

Department of
Alcoholic Beverage Control

“Going for the Goals”

Monthly Performance Measurements

Annual Report for July 2012 – June 2013
“What Gets Measured – Gets Done”

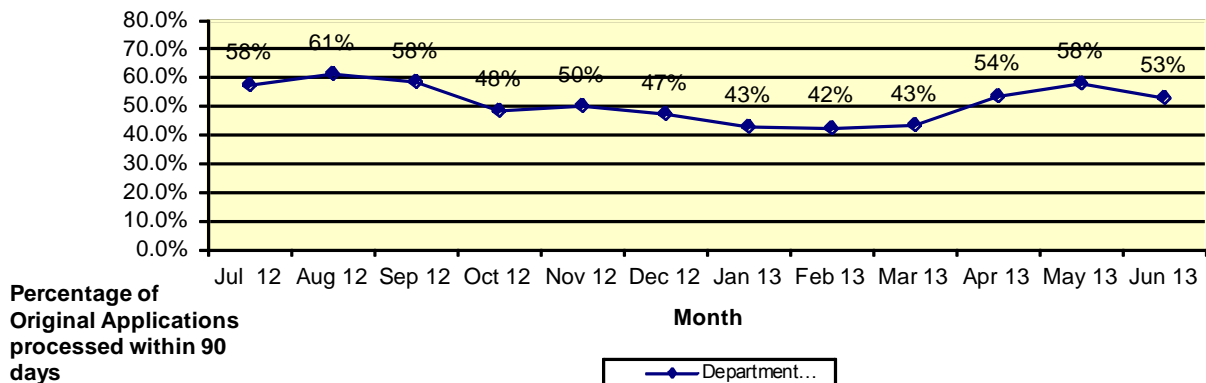


Timothy Gorsuch, *Director*

Licensing Performance Measurement:

1. Percentage of **original** applications processed within **90 days** (from date of application filing to date of rendering license approval, denial, or withdrawal). This adjusted measurement is the strategic objective from action plans L-1-1- (1, 2, & 3). The Department's goal is to reach 75% in this area.¹

| District Office | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Fresno | 33% | 50% | 60% | 57% | 55% | 60% | 56% | 75% | 50% | 80% | 43% | 62% |
| Oakland | 61% | 60% | 44% | 54% | 47% | 50% | 42% | 22% | 31% | 55% | 75% | 58% |
| Redding | 86% | 83% | 80% | 56% | 75% | 0% | 67% | 60% | 0% | 80% | 46% | 80% |
| Sacramento | 63% | 73% | 70% | 65% | 80% | 74% | 57% | 45% | 58% | 67% | 72% | 87% |
| Salinas | 67% | 53% | 71% | 75% | 44% | 20% | 17% | 14% | 31% | 50% | 82% | 50% |
| San Francisco | 32% | 50% | 29% | 33% | 24% | 31% | 40% | 47% | 41% | 32% | 45% | 41% |
| San Jose | 67% | 56% | 47% | 47% | 44% | 50% | 35% | 33% | 43% | 47% | 57% | 51% |
| Santa Rosa | 79% | 78% | 88% | 65% | 69% | 70% | 82% | 60% | 81% | 66% | 78% | 79% |
| Eureka | 50% | 78% | 100% | 75% | 0% | 100% | 0% | 50% | 83% | 83% | 100% | 56% |
| Stockton | 73% | 86% | 89% | 71% | 80% | 69% | 47% | 69% | 59% | 76% | 67% | 57% |
| Bakersfield | 79% | 71% | 80% | 43% | 44% | 29% | 40% | 60% | 25% | 86% | 50% | 55% |
| Monrovia | 57% | 53% | 50% | 39% | 33% | 54% | 40% | 42% | 57% | 91% | 86% | 56% |
| LA/Metro | 41% | 17% | 28% | 28% | 33% | 32% | 16% | 21% | 30% | 24% | 40% | 43% |
| LB/Lakewood | 47% | 70% | 13% | 31% | 17% | 60% | 47% | 33% | 50% | 50% | 39% | 46% |
| Palm Desert | 80% | 81% | 100% | 50% | 71% | 72% | 21% | 50% | 67% | 33% | 64% | 67% |
| Riverside | 56% | 65% | 50% | 64% | 58% | 68% | 47% | 39% | 40% | 52% | 46% | 52% |
| San Diego | 28% | 32% | 14% | 23% | 25% | 27% | 35% | 18% | 8% | 28% | 17% | 20% |
| San Marcos | 54% | 75% | 78% | 67% | 43% | 33% | 67% | 50% | 64% | 0% | 58% | 44% |
| Santa Ana | 59% | 50% | 50% | 24% | 31% | 32% | 24% | 24% | 27% | 38% | 40% | 35% |
| Ventura | 50% | 63% | 50% | 46% | 77% | 47% | 63% | 31% | 0% | 30% | 84% | 43% |
| San Luis Obispo | 67% | 62% | 52% | 36% | 54% | 37% | 56% | 20% | 59% | 58% | 38% | 54% |
| Van Nuys | 36% | 40% | 42% | 11% | 43% | 25% | 37% | 67% | 46% | 52% | 50% | 33% |
| Dept. Average | 58% | 61% | 58% | 48% | 50% | 47% | 43% | 42% | 43% | 54% | 58% | 53% |

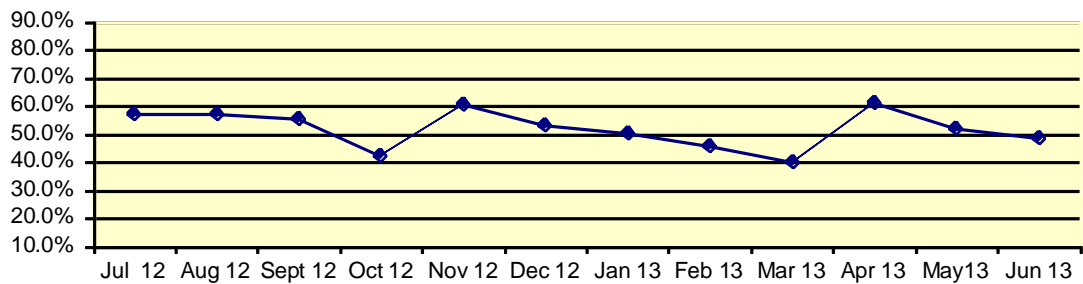


¹ Measurement report has a margin of error +/- 3%.

