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# 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

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# 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

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# 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>
  - Application statistics
  - Licensing statistics
  - Enforcement statistics (current through most recent quarter)
  - Interactive maps

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# 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

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# 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

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# ENFORCEMENT PERFORMANCE MEASURES (1 OF 5)

- 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

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# 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

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# 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

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# 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

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# 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.

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# 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](mailto:bill.thomas@dca.ca.gov)