

## Bureau of Electronic Appliance Repair, Home Furnishings and Thermal Insulation

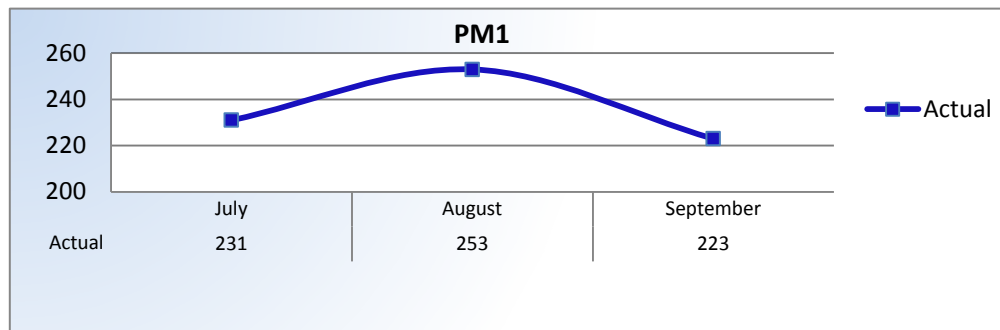
### Performance Measures

#### Q1 Report (July - September 2013)

To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

##### PM1 | Volume

Number of complaints and convictions received.

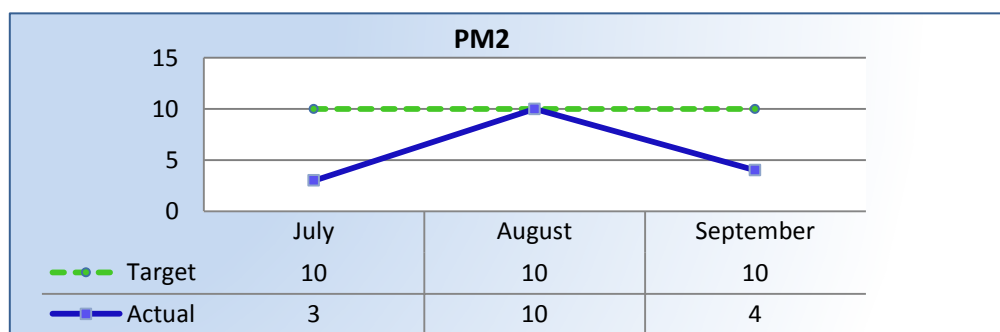


Total Received: 707 Monthly Average: 236

**Complaints: 707 | Convictions: 0**

##### PM2 | Intake

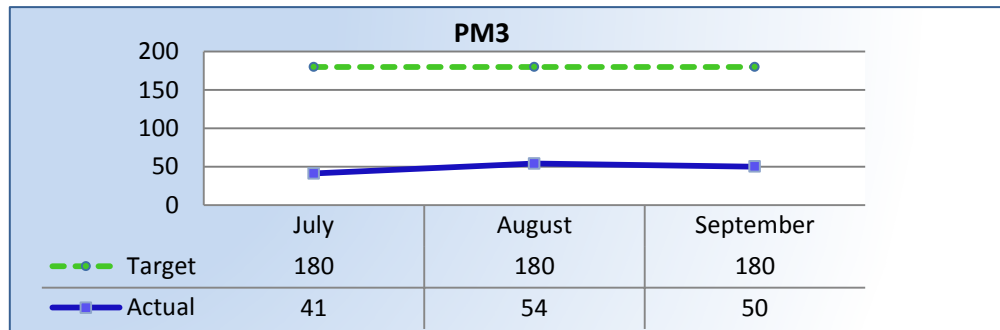
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 10 Days | Actual Average: 6 Days**

### PM3 | Intake & Investigation

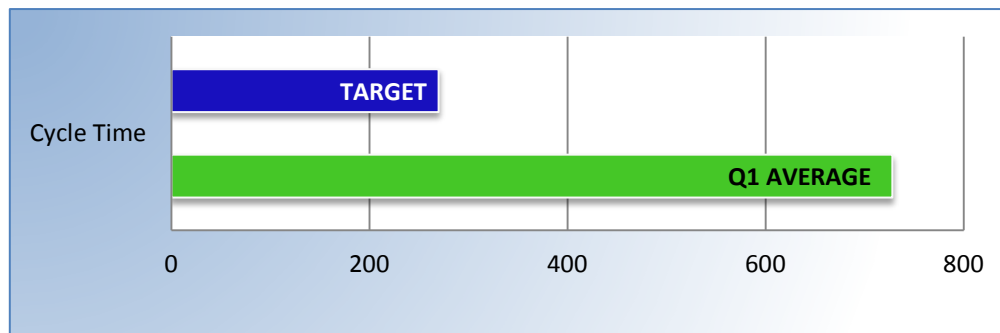
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 180 Days | Actual Average: 48 Days**

### PM4 | Formal Discipline

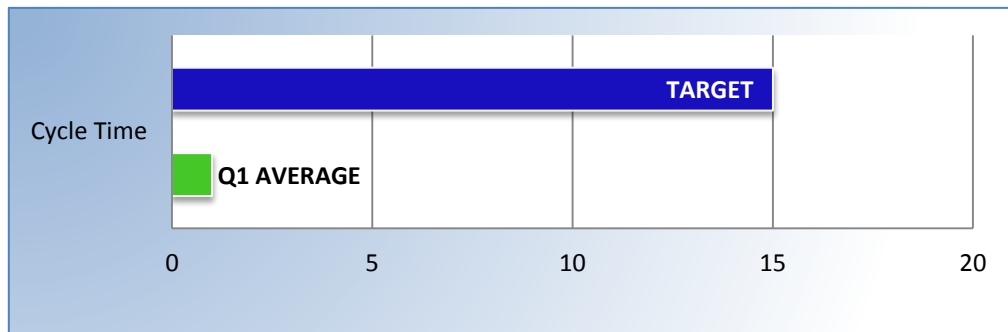
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Bureau and prosecution by the AG).



**Target Average: 540 Days | Actual Average: 728 Days**

### PM7 | Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.



**Target Average: 15 Days | Actual Average: 1 Day**

### PM8 | Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

*The Bureau did not report any new probation violations this quarter.*

**Target Average: 30 Days | Actual Average: N/A**