Licensing Performance Measurement:

2. Percentage of **person-to-person transfer** applications processed within **75 days** (from date of application filing to date of rendering license approval, denial, or withdrawal). This adjusted measurement is the strategic objective for action plans L-1-2- (1, 2, & 3). The Department's goal is to reach 75% in this area.²

| District Office | Jul 12 | Aug 12 | Sept 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May13 | Jun 13 |
|-----------------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|-------|--------|
| Fresno | 50% | 45% | 60% | 38% | 64% | 60% | 53% | 48% | 39% | 53% | 44% | 44% |
| Oakland | 50% | 54% | 40% | 49% | 72% | 50% | 50% | 22% | 30% | 79% | 46% | 38% |
| Redding | 71% | 73% | 100% | 17% | 75% | 40% | 67% | 50% | 25% | 75% | 50% | 50% |
| Sacramento | 48% | 39% | 38% | 41% | 59% | 41% | 46% | 49% | 42% | 87% | 52% | 58% |
| Salinas | 60% | 44% | 50% | 29% | 42% | 50% | 40% | 29% | 33% | 44% | 57% | 69% |
| San Francisco | 48% | 51% | 46% | 37% | 54% | 46% | 42% | 28% | 28% | 53% | 55% | 60% |
| San Jose | 48% | 71% | 62% | 50% | 60% | 39% | 53% | 48% | 50% | 63% | 62% | 42% |
| Santa Rosa | 75% | 62% | 68% | 64% | 77% | 64% | 52% | 41% | 52% | 64% | 64% | 64% |
| Eureka | 100% | 83% | 75% | 100% | 100% | 100% | 100% | 100% | 78% | 100% | 0% | 67% |
| Stockton | 62% | 61% | 55% | 64% | 65% | 64% | 53% | 54% | 70% | 72% | 82% | 71% |
| Bakersfield | 77% | 60% | 50% | 71% | 38% | 56% | 57% | 50% | 13% | 58% | 65% | 79% |
| Monrovia | 64% | 61% | 50% | 52% | 66% | 44% | 37% | 32% | 65% | 77% | 83% | 36% |
| LA/Metro | 55% | 50% | 50% | 33% | 52% | 38% | 31% | 30% | 21% | 62% | 52% | 31% |
| LB/Lakewood | 65% | 67% | 70% | 36% | 50% | 68% | 68% | 40% | 36% | 74% | 75% | 47% |
| Palm Desert | 43% | 67% | 75% | 29% | 50% | 46% | 33% | 40% | 59% | 50% | 36% | 38% |
| Riverside | 46% | 61% | 64% | 36% | 63% | 63% | 50% | 45% | 32% | 75% | 68% | 52% |
| San Diego | 31% | 48% | 35% | 18% | 25% | 32% | 10% | 27% | 35% | 44% | 17% | 26% |
| San Marcos | 61% | 67% | 25% | 42% | 100% | 44% | 63% | 75% | 36% | 33% | 62% | 25% |
| Santa Ana | 50% | 41% | 39% | 31% | 57% | 50% | 40% | 33% | 25% | 37% | 57% | 45% |
| Ventura | 77% | 52% | 60% | 27% | 57% | 67% | 60% | 58% | 20% | 42% | 56% | 25% |
| San Luis Obispo | 30% | 53% | 50% | 39% | 43% | 44% | 56% | 67% | 55% | 47% | 23% | 50% |
| Van Nuys | 50% | 47% | 63% | 29% | 62% | 67% | 45% | 41% | 30% | 54% | 44% | 54% |
| Dept. Average | 57% | 57% | 56% | 42% | 61% | 53% | 50% | 46% | 40% | 61% | 52% | 49% |



Percentage of Per-to-Per Transfer Applications processed within 75 days

Month

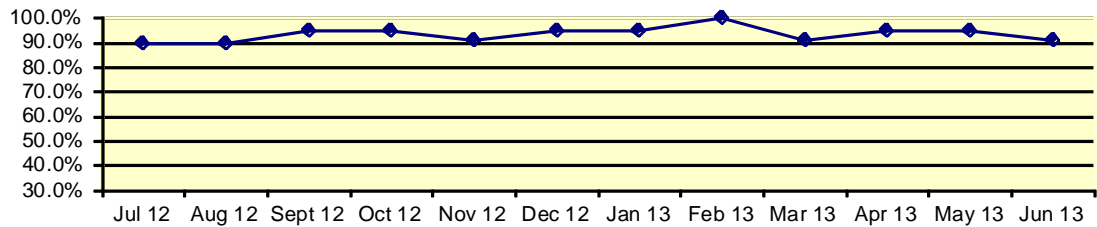
—●— Department Average

² Measurement report has a margin of error of +/- 3%.

