Department of Consumer Affairs

Bureau of Eletronic & Appliance Repair, Home Furnishings & Thermal Insulation

Performance Measures

Q2 Report *(October - December 2010)*

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.

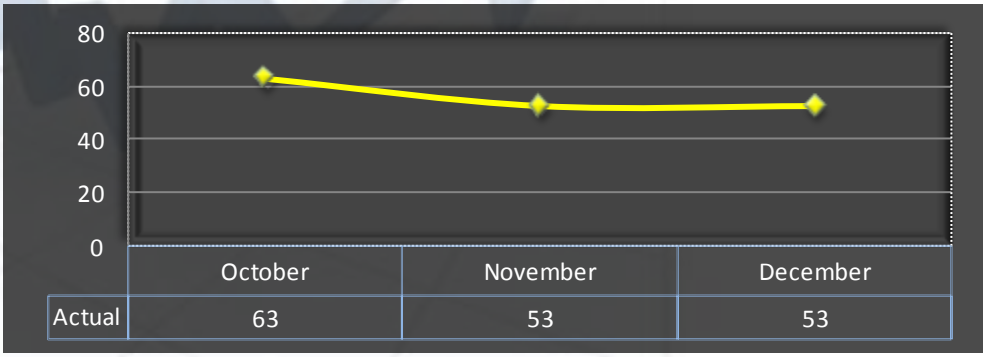
Home Furnishings & Thermal Insulation Data (HFTI):

HFTI Volume

Number of complaints received.

