Department of Consumer Affairs  
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.

<table>
<thead>
<tr>
<th>PM1</th>
<th>Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of complaints and convictions received.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PM 1 Volume</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr</td>
<td>157</td>
</tr>
<tr>
<td>May</td>
<td>121</td>
</tr>
<tr>
<td>Jun</td>
<td>154</td>
</tr>
</tbody>
</table>

Total Received: 432 | Monthly Average: 144

Complaints: 431 | Convictions: 1
**PM2 | Intake – Volume**
Number of complaints closed or assigned to an investigator.

**PM 2 Volume**

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>159</td>
<td>115</td>
<td>151</td>
<td></td>
</tr>
</tbody>
</table>

**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.

**PM 2 Aging**

<table>
<thead>
<tr>
<th></th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

**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.