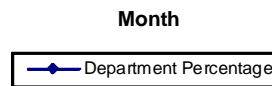
Licensing Performance Measurement:

3. Percentage of District Offices that report an application appointment wait time of five business days or less. This adjusted measurement is the strategic objective for action plans L-1-3- (1, 2, & 3). The goal is to reach 90% in this area.

| District Office | Jul 12 | Aug 12 | Sept 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|------------------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Fresno | 2 | 2 | 2 | 2 | 1 | 2 | 0 | 1 | 4 | 2 | 2 | 2 |
| Oakland | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Redding | 5 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 4 | 1 | 1 | 1 |
| Sacramento | 5 | 5 | 4 | 2 | 3 | 4 | 2 | 3 | 5 | 2 | 1 | 1 |
| Salinas | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| San Francisco | 1 | 3 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| San Jose | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 |
| Santa Rosa | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 5 | 2 | 10 | 14 |
| Eureka | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 1 |
| Stockton | 2 | 5 | 5 | 5 | 1 | 2 | 1 | 3 | 1 | 1 | 1 | 2 |
| Bakersfield | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 0 |
| Monrovia | 5 | 5 | 5 | 3 | 1 | 5 | 5 | 0 | 4 | 2 | 3 | 5 |
| LA/Metro | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LB/Lakewood | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Palm Desert | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Riverside | 7 | 9 | 5 | 5 | 3 | 4 | 4 | 2 | 0 | 4 | 5 | 4 |
| San Diego | 7 | 6 | 6 | 7 | 8 | 10 | 10 | 5 | 10 | 10 | 5 | 8 |
| San Marcos | 2 | 3 | 1 | 4 | 7 | 1 | 1 | 3 | 6 | 0 | 1 | 1 |
| Santa Ana | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ventura | 1 | 2 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| San Luis Obispo | 1 | 2 | 1 | 5 | 1 | 2 | 2 | 1 | 1 | 1 | 3 | 1 |
| Van Nuys | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 2 | 2 | 5 | 4 | 3 |
| Dept. Percentage | 90% | 90% | 95% | 95% | 91% | 95% | 95% | 100% | 91% | 95% | 95% | 91% |



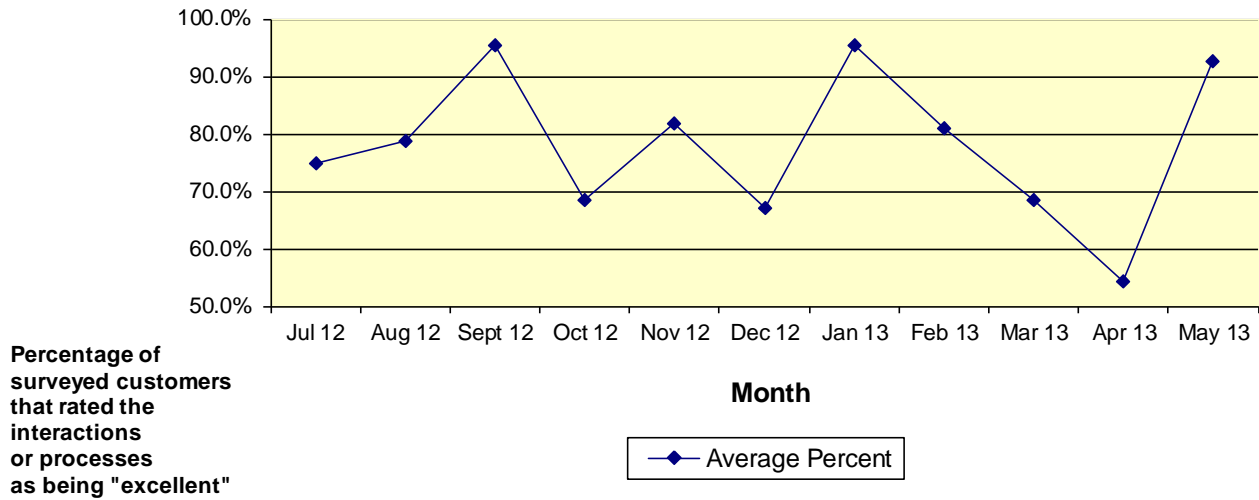
Percentage of District Offices that report an application appointment wait time of five business days or less



Licensing Performance Measurement:

4. Percentage of surveyed customers that rated the consistency of interactions/process across offices as being “excellent.” This measurement is the strategic objective for action plans L-2-1-(1, 2, 3, & 4). The goal is to reach 90% in this area.

| Percentages | Jul 12 | Aug 12 | Sept 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|-------------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Question #3 | 75% | 88% | 100% | 86% | 90% | 67% | 97% | 100% | 80% | 80% | 100% | 100% |
| Question #4 | 75% | 88% | 100% | 86% | 90% | 67% | 100% | 83% | 80% | 80% | 100% | 100% |
| Question #5 | 75% | 75% | 100% | 86% | 80% | 67% | 100% | 100% | 80% | 80% | 100% | 100% |
| Question #6 | 75% | 88% | 100% | 100% | 90% | 67% | 97% | 100% | 60% | 80% | 100% | 100% |
| Question #7 | 75% | 75% | 100% | 43% | 82% | 67% | 89% | 83% | 60% | 20% | 83% | 100% |
| Question #8 | 75% | 75% | 67% | 29% | 73% | 67% | 94% | 50% | 60% | 20% | 83% | 100% |
| Question #9 | 75% | 63% | 100% | 50% | 67% | 67% | 91% | 50% | 60% | 20% | 83% | 100% |
| Average % | 75% | 79% | 95% | 69% | 82% | 67% | 95% | 81% | 69% | 54% | 93% | 100% |

