Performance Measures
Q4 Report (April - June 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.

Q4 Total: 207  
Q4 Monthly Average: 69

<table>
<thead>
<tr>
<th></th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>63</td>
<td>78</td>
<td>66</td>
</tr>
</tbody>
</table>

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

Target: 10 Days  
Q4 Average: 4 Days

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<thead>
<tr>
<th></th>
<th>April</th>
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<th>June</th>
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<tbody>
<tr>
<td>Target</td>
<td>10</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Actual</td>
<td>4</td>
<td>4</td>
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**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  
**Q4 Average:** 66 Days

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<thead>
<tr>
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<th>April</th>
<th>May</th>
<th>June</th>
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<tbody>
<tr>
<td><strong>Target</strong></td>
<td>180</td>
<td>180</td>
<td>180</td>
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<tr>
<td><strong>Actual</strong></td>
<td>74</td>
<td>56</td>
<td>68</td>
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</table>

**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  
**Q4 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  
**Q4 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
Q4 Average: N/A

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

Electronic & Appliance Repair Data (EAR):

**EAR Volume**
Number of complaints received.

Q4 Total: 255
Q4 Monthly Average: 85

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<thead>
<tr>
<th>Month</th>
<th>Actual</th>
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<tbody>
<tr>
<td>April</td>
<td>69</td>
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<tr>
<td>May</td>
<td>83</td>
</tr>
<tr>
<td>June</td>
<td>103</td>
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</tbody>
</table>

**EAR Intake**
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 10 Days
Q4 Average: 8 Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
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<tbody>
<tr>
<td>April</td>
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<td>9</td>
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<tr>
<td>May</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>June</td>
<td>10</td>
<td>9</td>
</tr>
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</table>
**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  
**Q4 Average:** 73 Days

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<tr>
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<th>May</th>
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<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>Actual</td>
<td>75</td>
<td>86</td>
<td>57</td>
</tr>
</tbody>
</table>

**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  
**Q4 Average:** 598 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  
**Q4 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**
**Q4 Average: N/A**

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