

## Performance Measures

### Annual Report (2010 – 2011 Fiscal Year)

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

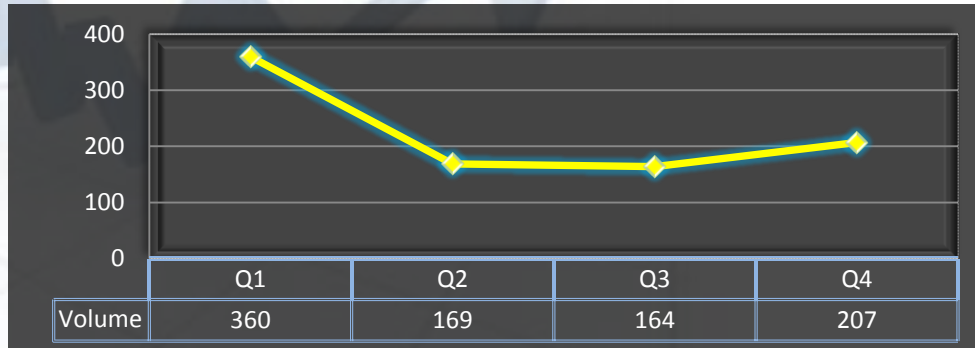
This annual report represents the culmination of the first four quarters worth of data.

### Home Furnishings & Thermal Insulation Data (HFTI):

#### HFTI Volume

Number of complaints and convictions received.

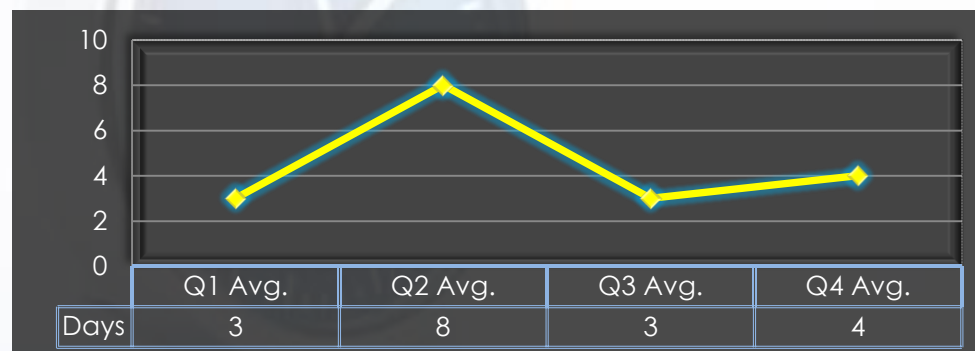
The Board had an annual total of 900 this fiscal year.



#### HFTI Intake

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

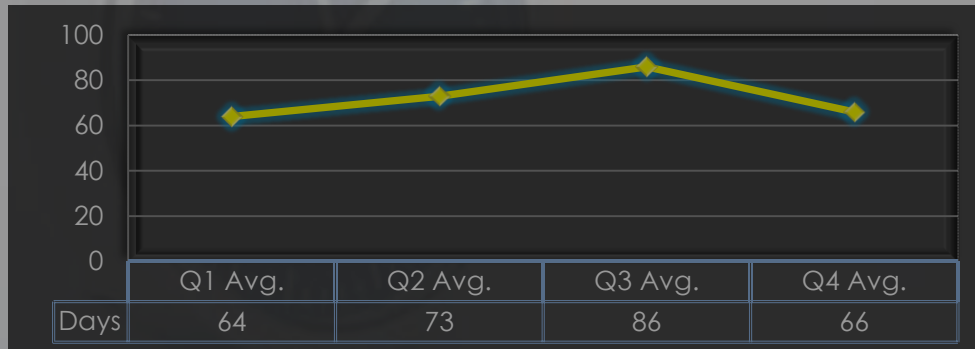
The Board has set a target of 10 days for this measure.



