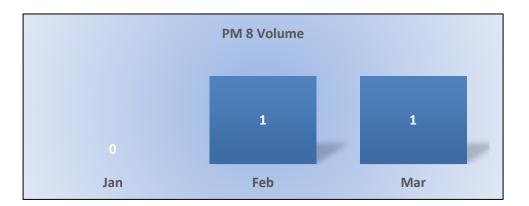
**Target Average:** 540 Days | **Actual Average:** 1,165 Days

# PM7 | Probation Intake - Volume Number of new probation cases. PM 7 Volume 5 0 2 Jan Feb Mar Total: 7



### PM8 | Probation Violation Response - Volume

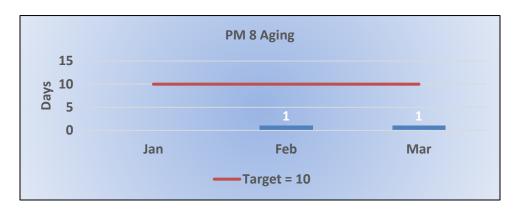
Number of probation violation cases.



Total: 2

### 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.



Target Average: 10 Days | Actual Average: 1 Day