
FUTURE LEADERSHIP DEVELOPMENT PROGRAM

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

AMELIA HICKS
BUREAU OF CANNABIS CONTROL
BAR ADVISORY GROUP MEETING
OCTOBER 18, 2018

BACKGROUND

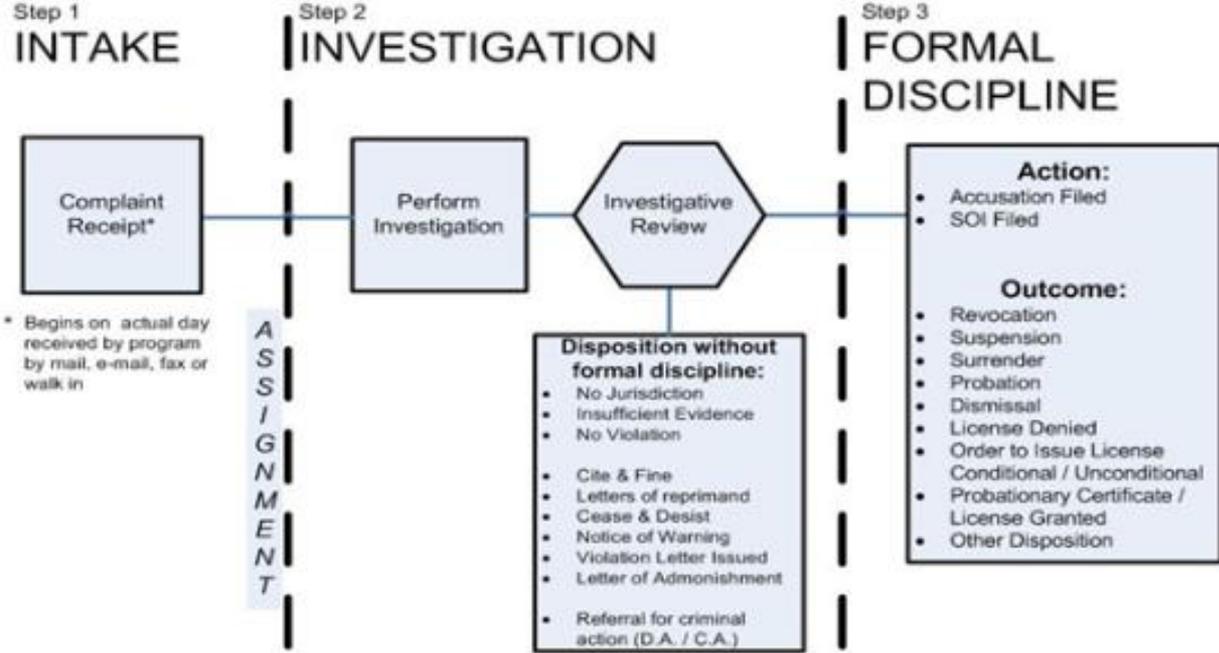
- Consumer Protection Enforcement Initiative created in 2009
- Objective: DCA-wide reform of enforcement processes
- Targets measure the duration for completing goals
- Quarterly reporting requirement

ENFORCEMENT PERFORMANCE MEASURES

Areas that DCA measures to address case completion timelines:

- **Cycle Time**
- **Efficiency**
- **Volume**
- **Customer Service**

ENFORCEMENT PROCESS



ENFORCEMENT PERFORMANCE MEASURES (CONTINUED)

PM 1 Volume → number of complaints received

PM 2 Intake → complaints closed/assigned

PM 3 Investigations → closed investigations not referred to the AG & duration of the process.

PM 4 Formal Discipline → closed cases referred to the AG & duration of the process.

ENFORCEMENT PERFORMANCE MEASURES (CONTINUED 2)

- **PM 7 Probation Intake** → number of new probation cases & average number of days from assignment to first contact with probationer.
- **PM 8 Intake** → number of probation violation cases & average number of days from the date a probation violation report date to initiation of appropriate action.

INITIAL ASSESSMENT

Enforcement Performance Measure	Average Difference from Target
PM2	-35%
PM3	-18%
PM4	45%

While data is important,
the right data is essential.

PROJECT OVERVIEW

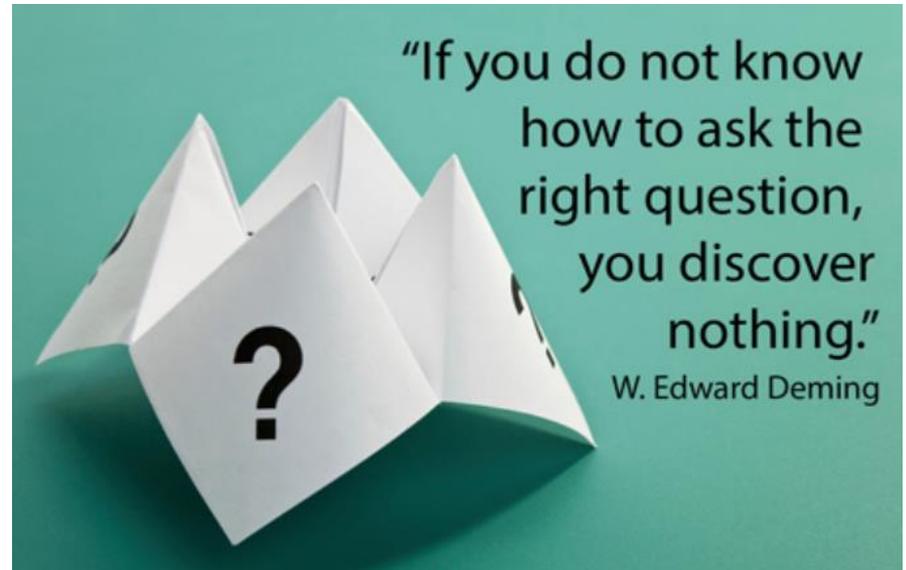
- Assess degree of deviation
- Revise targets
- Establish measurements for pending cases
- Develop a roadmap for critically assessing current performance targets.

BUREAU OF AUTOMOTIVE REPAIR AVERAGE DEVIATION

Average Deviation 2010-2017	
PM 2	-49%
PM 3	-28%
PM 4	27%

REVISE TARGETS

- How are performance measures being defined?
- What are the challenges in meeting the current PMs?
- Are the challenges to using PMs different between bureaus and boards?
- Can new targets be established to better reflect achievements?



ESTABLISH NEW MEASUREMENTS

- Current enforcement performance measures quantify the age number of closed cases without regard for when the case was initiated.
- New measures are needed to resolve this issue.
- DCA Office of Information Services will assist to develop report logic and formatting.
- DCA Office of Board and Bureau Services will assist with developing objectives and timelines.

DEVELOP A ROADMAP

- Template for evaluating data.
- Sharing of process improvements experienced in other bureaus or boards.
- Congruency in defining performance measures.
- Identifying challenges and potential solutions.

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

- Information about DCA's Consumer Protection Enforcement Initiative available at:
<https://www.dca.ca.gov/enforcement/cpei/index.shtml>
- Overview of Enforcement Performance Measure Baseline Report available at:
https://www.dca.ca.gov/enforcement/cpei/quarterly_reports_overview.shtml
- Quarterly Performance Measure Reports available at:
https://www.dca.ca.gov/enforcement/cpei/quarterly_reports.shtml