Department of Consumer Affairs

Bureau of Electronic Appliance Repair, Home Furnishings and Thermal Insulation

Performance Measures
Q3 Report (January - March 2014)

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.

**PM1 | Volume**

Number of complaints and convictions received.

- **Total Received:** 827
- **Monthly Average:** 276
- **Complaints:** 825
- **Convictions:** 2

**PM2 | Intake**

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

- **Target Average:** 10 Days
- **Actual Average:** 6 Days

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**PM3 | 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 Average:** 180 Days
- **Actual Average:** 34 Days

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**PM4 | 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 Average:** 540 Days
- **Actual Average:** 1065 Days
PM7 | Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

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

**Target Average:** 15 Days | **Actual Average:** N/A

PM8 | 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.

*The Bureau did not report any new probation violations this quarter.*

**Target Average:** 30 Days | **Actual Average:** N/A