



BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

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DATE: January 26, 2016

TO: Board Members

FROM: Gina Bayless 
 Enforcement Division Chief

SUBJECT: Enforcement Division Report

Attached please find an Overview of Enforcement Activity for the previous five fiscal years and the current fiscal year. Below is a summary of the programs trends (as of December 31, 2015):

Complaint Unit

The total number of complaints received for the current fiscal year is 1,899, averaging 317 per month. Our intake process ensures timely case assignment to the appropriate investigative unit. Currently, there are 2,025 cases pending at various stages of investigation.

Investigation Unit

We continue to assign cases based on the Consumer Protection Enforcement Initiative (CPEI) case referral acceptance matrix. As of December 31, 2015, 208 cases have been assigned for investigation and 273 cases have been referred to the Division of Investigation (DOI). We are actively monitoring pending cases to ensure that aging cases are worked as a priority.

Discipline Unit

Currently, there are 363 cases pending at the Attorney General's Office. We have referred 154 cases to date. As of December 31, 2015, 251 discipline actions were finalized. The average number of days to complete discipline was 1,055 days. We continue to focus on expediting settlement of cases and show a significant increase in settlements in the last six months. From January 1, 2015 to June 30, 2015, we had 37 settlement cases compared to 113 from July 1, 2015 to December 31, 2015.

Discipline Outcomes 2015	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Stipulations	3	10	4	4	12	4	23	21	30	19	16	4	150
Proposed Decisions	5	10	13	12	6	8	16	20	18	9	9	3	129
Defaults	3	1	5	5	19	47	3	28	0	19	5	14	149

Overview of Enforcement Activity

Enforcement Volume	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16 ¹
Intake						
Complaints Received	605	673	717	647	545	502
Arrest/Conviction Reports	4,470	4,975	4,307	5,150	4,852	1,397
Total Complaints Received	5,075	5,648	5,024	5,797	5,397	1,899
Investigations Assigned						
Desk Investigations Assigned	4,987	5,301	4,637	5,413	5,319	2,026
Non-Sworn Investigations Assigned	134	759	712	451	443	208
Sworn/DOI Investigations	126	97	15	0	130	273
Total Complaints Assigned for Investigation	5,247	6,157	5,364	5,864	5,892	2,507
Investigations Pending						
Desk Investigations Pending	4,049	4,105	3,667	3,745	2,296	1,083
Non-Sworn Investigations Pending	159	514	954	911	731	584
Sworn/DOI Investigations Pending	166	157	81	14	129	358
Total Complaints Pending	4,374	4,776	4,702	4,670	3,156	2,025
Investigations Closed						
Complaints Closed - Desk	5,196	4,768	4,876	5,249	6,338	3,010
Complaints Closed - Non-Sworn	1	272	251	494	513	218
Complaints Closed - DOI	203	106	91	68	16	46
Total Complaints Closed	5,400	5,146	5,218	5,811	6,867	3,274
Average Days to Complete Investigations						
Desk Investigations	288	289	246	224	416	294
Non-Sworn Investigations	134	315	509	584	601	727
DOI Investigations ²	704	682	771	899	996	975
Overall Average Days to Complete Investigations	303	298	267	262	431	332
Closed Without Discipline	5,109	4,813	4,950	5,400	6,568	3,077
Average Days to Close	289	281	253	242	429	325
Formal Discipline						
Cases Referred to AG's Office	340	401	285	370	290	154
Cases Pending at AG	498	648	549	593	502	363
Accusations Filed	168	251	217	237	285	104
Statement of Issues Filed	57	82	68	50	69	15
Petition to Revoke	22	20	15	14	15	15
Disciplinary Actions Completed ³	175	189	320	255	326	251
Average Days to Complete Discipline	1,051	1,018	1,080	1,103	1,130	1,055

1. Volume from July 1, 2015 to December 31, 2015.

2. DOI = DCA Division of Investigation.

3. Does not include Subsequent Discipline, Petition for Reinstatement, Petition for Reduction of Penalty/Early Termination, or Citation Appeals.