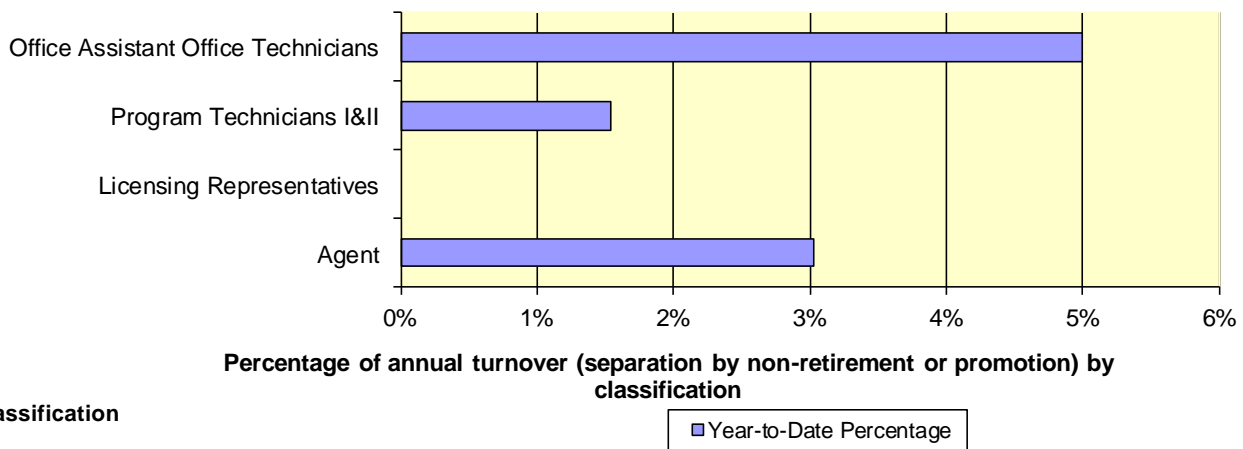


Licensing Performance Measurement:

5. The percentage of annual turnover (separation by non-retirement) by classification. This is a relevant performance measurement № 7, for action plans L-1-1, L-1-2, and L-1-3.

Measured by the number of separations:

| Department Totals | Positions ^[3] | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | YTD | YTD % |
|-------------------------------------|--------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-------|
| Agent | 132 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 4 | 3% |
| Licensing Representatives | 83 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| Program Technicians I&II | 65 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2% |
| Office Assistant Office Technicians | 20 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 5% |



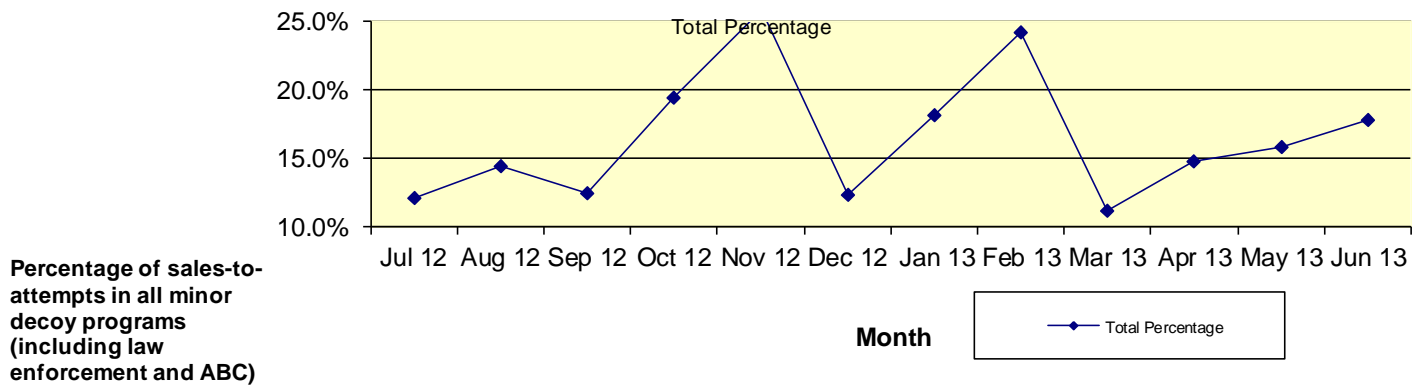
³ Indicates the number of authorized positions by classification at the beginning of the 2010/11 fiscal year.

Enforcement Performance Measurement:

6. Percentage of sales-to-attempts in all minor decoy programs (including law enforcement and ABC). This measurement is the strategic objective for action plans E-1-1- (1, 2, & 3). The goal is to decrease by 10% in this area.

| | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ABC Premises Visited | 213 | 204 | 40 | 103 | 70 | 342 | 178 | 126 | 144 | 85 | 212 | 229 |
| ABC Violations | 26 | 27 | 5 | 21 | 17 | 37 | 32 | 39 | 19 | 5 | 34 | 43 |
| ABC's Percentage | 12.2% | 13.2% | 12.5% | 20.4% | 24.3% | 10.8% | 18.0% | 31.0% | 13.2% | 5.9% | 16.0% | 18.8% |
| Local Premises Visited | 18 | 31 | 40 | 51 | 73 | 48 | 69 | 89 | 62 | 118 | 71 | 47 |
| Local Violations | 2 | 7 | 5 | 9 | 20 | 11 | 13 | 13 | 4 | 25 | 11 | 6 |
| Local's Percentage | 11.1% | 22.6% | 12.5% | 17.6% | 27.4% | 22.9% | 18.8% | 14.6% | 6.5% | 21.2% | 15.5% | 12.8% |
| Total Premises Visited | 231 | 235 | 80 | 154 | 143 | 390 | 247 | 215 | 206 | 203 | 283 | 276 |
| Total Violations | 28 | 34 | 10 | 30 | 37 | 48 | 45 | 52 | 23 | 30 | 45 | 49 |
| Total Percentage | 12.1% | 14.5% | 12.5% | 19.5% | 25.9% | 12.3% | 18.2% | 24.2% | 11.2% | 14.8% | 15.9% | 17.8% |

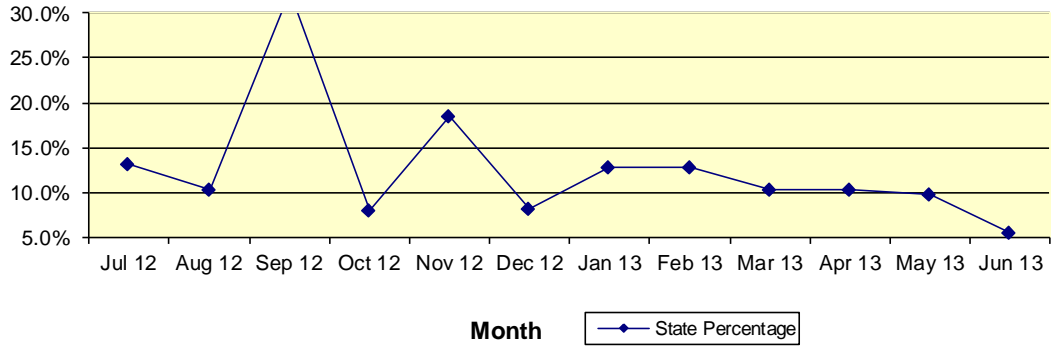
[2] The data reflects information voluntarily submitted to ABC from Calif. Local Law Enforcement agencies.