## HFTI 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.

The Board has set a target of 180 days for this measure.

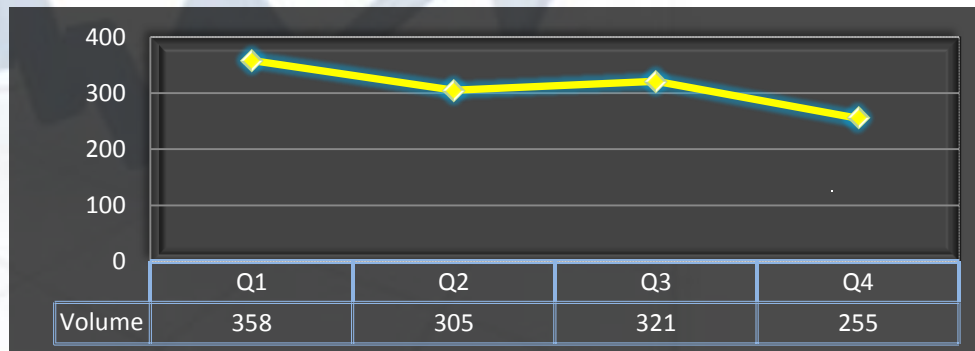


## Electronic & Appliance Repair Data (EAR):

### EAR Volume

Number of complaints and convictions received.

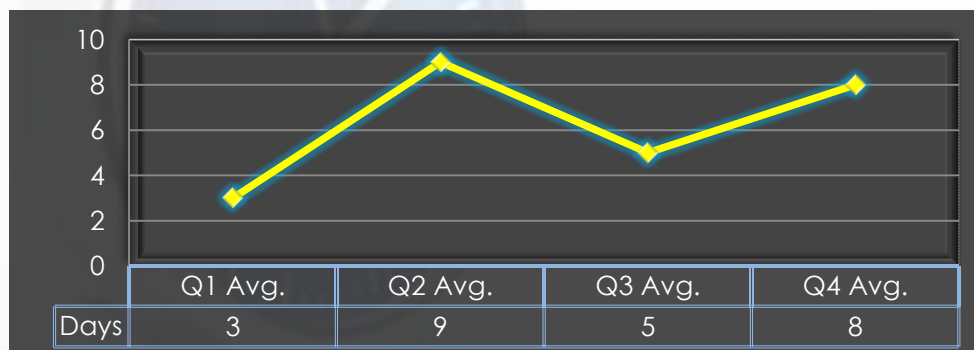
The Board had an annual total of 1,239 this fiscal year.



### EAR Intake

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

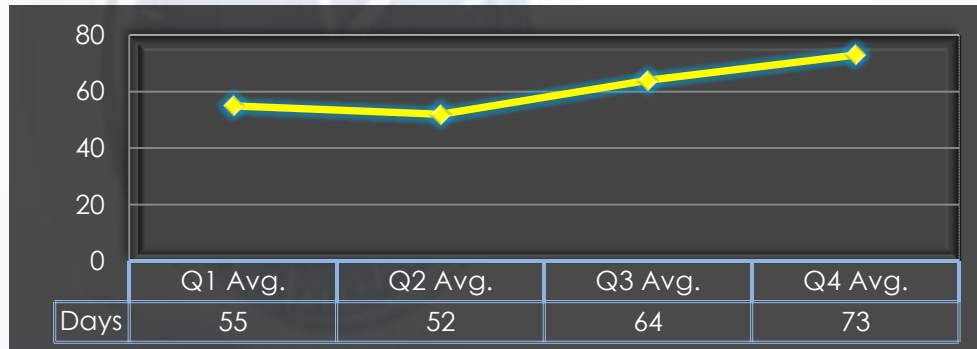
The Board has set a target of 10 days for this measure.



## EAR 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.

The Board has set a target of 180 days for this measure.



## EAR Formal Discipline

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

The Board has set a target of 270 days for this measure.

