

## Performance Measures

### Q1 Report (July - Sept 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, additional measures, such as consumer satisfaction and complaint efficiency, will also be added. These additional measures are being collected internally at this time and will be released once sufficient data is available.

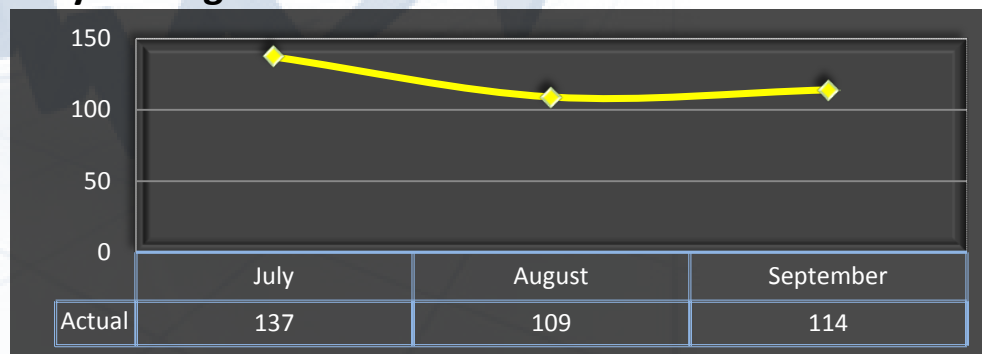
### Home Furnishings & Thermal Insulation Data (HFTI):

#### HFTI Volume

Number of complaints received.\*

**Q1 Total: 360**

**Q1 Monthly Average: 120**

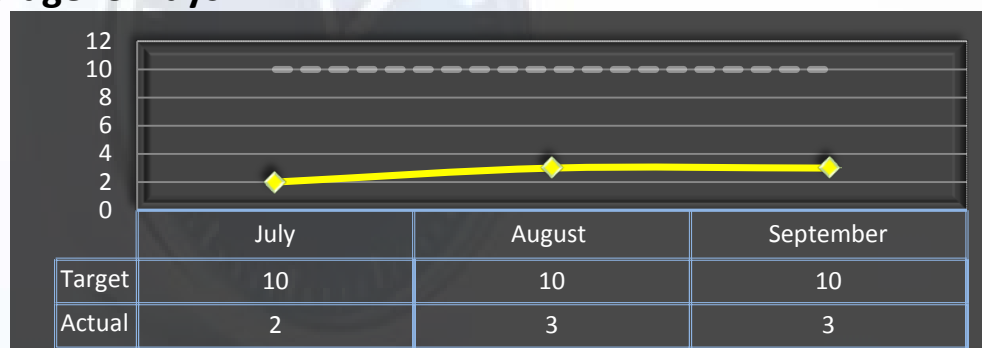


#### HFTI Intake

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

**Target: 10 Days**

**Q1 Average: 3 Days**



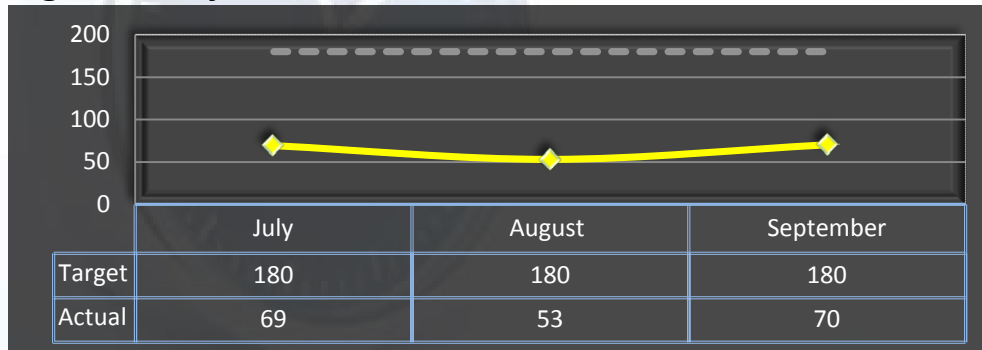
*\*\*Complaints\*\* in these measures include consumer complaints and internally generated complaints.*

## 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**

**Q1 Average: 64 Days**



## HFTI Formal Discipline

Average cycle time from receipt of complaint, to closure of cases sent to the Attorney General or other formal discipline.