Q2 Total: 169

Q2 Monthly Average: 63

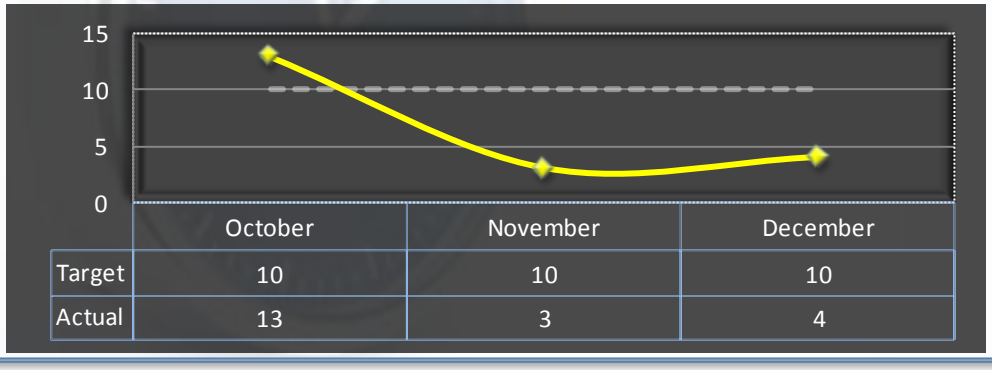


HFTI Intake

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

Target: 10 Days

Q2 Average: 8 Days

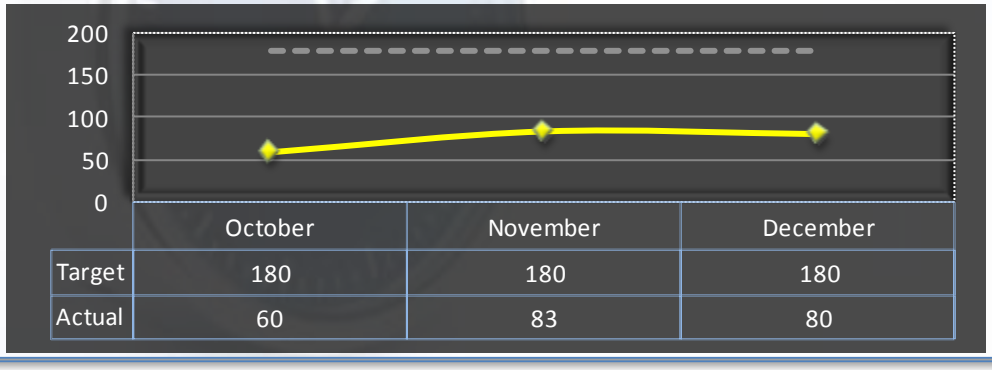


HFTI Intake & Investigation

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

Q2 Average: 73 Days



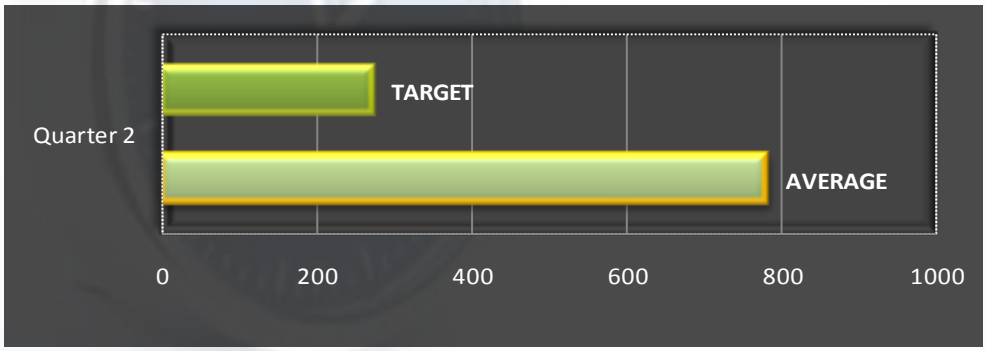
	October	November	December
Target	180	180	180
Actual	60	83	80

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

Q2 Average: 779 Days

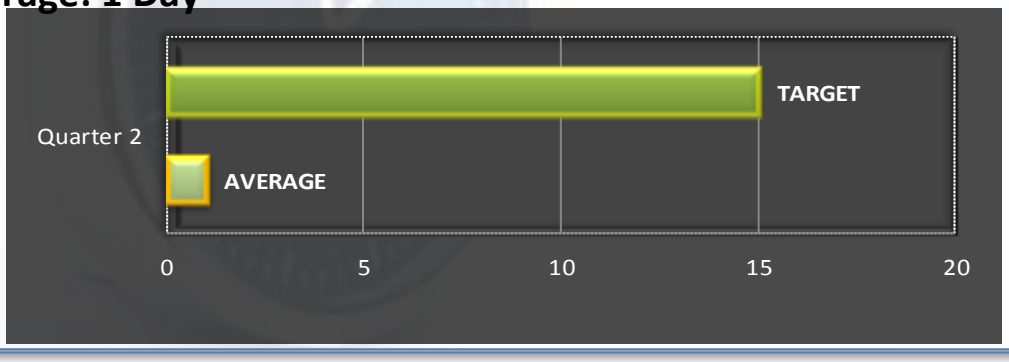


HFTI Probation Intake

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

Target: 15 Days

Q2 Average: 1 Day



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

Q2 Average: N/A

The Bureau did not handle any probation violations this quarter.

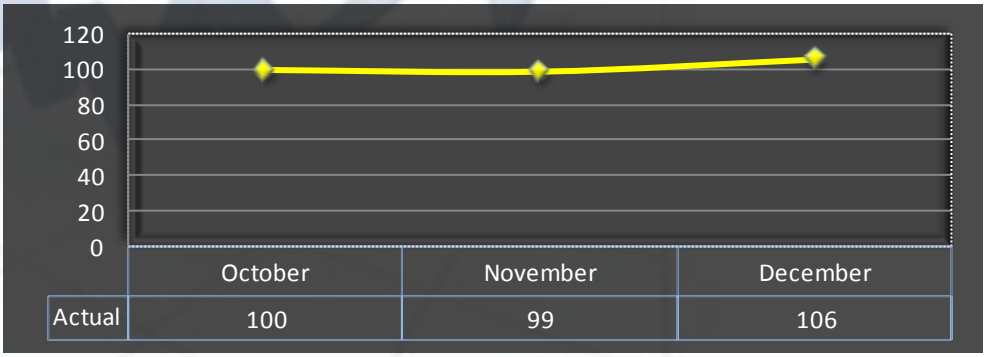
Electronic & Appliance Repair Data (EAR):

EAR Volume

Number of complaints received.

