Department of Consumer Affairs

Division of Investigation

Performance Measures

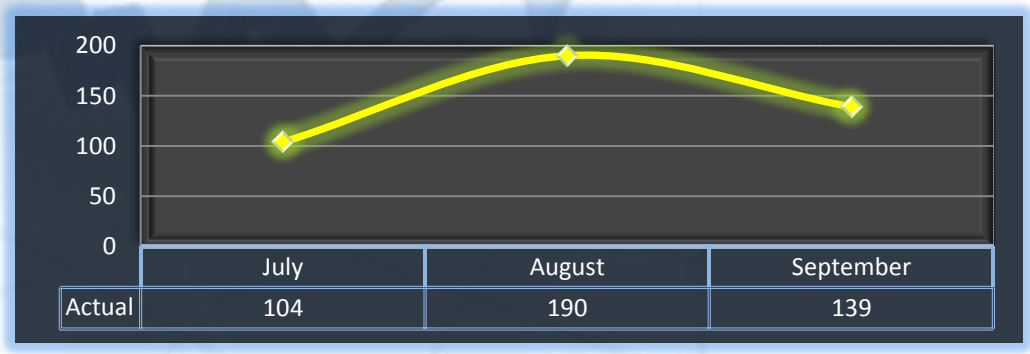
Q1 Report *(July - September 2011)*

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

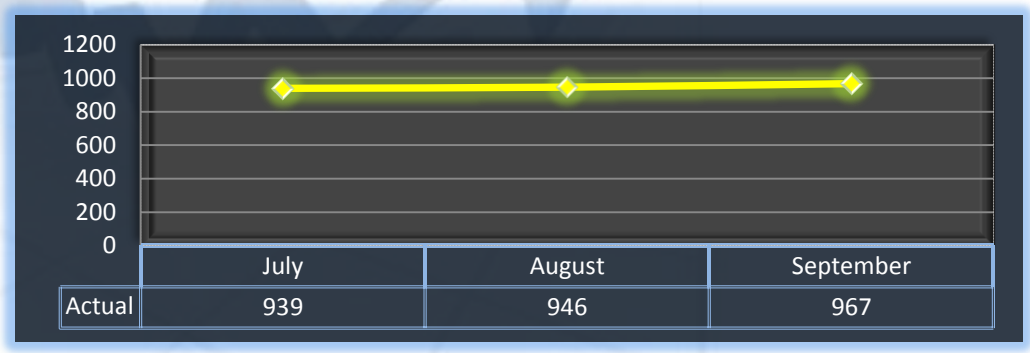


	July	August	September
Actual	104	190	139

Cases Currently Open

Number of cases currently open for investigation by the Division.

Q1 Average: 951

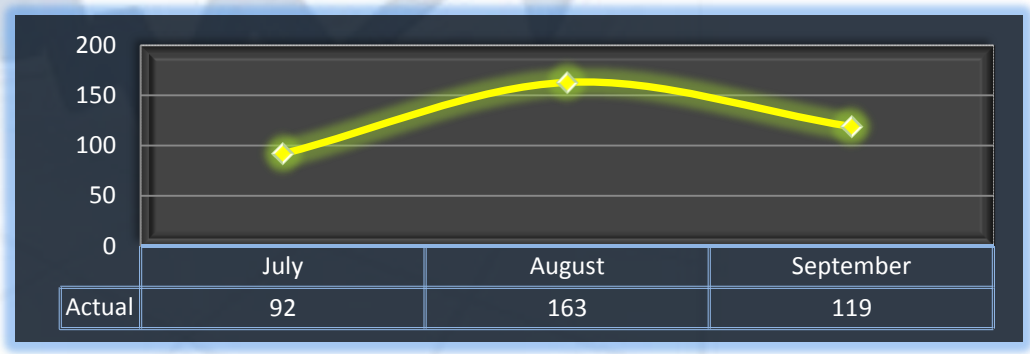


	July	August	September
Actual	939	946	967

Cases Closed

Number of cases closed by the Division per month.

Q1 Average: 125



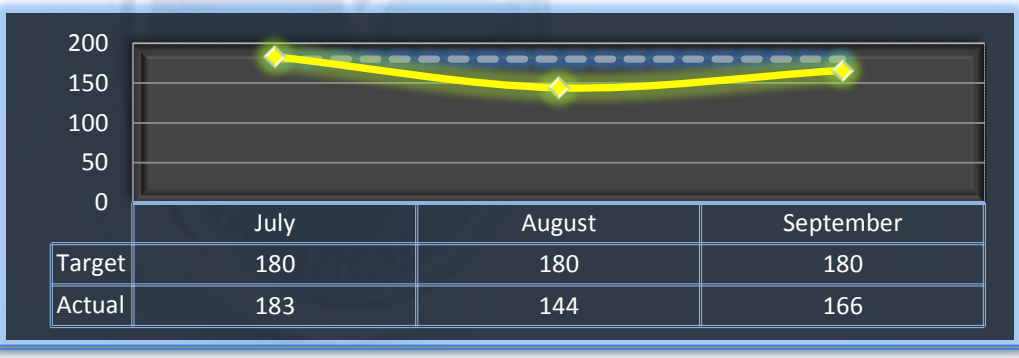
	July	August	September
Actual	92	163	119

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



	July	August	September
Target	180	180	180
Actual	183	144	166