7. Percentage of sales-to-attempts in all Decoy Shoulder Tap programs (ABC only). This is measurement № 4 from objective for action plans E-1-1 and E-1-2.

| | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| State Percentage | 13.2% | 10.2% | 32.4% | 8.0% | 18.5% | 8.1% | 12.8% | 12.8% | 10.3% | 10.2% | 9.8% | 5.4% |

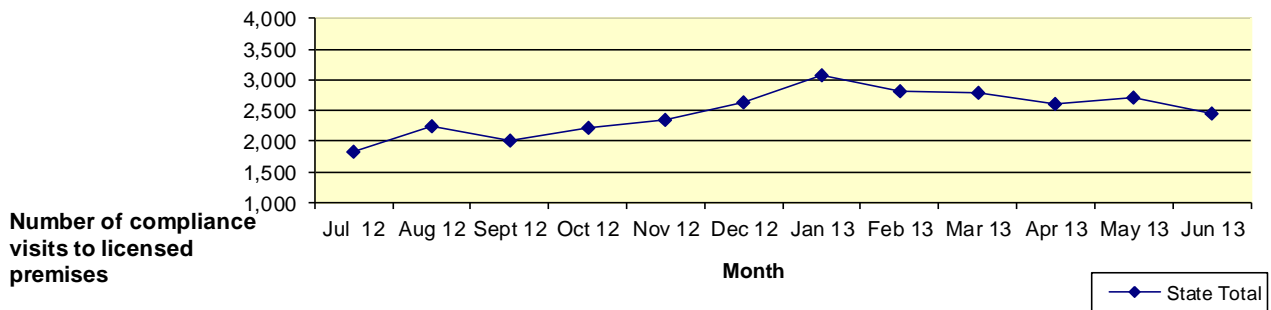
Percentage of sales-to-attempts in all Decoy Shoulder Tap Programs (ABC only)



Enforcement Performance Measurement:

8. Number of compliance visits to licensed premises. This measurement is the strategic objective for action plans E-1-2-(1, 2, & 3). The goal is to increase the number of visits by 5% in this area. (Refer to General Order 2005-02 for the definition of a compliance visit).

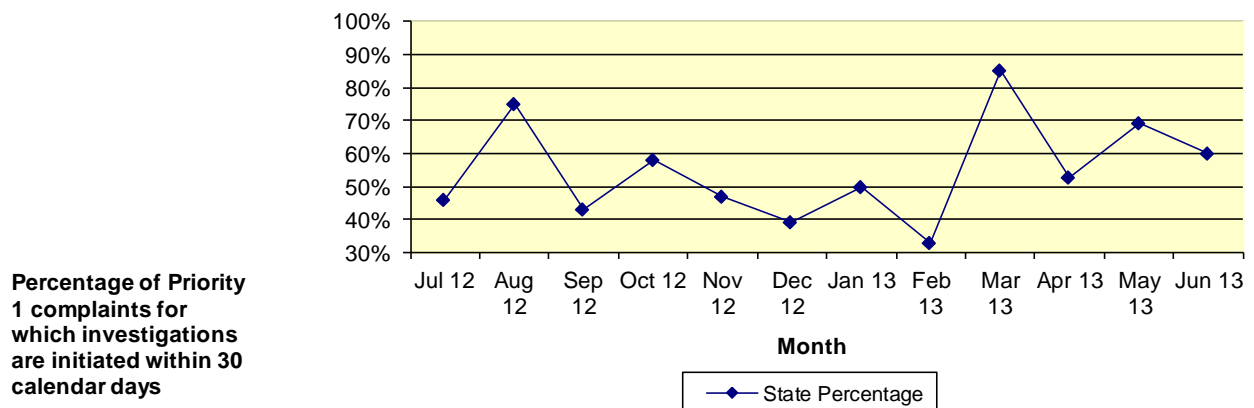
| District | Jul 12 | Aug 12 | Sept 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|-----------------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| TEU | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Northern SOU | 121 | 124 | 198 | 125 | 224 | 194 | 326 | 217 | 131 | 133 | 167 | 225 |
| Southern SOU | 72 | 7 | 4 | 13 | 17 | 21 | 11 | 16 | 9 | 13 | 37 | 21 |
| Northern Div. | 59 | 309 | 322 | 253 | 299 | 186 | 201 | 204 | 264 | 273 | 255 | 179 |
| Fresno | 29 | 28 | 60 | 94 | 60 | 166 | 146 | 193 | 170 | 125 | 45 | 100 |
| Oakland | 41 | 118 | 39 | 83 | 81 | 147 | 153 | 99 | 87 | 143 | 121 | 72 |
| Redding | 145 | 184 | 184 | 203 | 233 | 170 | 214 | 192 | 229 | 206 | 223 | 208 |
| Sacramento | 130 | 159 | 137 | 159 | 235 | 208 | 333 | 295 | 273 | 266 | 281 | 191 |
| Salinas | 23 | 74 | 29 | 69 | 95 | 55 | 74 | 50 | 27 | 40 | 42 | 65 |
| San Francisco | 26 | 1 | 88 | 54 | 35 | 89 | 85 | 50 | 50 | 57 | 49 | 87 |
| San Jose | 40 | 48 | 33 | 69 | 75 | 129 | 117 | 131 | 107 | 63 | 123 | 127 |
| Santa Rosa | 98 | 122 | 69 | 45 | 91 | 60 | 152 | 117 | 208 | 124 | 111 | 166 |
| Eureka | 2 | 2 | 2 | 3 | 1 | 3 | 2 | 1 | 13 | 1 | 43 | 31 |
| Stockton | 41 | 45 | 44 | 0 | 49 | 56 | 76 | 87 | 78 | 89 | 58 | 58 |
| Southern Div. | 40 | 180 | 0 | 216 | 175 | 255 | 327 | 259 | 134 | 141 | 250 | 121 |
| Bakersfield | 67 | 75 | 86 | 52 | 57 | 86 | 72 | 89 | 102 | 94 | 124 | 85 |
| Monrovia | 11 | 20 | 9 | 35 | 64 | 49 | 41 | 40 | 92 | 18 | 43 | 45 |
| LA/Metro | 99 | 66 | 90 | 93 | 56 | 75 | 51 | 90 | 105 | 109 | 57 | 92 |
| LB/Lakewood | 87 | 79 | 63 | 69 | 39 | 49 | 31 | 38 | 44 | 68 | 66 | 39 |
| Palm Desert | 48 | 62 | 62 | 41 | 65 | 69 | 55 | 52 | 19 | 19 | 20 | 52 |
| Riverside | 138 | 120 | 88 | 136 | 107 | 94 | 149 | 136 | 121 | 137 | 105 | 78 |
| San Diego | 59 | 107 | 98 | 89 | 105 | 75 | 78 | 80 | 85 | 76 | 50 | 54 |
| San Marcos | 40 | 54 | 24 | 34 | 78 | 63 | 72 | 49 | 89 | 81 | 75 | 132 |
| Santa Ana | 107 | 64 | 65 | 48 | 34 | 81 | 83 | 72 | 80 | 58 | 71 | 44 |
| Ventura | 95 | 70 | 56 | 69 | 21 | 70 | 4 | 76 | 80 | 78 | 106 | 133 |
| San Luis Obispo | 45 | 26 | 40 | 15 | 23 | 32 | 50 | 39 | 50 | 13 | 84 | 44 |
| Van Nuys | 162 | 107 | 125 | 155 | 33 | 149 | 186 | 140 | 155 | 176 | 97 | 8 |
| State Total | 1,825 | 2,251 | 2,015 | 2,222 | 2,352 | 2,631 | 3,089 | 2,812 | 2,802 | 2,601 | 2,703 | 2,457 |



