Performance Measures

Q1 Report (July - September 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.

Q1 Total: 433

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<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
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</thead>
<tbody>
<tr>
<td>Actual</td>
<td>104</td>
<td>190</td>
<td>139</td>
</tr>
</tbody>
</table>

Cases Currently Open

Number of cases currently open for investigation by the Division.

Q1 Average: 951

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<tr>
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<th>July</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>939</td>
<td>946</td>
<td>967</td>
</tr>
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Cases Closed
Number of cases closed by the Division per month.

Q1 Average: 125

![Graph showing cases closed by month](chart1)

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
Q1 Average: 165 Days

![Graph showing average case cycle time by month](chart2)