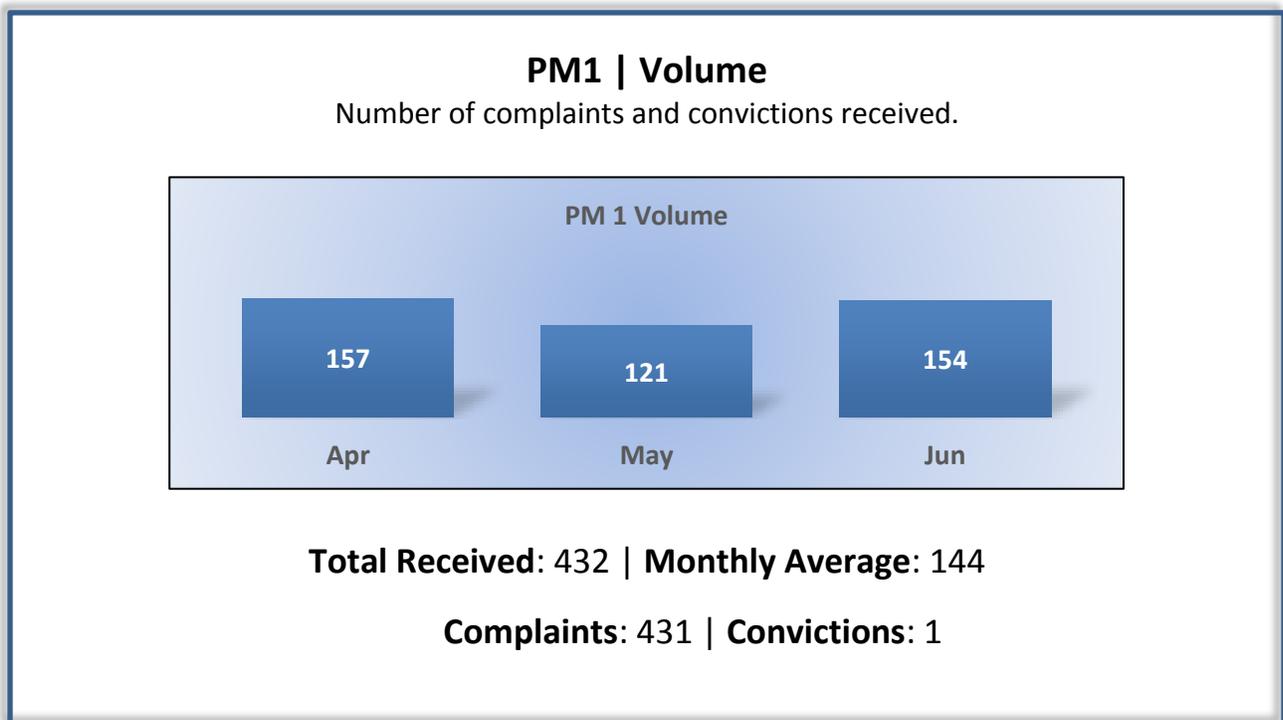


# Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation

## Enforcement Performance Measures

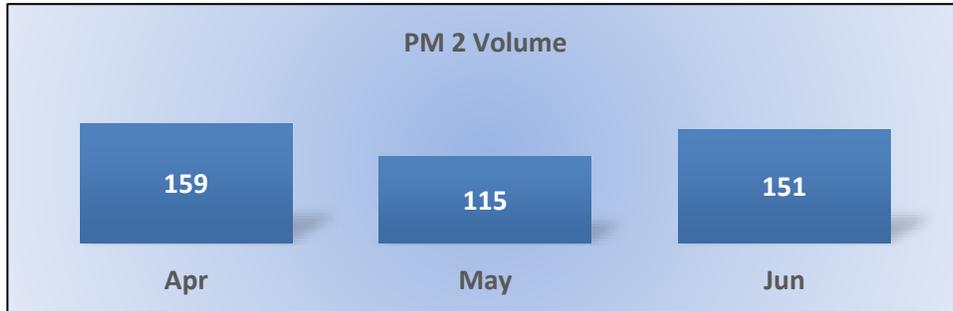
### Q4 Report (April - June 2017)