Enforcement Performance Measurement:

9. The percentage of Priority 1 complaints for which investigations are initiated within 30 calendar days. This adjusted measurement is the strategic objective for action plans E-2-1-(1, & 2). The goal is to reach 90% in this area. (Refer to General Order 2005-04 for the guidelines for Priority 1 complaints).

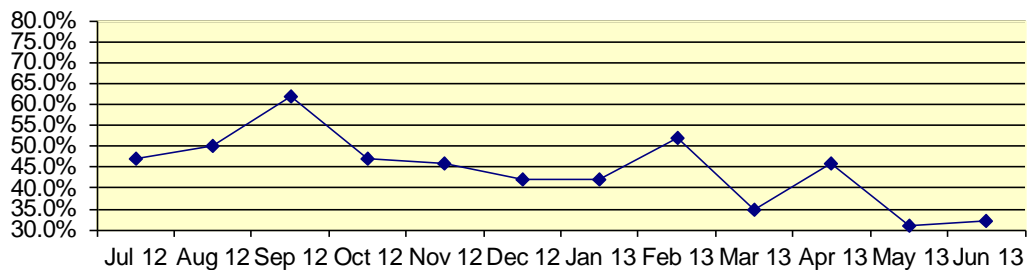
| District | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Fresno | 71% | 50% | 25% | 33% | 100% | n/a | 33% | 50% | 67% | 0% | 86% | 100% |
| Oakland | 0% | n/a | n/a | n/a | n/a | 0% | 33% | n/a | 100% | 75% | 100% | n/a |
| Redding | 100% | n/a | 33% | n/a | n/a | n/a | n/a | 0% | n/a | n/a | n/a | n/a |
| Sacramento | n/a | n/a | n/a | n/a | n/a | 0% | n/a | n/a | n/a | n/a | n/a | n/a |
| Salinas | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| San Francisco | 0% | n/a | 0% | n/a | 0% | 0% | 0% | 0% | n/a | n/a | n/a | n/a |
| San Jose | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 0% | n/a | 0% | 0% |
| Santa Rosa | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Eureka | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Stockton | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| SOU North | n/a | n/a | 100% | 100% | n/a | 100% | n/a | n/a | n/a | n/a | n/a | n/a |
| TEU | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Bakersfield | 0% | n/a | 25% | 50% | 0% | 50% | n/a | n/a | 100% | 0% | 0% | n/a |
| Monrovia | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| LA/Metro | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| LB/Lakewood | 75% | n/a | 83% | 100% | 80% | 100% | 100% | n/a | 100% | 100% | 100% | 100% |
| Palm Desert | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Riverside | 0% | n/a | n/a | n/a | 100% | n/a | n/a | n/a | n/a | n/a | n/a | 0% |
| San Diego | n/a | n/a | n/a | n/a | n/a | n/a | 67% | n/a | n/a | n/a | n/a | 100% |
| San Marcos | n/a | n/a | n/a | n/a | 100% | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Santa Ana | 100% | n/a | n/a | n/a | n/a | n/a | 100% | n/a | n/a | n/a | n/a | 67% |
| Ventura | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| San Luis Obispo | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| Van Nuys | 50% | n/a | n/a | n/a | n/a | n/a | n/a | 50% | 100% | 75% | 0% | n/a |
| SOU South | 100% | 100% | n/a | n/a | 100% | n/a | n/a | n/a | n/a | 100% | n/a | n/a |
| State Average | 46% | 75% | 43% | 58% | 47% | 39% | 50% | 33% | 85.0% | 53.0% | 69.0% | 60.0% |



Enforcement Performance Measurement:

