

## Performance Measures

### Q3 Report (January - March 2011)

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.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

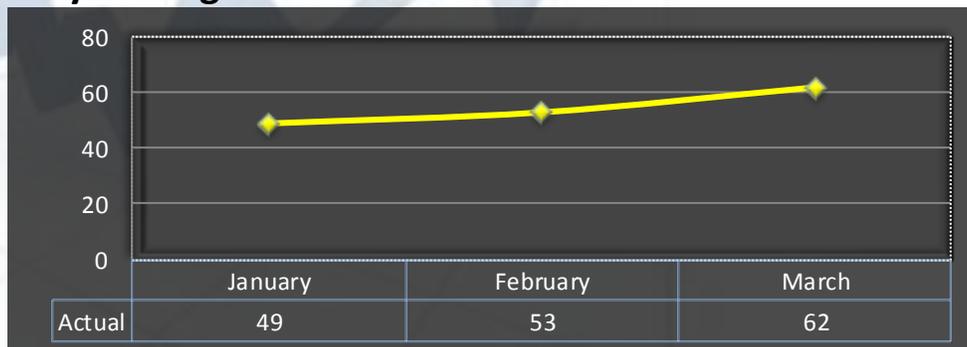
### Home Furnishings & Thermal Insulation Data (HFTI):

#### HFTI Volume

Number of complaints received.

**Q3 Total: 164**

**Q3 Monthly Average: 55**

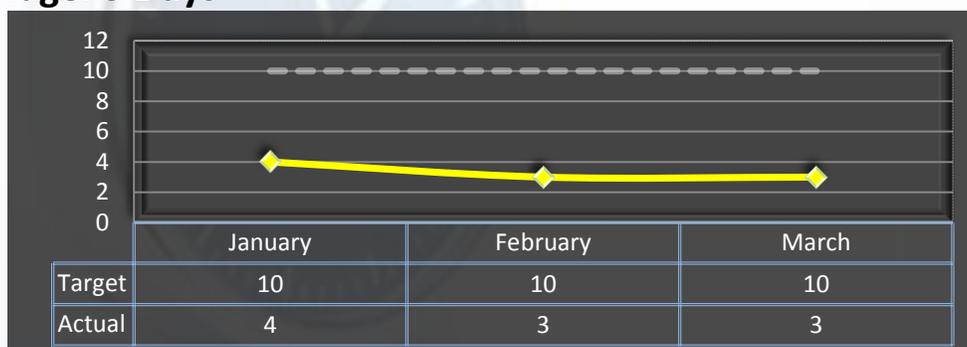


#### HFTI Intake

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

**Target: 10 Days**

**Q3 Average: 3 Days**

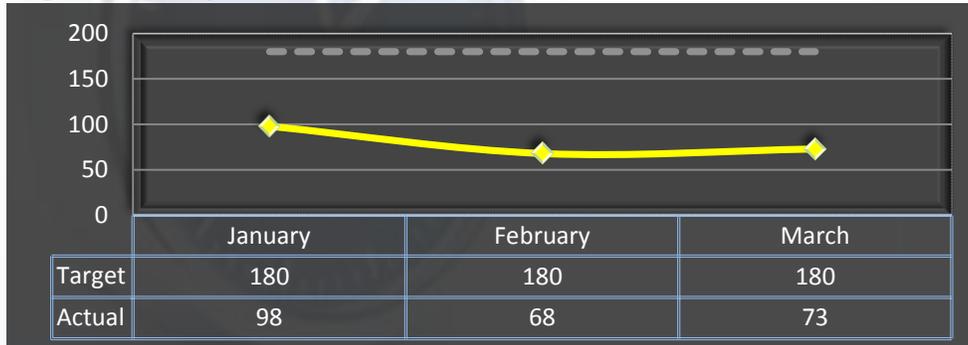


## HFTI Intake & Investigation

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.

**Target: 180 Days**

**Q3 Average: 86 Days**



## HFTI 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)

**Target: 270 Days**

**Q3 Average: N/A**

*The Bureau did not close any formal discipline cases this quarter.*

## HFTI Probation Intake

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

**Target: 15 Days**

**Q3 Average: N/A**

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

## HFTI 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.

**Target: 30 Days**

**Q3 Average: N/A**

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

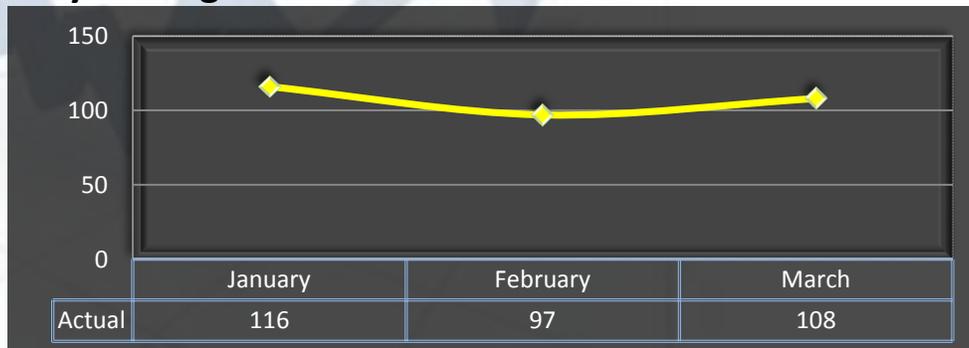
## Electronic & Appliance Repair Data (EAR):

