Department of Consumer Affairs

Division of Investigation

Performance Measures

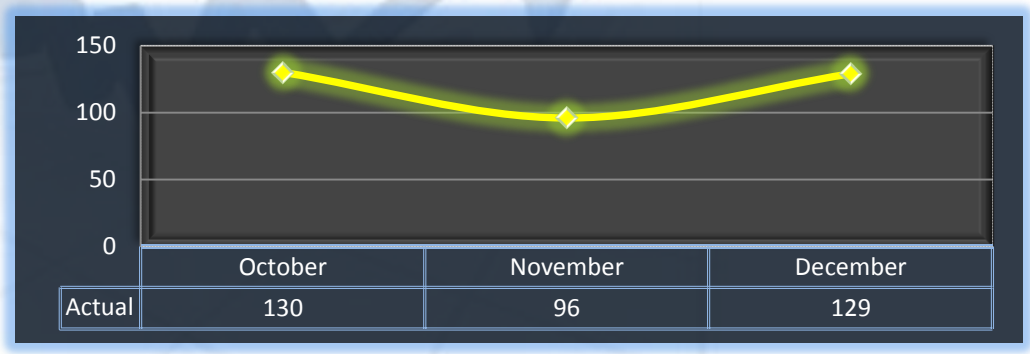
Q2 Report *(October - December 2011)*

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.

Q2 Total: 355

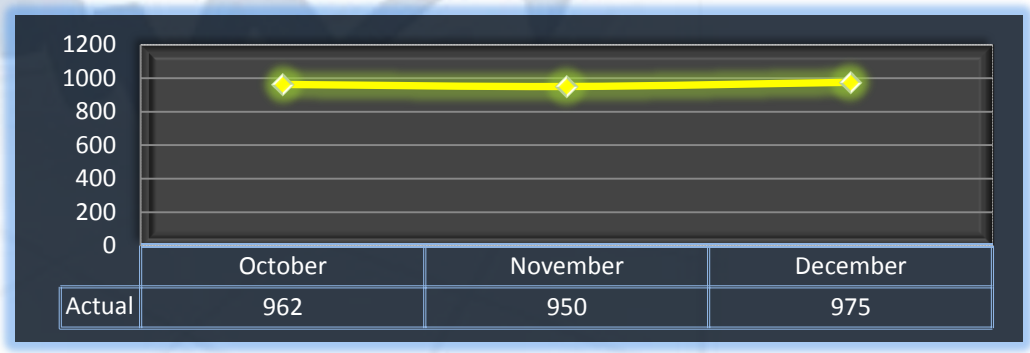


	October	November	December
Actual	130	96	129

Cases Currently Open

Number of cases currently open for investigation by the Division.

Q2 Average: 962

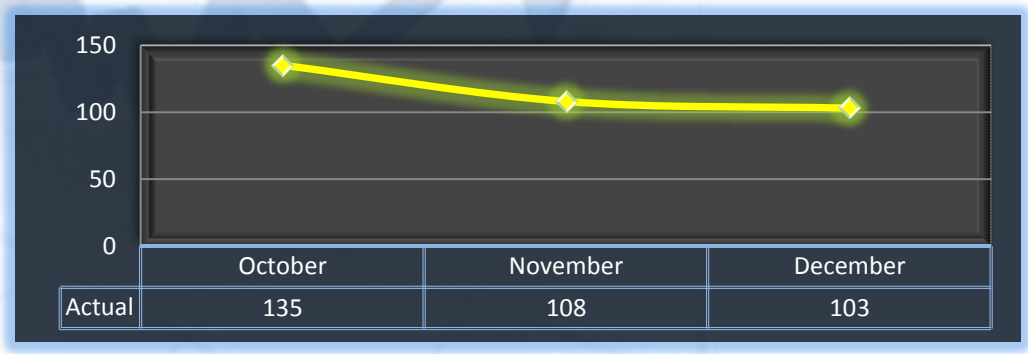


	October	November	December
Actual	962	950	975

Cases Closed

Number of cases closed by the Division per month.

Q2 Average: 115



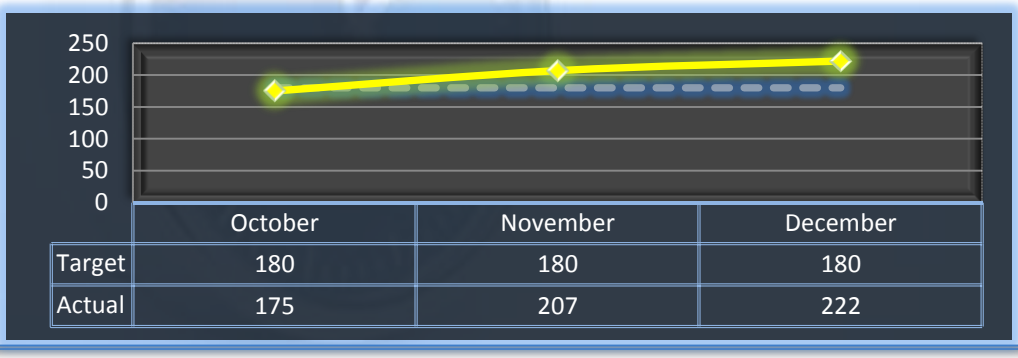
	October	November	December
Actual	135	108	103

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

Q2 Average: 201 Days



	October	November	December
Target	180	180	180
Actual	175	207	222