10. The percentage of accusations processed by district offices (from date of violation or receipt date of report from police department to the date the accusation package is received by the Hearing and Legal Unit) within 80 days. This adjusted measurement is the strategic objective for action plans E-2-2- (1, & 2, 3, & 4). The goal is to reach 80% in this area.

| District | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Fresno | 100% | 100% | n/a | n/a | 100% | n/a | 86% | 100% | 100% | 100% | 100% | 100% |
| Oakland | 0% | 45% | 71% | 46% | 50% | 25% | 0% | 46% | 38% | 45% | 14% | 16% |
| Redding | 0% | 75% | 50% | 100% | 0% | 67% | n/a | 100% | 0% | 60% | 63% | 0% |
| Sacramento | 33% | 50% | 0% | n/a | 38% | 0% | 0% | n/a | 0% | 40% | 17% | 22% |
| Salinas | n/a | n/a | n/a | 100% | n/a | n/a | n/a | 71% | 50% | n/a | 50% | n/a |
| San Francisco | 33% | 50% | 50% | 40% | 67% | 60% | 24% | 33% | 19% | 20% | 75% | 0% |
| San Jose | 100% | 67% | n/a | 0% | 100% | 50% | 67% | 100% | 50% | 100% | 50% | n/a |
| Santa Rosa | 80% | 100% | 100% | 70% | 80% | 89% | 100% | 100% | 100% | 33% | 40% | 0% |
| Eureka | 100% | n/a | 100% | 100% | 50% | 0% | 50% | n/a | 86% | 25% | 0% | n/a |
| Stockton | 63% | 100% | 50% | 60% | 50% | 0% | 50% | 0% | 0% | 33% | 86% | 90% |
| Bakersfield | 0% | 0% | 67% | 67% | 43% | n/a | n/a | 0% | 100% | 0% | 33% | 0% |
| Monrovia | n/a | 40% | 100% | 0% | 0% | n/a | 0% | 50% | 33% | n/a | 0% | 0% |
| LA/Metro | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| LB/Lakewood | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 13% | 17% |
| Palm Desert | n/a | 0% | n/a | n/a | 0% | n/a | 0% | n/a | 0% | n/a | 0% | 0% |
| Riverside | 50% | 50% | 75% | n/a | 75% | 80% | 100% | 60% | 33% | 50% | 100% | 67% |
| San Diego | 0% | 0% | 0% | n/a | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 100% |
| San Marcos | 100% | 100% | n/a | 0% | 0% | 50% | n/a | 100% | n/a | n/a | 0% | 33% |
| Santa Ana | 0% | 0% | 100% | 0% | 0% | 50% | 0% | n/a | n/a | n/a | 0% | 25% |
| Ventura | n/a | 0% | 50% | 40% | n/a | n/a | 100% | 50% | 33% | 60% | 0% | 33% |
| San Luis Obispo | n/a | 33% | n/a | n/a | n/a | n/a | 100% | n/a | n/a | 0% | n/a | 100% |
| Van Nuys | 100% | 100% | 100% | 0% | 100% | 0% | 50% | 25% | 0% | 50% | 33% | 100% |
| State Percentage | 47.0% | 50.0% | 62.0% | 47.0% | 46.0% | 42.0% | 42.0% | 52.0% | 35.0% | 46.0% | 31.0% | 32.0% |



Percentage of
accusations
processed within 80
days

Month

◆ State Percentage

GAP (Grant Assistance Program) Performance Measurement:

11. The percentage of grant recipients that meet 100% of their stated grant objectives. This measurement is the strategic objective for action plans G-1-2. The goal is for 90% of the grantees to reach 100% of their stated objectives.