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

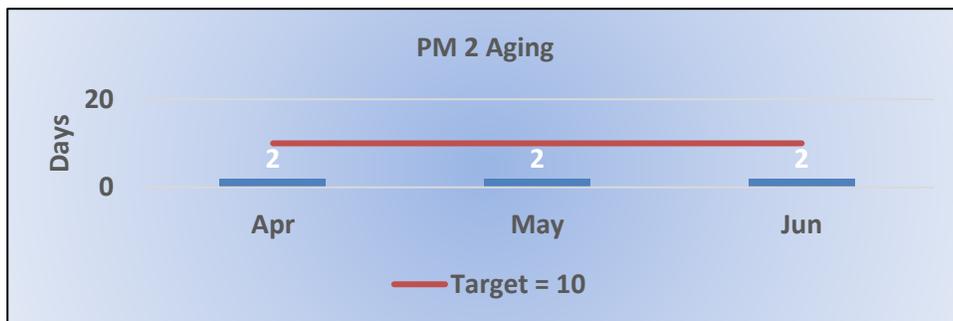
Number of complaints closed or assigned to an investigator.



**Total: 425 | Monthly Average: 142**

## PM2 | Intake – Cycle Time

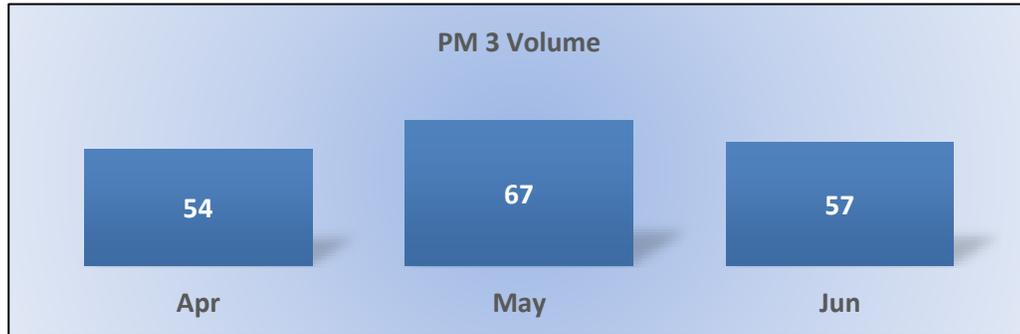
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.



**Target Average: 10 Days | Actual Average: 2 Days**

### PM3 | Investigations – Volume

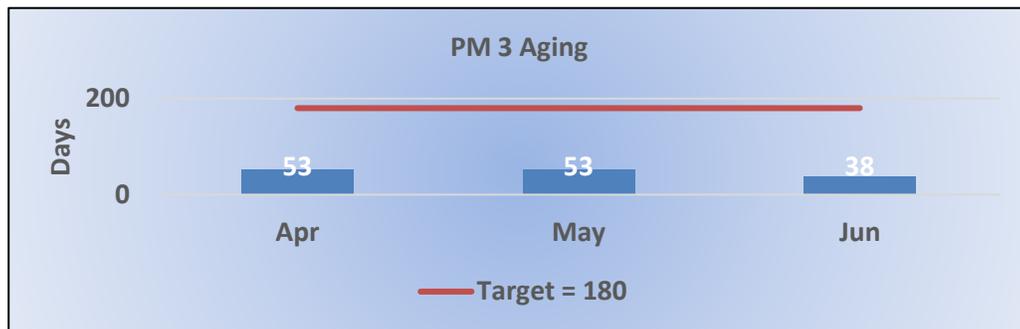
Number of investigations closed (not including cases transmitted to the Attorney General).



**Total: 178 | Monthly Average: 89**

### 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: 47 Days**

### **PM4 | Formal Discipline – Volume**

Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

*The Bureau did not have any cases closed in formal discipline this quarter.*

### **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.)

*The Bureau did not have any cases closed in formal discipline this quarter.*

**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.*