Department of Consumer Affairs

Division of Investigation

Performance Measures

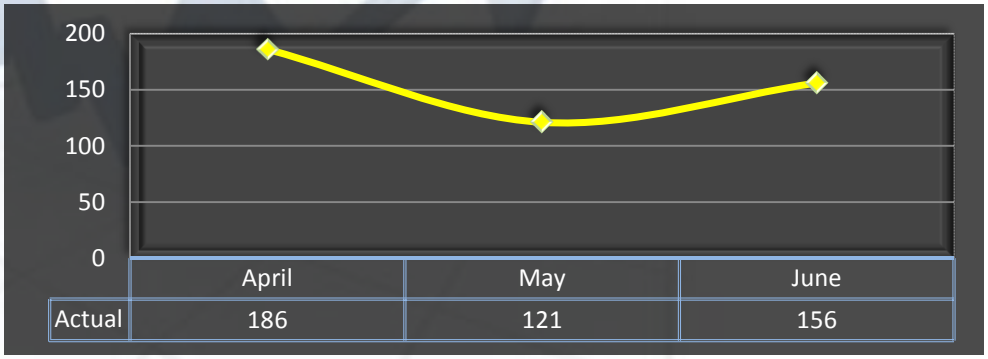
Q4 Report *(April - June 2011)*

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

New Cases Opened

Number of new cases opened per month.

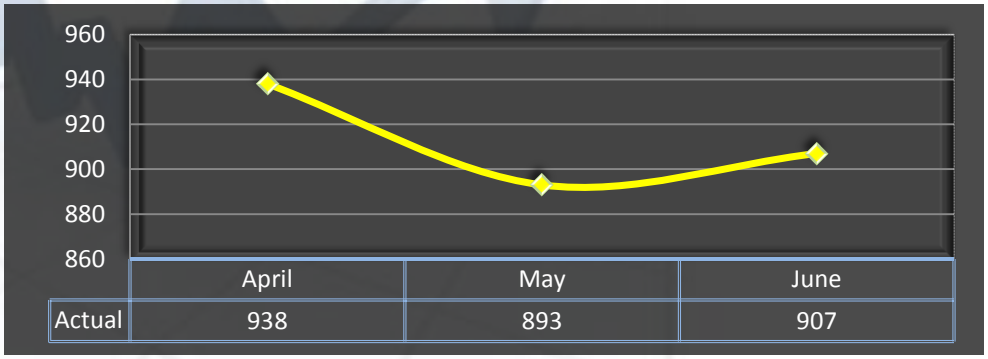
Q4 Total: 463



Cases Currently Open

Number of cases currently open for investigation by the Division.

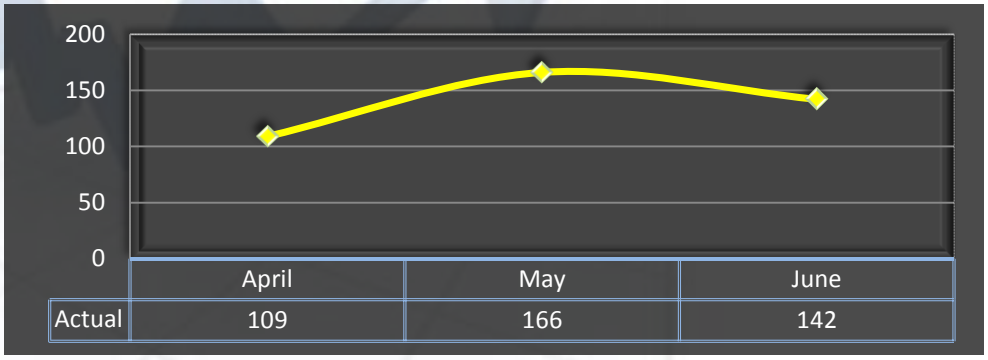
Q4 Average: 913



Cases Closed

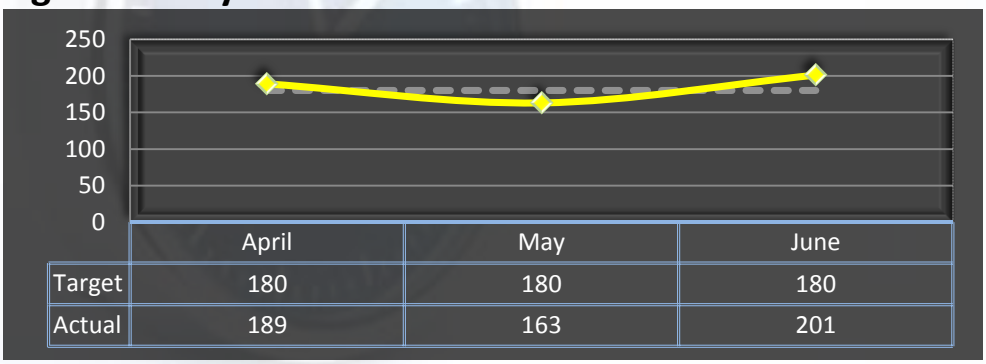
Number of cases closed by the Division per month.

Q4 Average: 139



Average Case Cycle Time

Average number of days to close cases. Cycle time is calculated from day of receipt, to day of closure by the Division.

Target: 180 Days

Q4 Average: 184 Days