| | Jul 12 | Aug 12 | Sep 12 | Oct 12 | Nov 12 | Dec 12 | Jan 13 | Feb 13 | Mar 13 | Apr 13 | May 13 | Jun 13 | YTD% |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------|
| Alameda Co | 0% | 8% | 6% | 19% | 15% | 13% | 14% | 8% | 6% | 3% | 10% | 4% | 106% |
| Alhambra PD | 5% | 8% | 23% | 15% | 28% | 10% | 20% | 3% | 10% | 3% | 0% | 3% | 128% |
| Arcata PD | 0% | 5% | 20% | 23% | 5% | 0% | 10% | 12% | 15% | 0% | 3% | 19% | 112% |
| Azusa PD | 0% | 0% | 10% | 26% | 4% | 6% | 7% | 7% | 8% | 8% | 13% | 5% | 94% |
| Bakersfield PD | 8% | 0% | 8% | 16% | 17% | 17% | 13% | 5% | 12% | 12% | 20% | 8% | 136% |
| Bell Gardens PD | 0% | 6% | 18% | 18% | 5% | 7% | 13% | 6% | 6% | 0% | 0% | 0% | 85% |
| Berkeley PD | 0% | 23% | 8% | 2% | 6% | 0% | 5% | 4% | 8% | 20% | 2% | 0% | 78% |
| Chula Vista PD | 0% | 4% | 1% | 16% | 20% | 0% | 10% | 31% | 14% | 4% | 0% | 0% | 100% |
| Claremont PD | 2% | 9% | 0% | 11% | 9% | 9% | 2% | 5% | 12% | 11% | 39% | 7% | 116% |
| Concord PD | 0% | 3% | 3% | 13% | 20% | 10% | 4% | 3% | 15% | 5% | 2% | 5% | 83% |
| Corona PD | 0% | 20% | 14% | 4% | 11% | 12% | 4% | 1% | 14% | 6% | 11% | 4% | 101% |
| Escondido PD | 0% | 11% | 14% | 4% | 14% | 7% | 9% | 9% | 4% | 28% | 0% | 0% | 100% |
| Eureka PD | 0% | 10% | 40% | 17% | 10% | 6% | 17% | 0% | 0% | 0% | 0% | 0% | 100% |
| Fresno Co SD | 1% | 3% | 11% | 8% | 11% | 6% | 8% | 10% | 9% | 25% | 27% | 5% | 124% |
| Fresno PD | 3% | 12% | 7% | 19% | 5% | 18% | 17% | 13% | 19% | 10% | 4% | 2% | 129% |
| Hawthorne PD | 0% | 20% | 11% | 0% | 4% | 0% | 19% | 0% | 6% | 9% | 17% | 15% | 101% |
| Hemet PD | 0% | 6% | 6% | 12% | 12% | 17% | 12% | 12% | 12% | 12% | 0% | 0% | 101% |
| Huntington Beach PD | 6% | 11% | 8% | 8% | 24% | 7% | 13% | 24% | 34% | 7% | 12% | 6% | 160% |
| Indio PD | 0% | 13% | 3% | 11% | 6% | 4% | 4% | 15% | 4% | 22% | 11% | 6% | 99% |
| La Habra PD | 0% | 8% | 8% | 17% | 8% | 8% | 25% | 8% | 8% | 0% | 8% | 0% | 98% |
| Long Beach PD | 2% | 9% | 11% | 13% | 9% | 16% | 22% | 3% | 3% | 10% | 23% | 8% | 129% |
| LA Co SD-Reg III | 0% | 5% | 13% | 7% | 8% | 9% | 20% | 8% | 6% | 4% | 12% | 13% | 105% |
| LAPD | 13% | 13% | 24% | 12% | 8% | 6% | 9% | 11% | 13% | 12% | 11% | 16% | 148% |
| Manteca PD | 2% | 14% | 10% | 13% | 4% | 1% | 6% | 5% | 9% | 25% | 33% | 5% | 127% |
| Marysville PD | 4% | 4% | 3% | 0% | 7% | 30% | 17% | 10% | 6% | 8% | 0% | 12% | 101% |
| Mendocino Co SD | 4% | 17% | 4% | 0% | 9% | 0% | 8% | 15% | 18% | 14% | 6% | 21% | 116% |
| Merced PD | 0% | 7% | 21% | 12% | 4% | 0% | 14% | 2% | 15% | 2% | 9% | 14% | 100% |
| Modesto PD | 10% | 14% | 4% | 69% | 16% | 45% | 19% | 29% | 30% | 25% | 7% | 1% | 269% |
| Nevada Co | 2% | 0% | 16% | 16% | 2% | 4% | 10% | 17% | 9% | 13% | 0% | 0% | 89% |
| Ontario PD | 2% | 9% | 4% | 31% | 13% | 10% | 12% | 5% | 10% | 6% | 12% | 8% | 122% |
| Orange Co | 6% | 7% | 10% | 27% | 12% | 5% | 13% | 9% | 8% | 3% | 0% | 0% | 100% |
| Pacifica PD | 0% | 0% | 11% | 8% | 8% | 14% | 9% | 11% | 4% | 13% | 18% | 1% | 97% |
| Paradise PD | 1% | 0% | 4% | 14% | 7% | 8% | 25% | 8% | 0% | 8% | 33% | 6% | 114% |
| Placer Co | 0% | 3% | 12% | 23% | 15% | 9% | 4% | 6% | 8% | 6% | 3% | 14% | 103% |
| Rialto PD | 0% | 6% | 2% | 19% | 13% | 1% | 19% | 1% | 21% | 21% | 8% | 4% | 115% |
| Richmond PD | 0% | 9% | 4% | 19% | 17% | 12% | 8% | 15% | 28% | 5% | 0% | 7% | 124% |
| Ridgecrest PD | 3% | 9% | 11% | 13% | 7% | 4% | 3% | 3% | 25% | 15% | 13% | 6% | 112% |
| Rohnert Park PD | 0% | 2% | 13% | 9% | 8% | 6% | 19% | 8% | 6% | 16% | 44% | 5% | 136% |
| Sacramento PD | 1% | 6% | 13% | 3% | 3% | 0% | 1% | 9% | 21% | 8% | 22% | 13% | 100% |
| San Diego Co | 31% | 18% | 1% | 17% | 18% | 11% | 8% | 7% | 18% | 8% | 1% | 2% | 140% |
| San Diego PD | 0% | 2% | 23% | 20% | 19% | 2% | 8% | 6% | 19% | 0% | 0% | 0% | 99% |
| San Francisco PD | 8% | 5% | 14% | 11% | 4% | 5% | 6% | 9% | 15% | 15% | 13% | 9% | 114% |
| San Joaquin Co | 0% | 0% | 12% | 9% | 9% | 6% | 10% | 4% | 9% | 4% | 12% | 17% | 92% |
| San Luis Obispo PD | 0% | 7% | 7% | 36% | 0% | 0% | 0% | 0% | 0% | 7% | 29% | 7% | 93% |
| Santa Barbara PD | 1% | 4% | 18% | 21% | 0% | 13% | 8% | 11% | 15% | 9% | 0% | 0% | 100% |
| Santa Clara PD | 6% | 4% | 4% | 6% | 8% | 4% | 7% | 4% | 44% | 26% | 13% | 7% | 133% |
| Santa Cruz PD | 10% | 3% | 3% | 12% | 9% | 8% | 20% | 6% | 21% | 18% | 26% | 21% | 157% |
| Santa Rosa PD | 2% | 9% | 1% | 8% | 7% | 7% | 31% | 7% | 7% | 20% | 13% | 10% | 122% |
| Sausalito PD | 0% | 0% | 0% | 6% | 0% | 0% | 25% | 0% | 0% | 13% | 25% | 13% | 82% |
| Seal Beach PD | 0% | 3% | 30% | 3% | 9% | 9% | 3% | 0% | 31% | 0% | 13% | 6% | 107% |
| South Gate PD | 0% | 0% | 16% | 18% | 3% | 21% | 3% | 9% | 28% | 19% | 25% | 6% | 148% |
| Visalia PD | 6% | 3% | 19% | 0% | 2% | 32% | 3% | 1% | 20% | 13% | 20% | 9% | 128% |