**Target: 540 Days**

**Q1 Average: N/A**

*The Bureau did not submit any cases to the Attorney General 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**

**Q1 Average: N/A**

*The Bureau did not report any probation monitoring data 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**

**Q1 Average: N/A**

*The Bureau did not report any probation Violation data this quarter.*

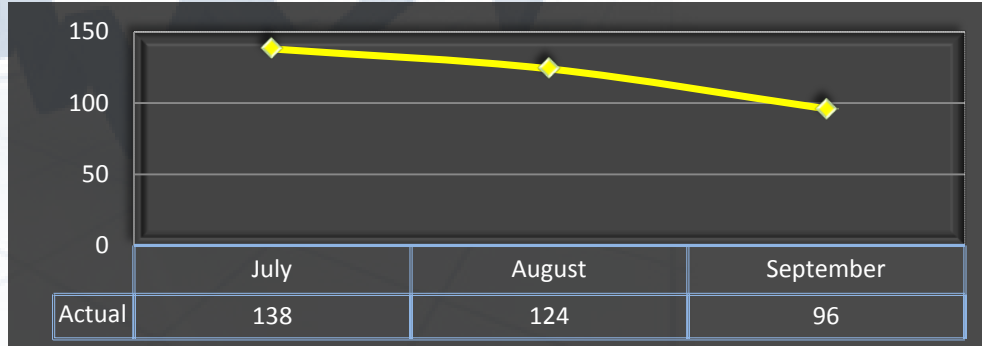
## Electronic & Appliance Repair Data (EAR):

### EAR Volume

Number of complaints received.

**Q1 Total: 358**

**Q1 Monthly Average: 119**

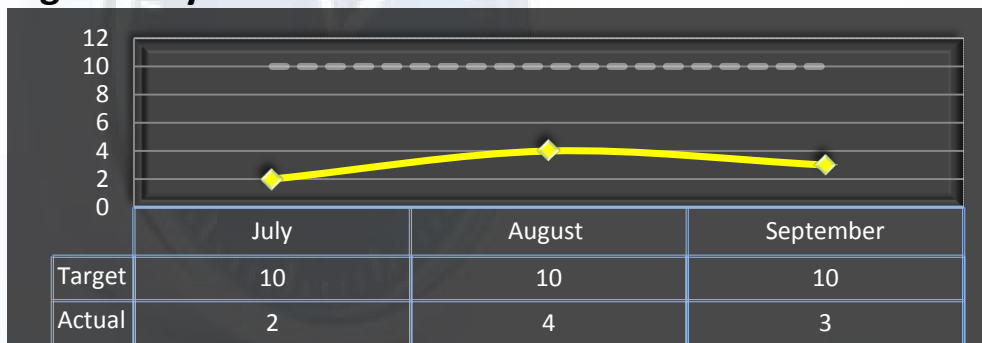


### EAR Intake

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

**Target: 10 Days**

**Q1 Average: 3 Days**

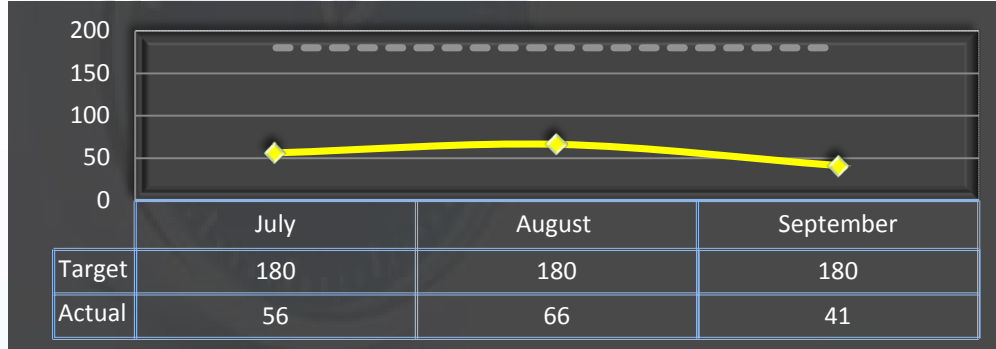


## EAR Intake & Investigation

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**

**Q1 Average: 55 Days**



## EAR Formal Discipline

Average cycle time from receipt of complaint, to closure of cases sent to the Attorney General or other formal discipline.

**Target: 540 Days**

**Q1 Average: 595 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**

**Q1 Average: N/A**

*The Bureau did not report any probation monitoring data 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**

**Q1 Average: N/A**

*The Bureau did not report any probation  
Violation data this quarter.*