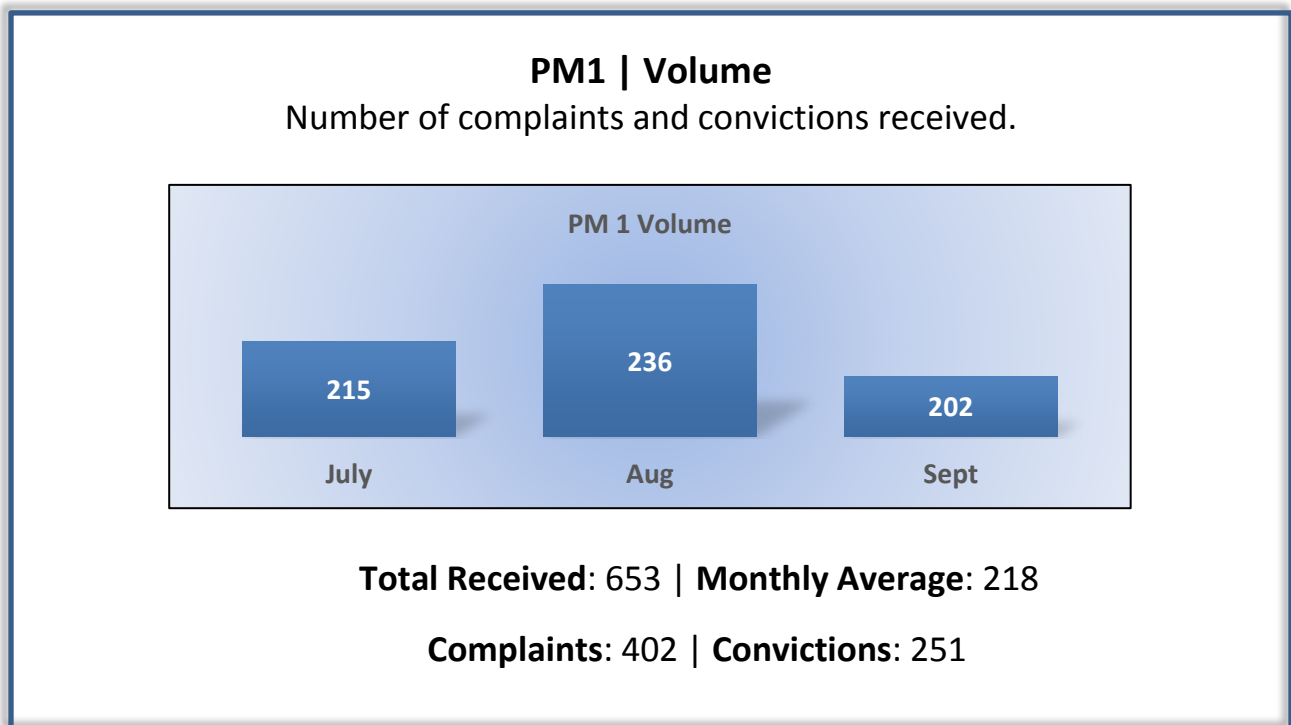


# Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation

## Enforcement Performance Measures

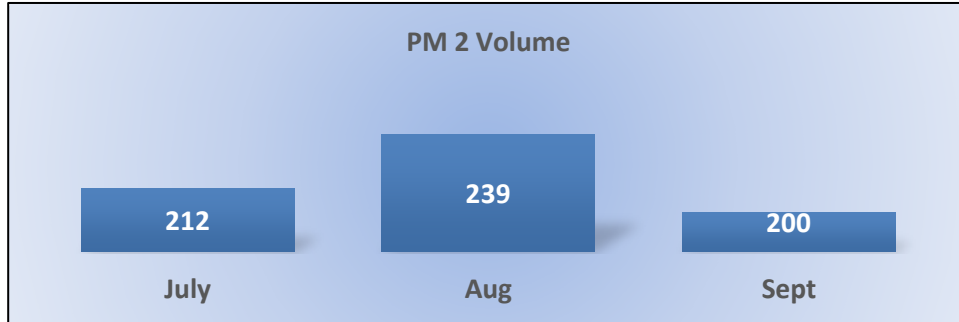
### Q1 Report (July - September 2016)

To ensure stakeholders can review the Board'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.



### PM2 | Intake – Volume

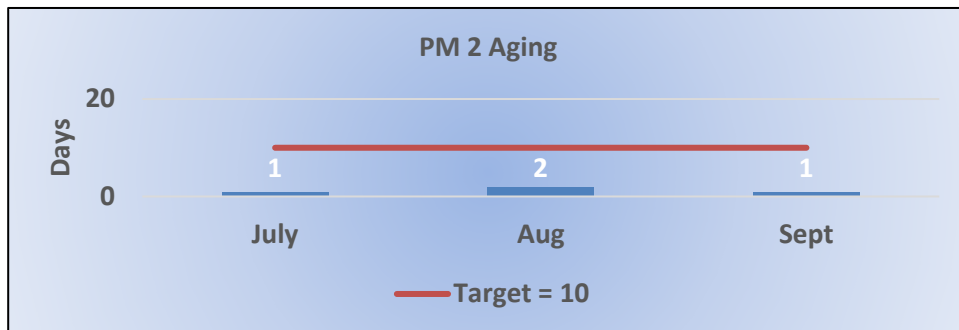
Number of complaints closed or assigned to an investigator.



