ENFORCEMENT STATISTICS REPORTING UPDATE

BILL THOMAS
ENFORCEMENT OPERATIONS BRANCH
BAR ADVISORY GROUP MEETING
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ENFORCEMENT STATISTICS REPORTING
(1 of 2)

• First presented to the BAR Advisory Group in April 2015

• Recurring presentation at first, then became a quarterly handout

• DCA provides “Enforcement Performance Measures” (EPM) with data back to the 2016/17 fiscal year

• BAR will now be adding EPM to the quarterly BAG Handout
ENFORCEMENT STATISTICS REPORTING
(2 OF 2)

- Focus on consumer complaints
  - Complaint “Trends”
  - Trend Groupings
  - “Other”
  - Allegations
- Includes data on Auto Body Inspections and ARD Primary Business types
DCA OPEN DATA PORTAL (1 OF 2)

• DCA Open Data Portal contains search engines to browse licensing and enforcement data
  
  • [https://www.dca.ca.gov/data/index.shtml](https://www.dca.ca.gov/data/index.shtml)

• Application statistics

• Licensing statistics

• Enforcement statistics (current through most recent quarter)

• Interactive maps
DCA OPEN DATA PORTAL (2 OF 2)

• Licensee lists (active and delinquent licenses only)

• License search (also available on BAR’s website and DCA homepage)

• All data sets

• Most data (except Enforcement Performance Measures) only reported through most recent fiscal year
CPEI TO EPM TRANSITION

• Consumer Protection Enforcement Initiative
  • Established in 2010 to address concerns with healing arts boards
  • Data from July 2010 by DCA to December 2017
  • CPEI was archived in 2018
    • https://www.dca.ca.gov/enforcement/cpei/index.shtml

• Enforcement Performance Measures (EPM)
  • CPEI replaced by new EPM that is located in the Performance Measures link on the Enforcement Statistics page of the DCA Open Data Portal
• Enforcement Performance Measures page in the DCA Open Data Portal contains six data points

• Link is: https://www.dca.ca.gov/data/enforcement.shtml

  • PM1 – Total number of complaints received and investigations initiated during the reporting period
    • Fiscal Year 2020/21 reported 15,041
    • Currently projecting approximately 17,000 for FY 2021/22
ENFORCEMENT PERFORMANCE MEASURES (2 OF 5)

- PM2 – Average number of days from receipt of a consumer complaint to assignment to an investigator (EPM goal is 10 days)
  - Current BAR average is two days
  - BAR historically assigns complaints within three days
  - Once assigned, BAR’s goal is for the investigator to contact the consumer within 10 days

- PM3 – Average number of days to investigate and close a complaint (EPM goal is 60 days)
  - Current BAR average is 43 days
  - BAR historically has achieved 45 days or less
ENFORCEMENT PERFORMANCE MEASURES (3 OF 5)

- PM4 – Average number of days from the opening of a formal investigation to the decision effective date (EPM goal is 540 days)
  - Current BAR average is 520 days
  - BAR historically has exceeded this goal and averaged in the 600-700 day range
  - Dependent on AGO, OAH, and DCA actions
ENFORCEMENT PERFORMANCE MEASURES
(4 OF 5)

• PM7 – Average number of days from probation monitor assignment to first contact with probationer (EPM goal is 10 days)
  • BAR Field Office Program Representative is assigned to monitor probation when the decision and order containing a probationary term is served
  • First contact can simply be a phone call
  • Current BAR average is 13 days
  • BAR historically has averaged 15-20 days
ENFORCEMENT PERFORMANCE MEASURES (5 OF 5)

- PM8 – Average number of days from a confirmed probation violation to taking the appropriate action (EPM goal is 10 days)
  - Confirmed violation occurs when BAR headquarters receives a case for submittal to the Attorney General’s Office
  - Current BAR average is 35 days
  - BAR historically has exceeded this goal due to the complexity of cases and the time required to review, edit, approve, and forward a case to the AGO
    - Note: BAR enforcement staff are frequently commended by the AGO for the quality of their investigative reports.
QUESTIONS AND COMMENTS

Submit questions and/or comments to:

Bill Thomas
Bureau of Automotive Repair
10949 N. Mather Boulevard
Rancho Cordova, CA 95670
Phone: 916-403-8060
Email: bill.thomas@dca.ca.gov