

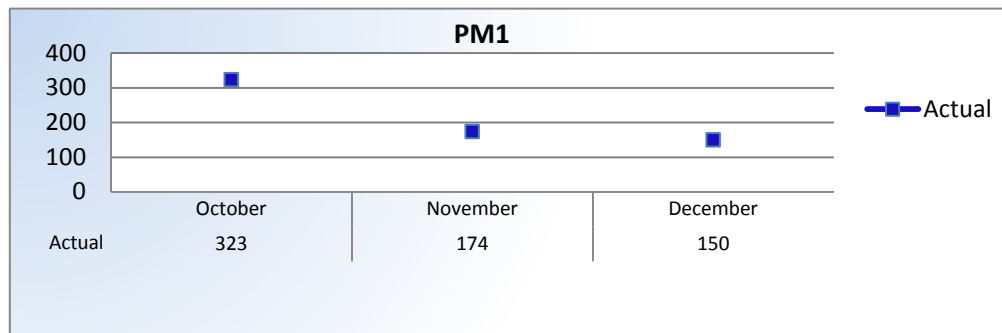
# Bureau of Electronic Appliance Repair, Home Furnishings and Thermal Insulation Performance Measures

## Q2 Report (October - December 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.

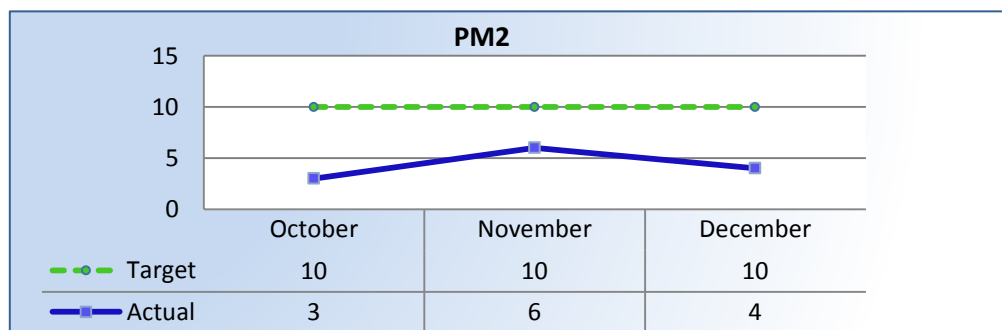


Total Received: 647 Monthly Average: 216

**Complaints: 647 | Convictions: 0**

### PM2 | Intake

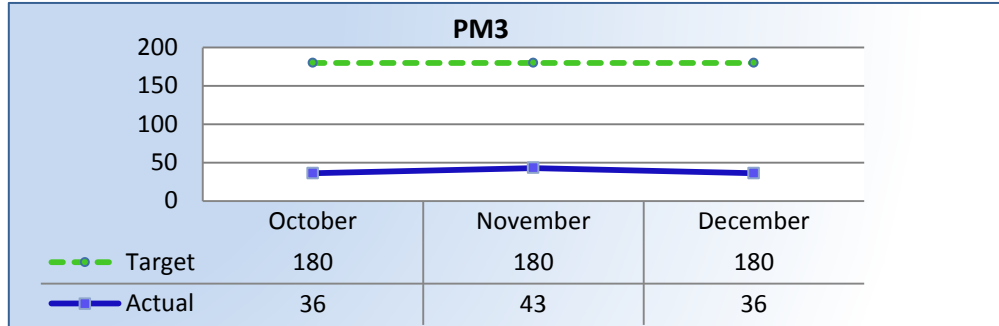
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.



**Target Average: 10 Days | Actual Average: 4 Days**

### PM3 | Intake & Investigation

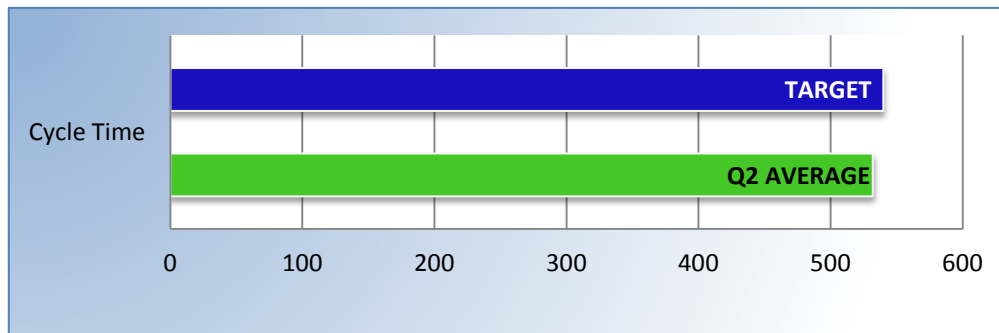
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.



**Target Average: 180 Days | Actual Average: 39 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: 532 Days**

### **PM7 | Probation Intake**

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

*The Bureau did not contact any new probationers this quarter.*

**Target Average: 15 Days | Actual Average: N/A**

### **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**