**Total: 651 | Monthly Average: 217**

### PM2 | Intake – Cycle Time

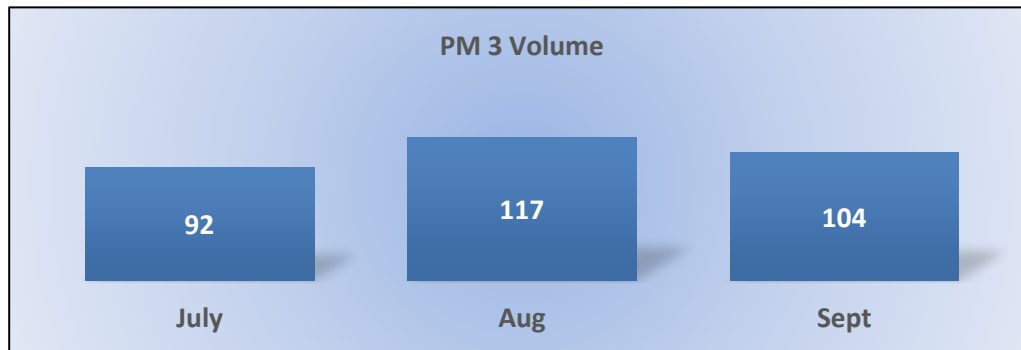
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 10 Days | Actual Average: 1 Day**

### PM3 | Investigations – Volume

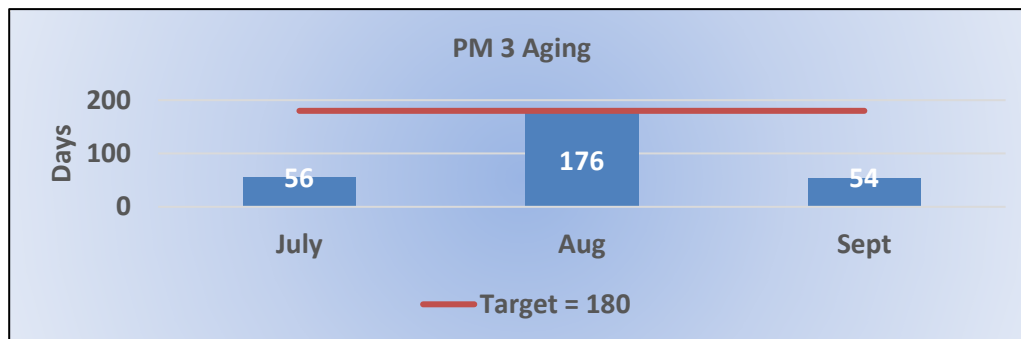
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 313 | Monthly Average: 104**

### PM3 | Investigations – Cycle Time

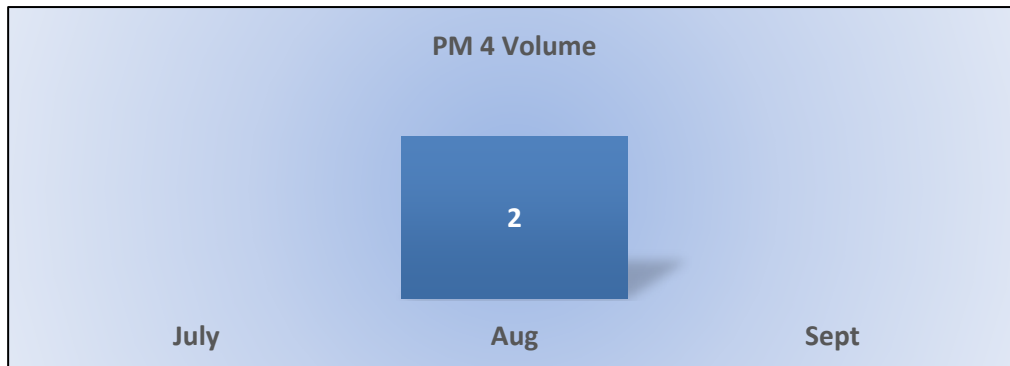
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.  
(Includes intake and investigation)



**Target Average: 180 Days | Actual Average: 100 Days**

### PM4 | Formal Discipline – Volume

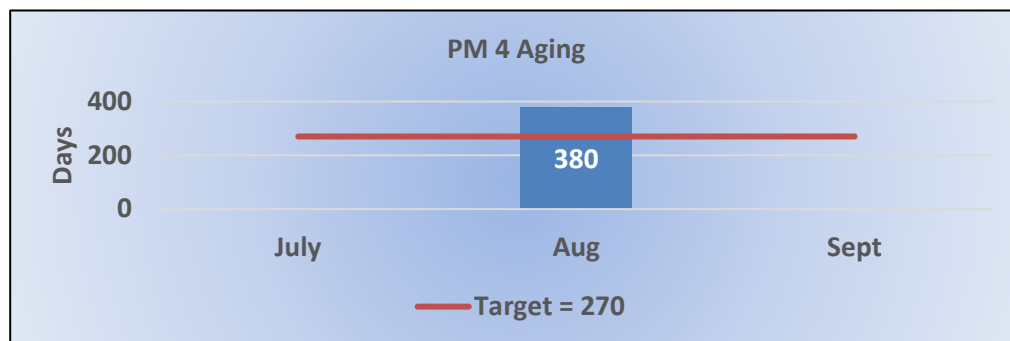
Cases closed, of those transmitted to the Attorney General.



**Total: 2**

### PM4 | Formal Discipline – Cycle Time

Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General.  
(Includes intake, investigation, and case outcome.)



**Target Average: 540 Days | Actual Average: 380 Days**

**PM7 | Probation Intake – Volume**

Number of new probation cases.

*No new probationers were assigned for monitoring this quarter.*

**PM7 | Probation Intake – Cycle Time**

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

*No new probationers were assigned for monitoring this quarter.*

**PM8 | Probation Violation Response – Volume**

Number of probation violation cases.

*The Bureau did not have any probation violations this quarter.*

**PM8 | Probation Violation Response – Cycle Time**

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 have any probation violations this quarter.*