Q2 Total: 305

Q2 Monthly Average: 102

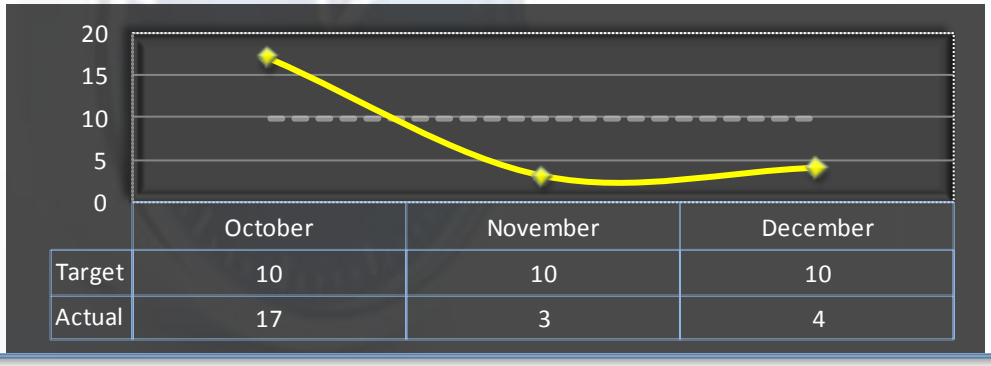


EAR Intake

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

Target: 10 Days

Q2 Average: 9 Days

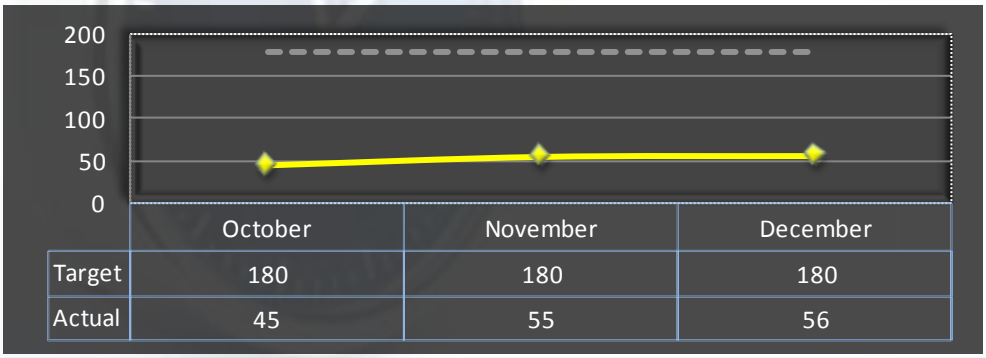


EAR Intake & Investigation

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

Q2 Average: 52 Days



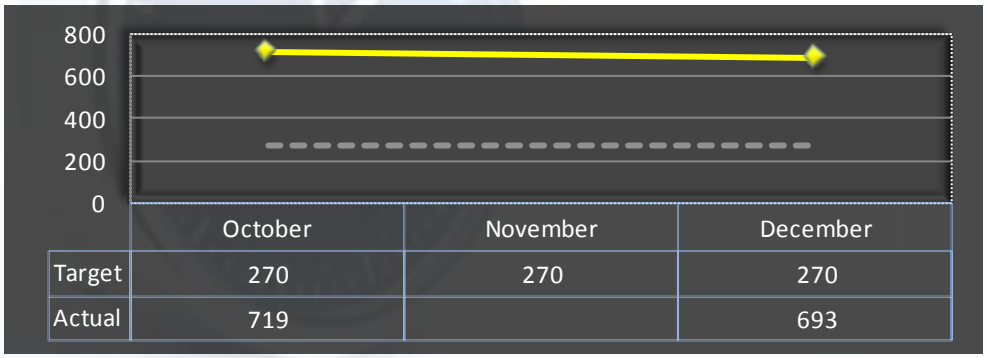
	October	November	December
Target	180	180	180
Actual	45	55	56

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

Q2 Average: 710 Days



	October	November	December
Target	270	270	270
Actual	719		693

EAR Probation Intake

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

Target: 15 Days

Q2 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

Q2 Average: N/A

The Bureau did not handle any probation violations this quarter.