Department of Consumer Affairs

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

Performance Measures

Q2 Report *(October - December 2011)*

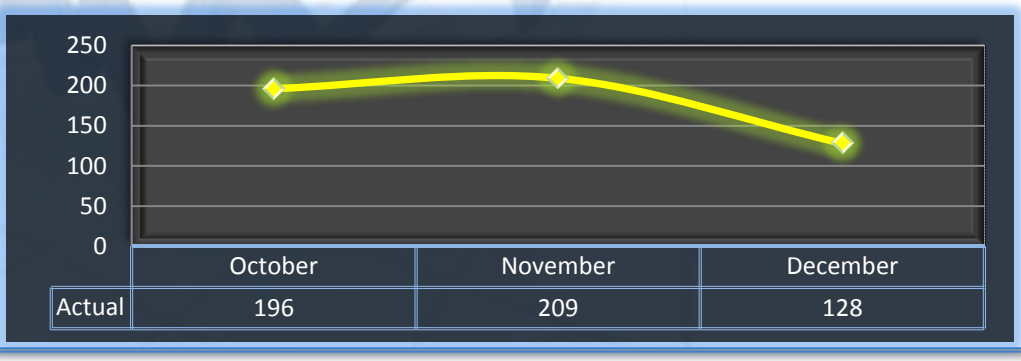
To ensure stakeholders can review the Bureau's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume

Number of complaints received.

Q2 Total: 533

Q2 Monthly Average: 178

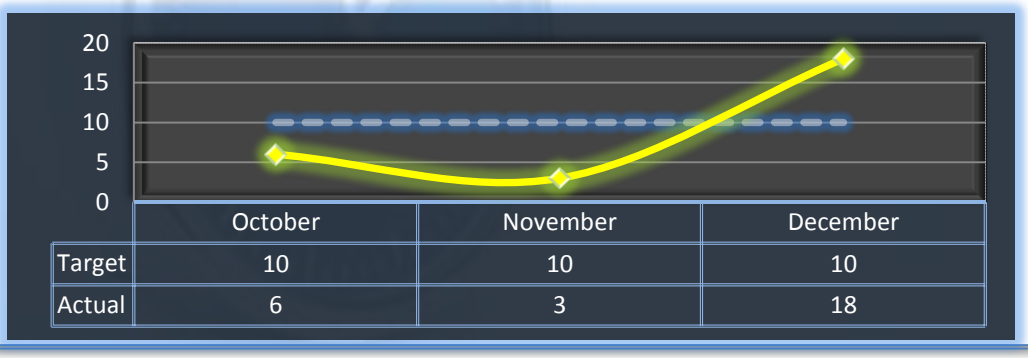


Intake

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

Target: 10 Days

Q2 Average: 9 Days

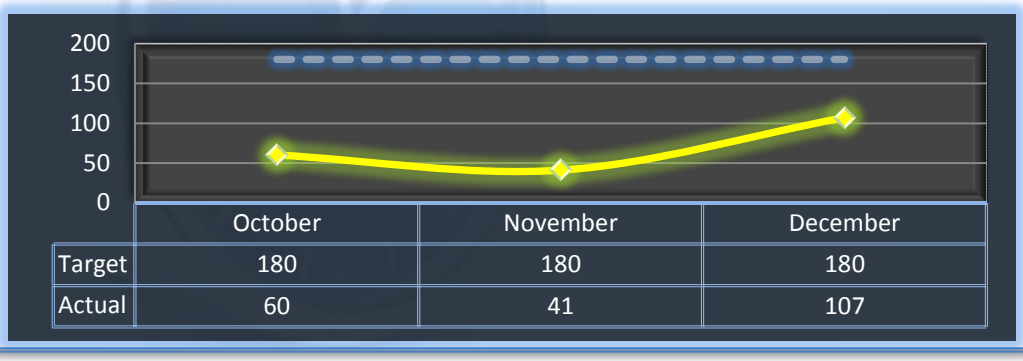


Intake & Investigation

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: 70 Days



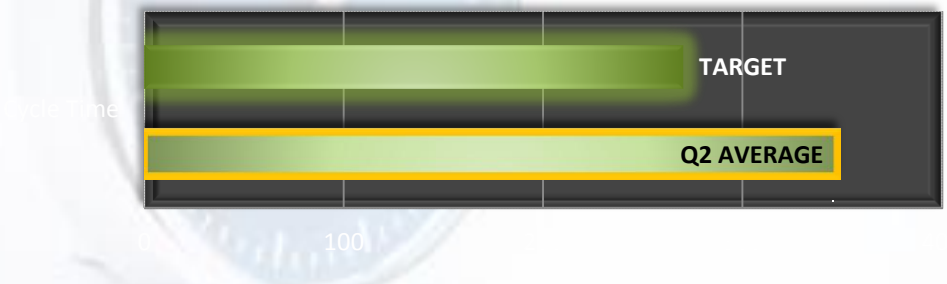
	October	November	December
Target	180	180	180
Actual	60	41	107

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: 347 Days



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

The Bureau did not assign any new probation cases this quarter.

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.