### EAR Volume

Number of complaints received.

**Q3 Total: 321**

**Q3 Monthly Average: 107**

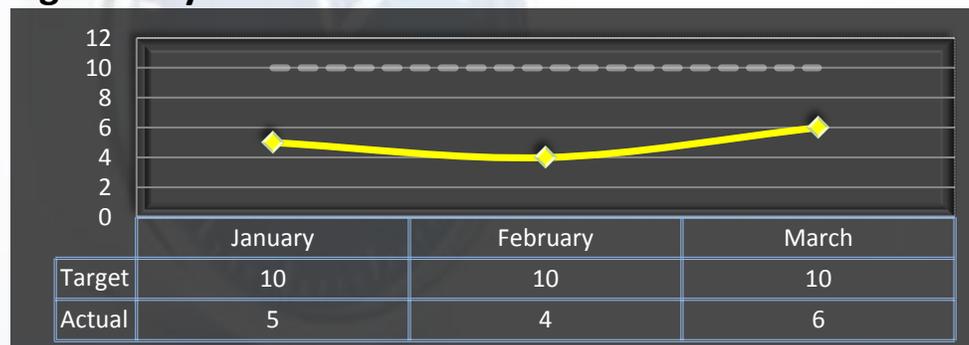


### EAR Intake

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

**Target: 10 Days**

**Q3 Average: 5 Days**

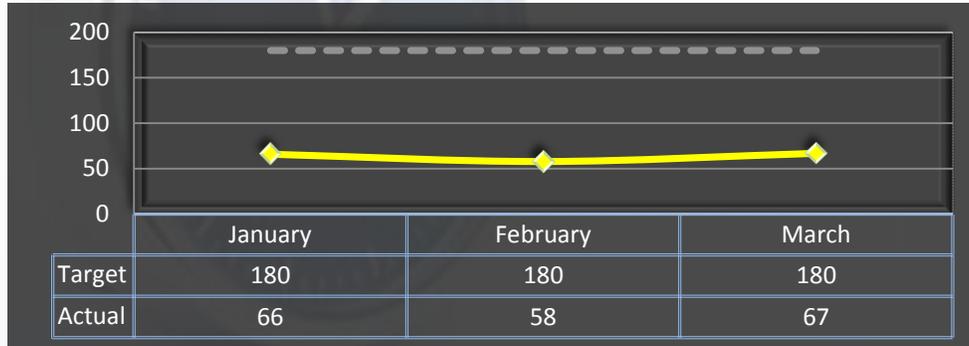


## EAR Intake & Investigation

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.

**Target: 180 Days**

**Q3 Average: 64 Days**

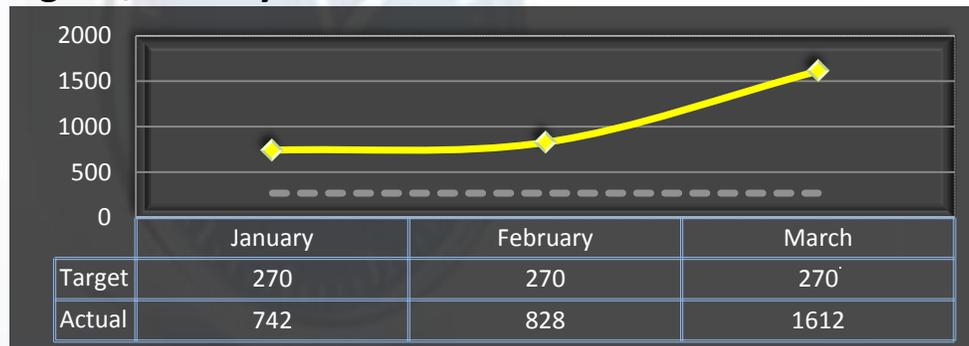


## EAR Formal Discipline

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

**Target: 270 Days**

**Q3 Average: 1,061 Days**



## EAR Probation Intake

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

**Target: 15 Days**

**Q3 Average: N/A**

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

## **EAR 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.

**Target: 30 Days**

**Q3 Average: N/A**

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