Department of Consumer Affairs

Division of Investigation

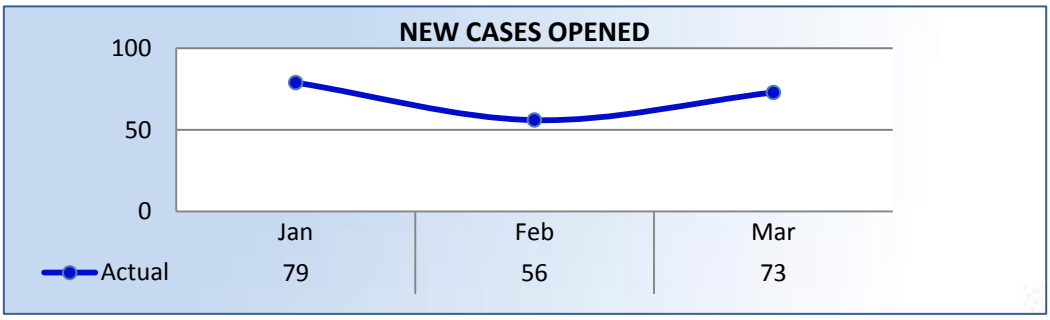
Performance Measures

Q3 Report *(January – March 2016)*

To ensure stakeholders can review the Board'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.

New Cases Opened

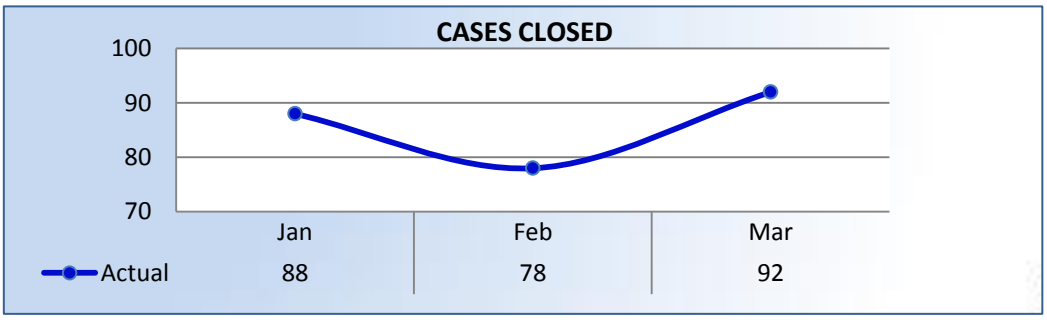
Number of new cases opened per month.



Quarter Total: 208 | **Quarter Average**: 69

Cases Closed

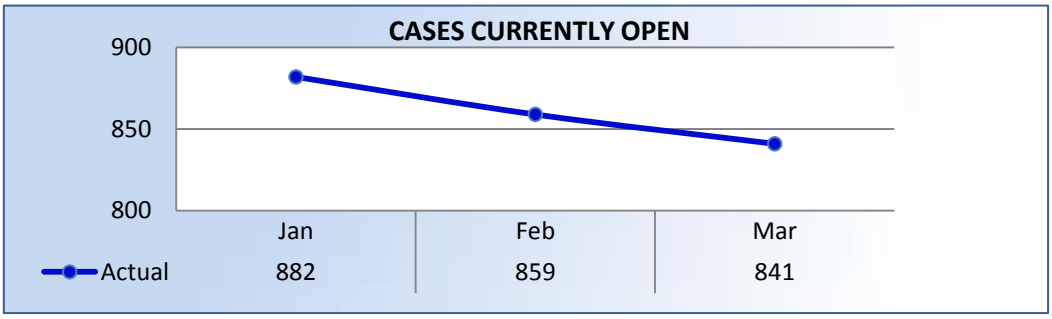
Number of cases closed by the Division per month.



Quarter Average: 86

Cases Currently Open

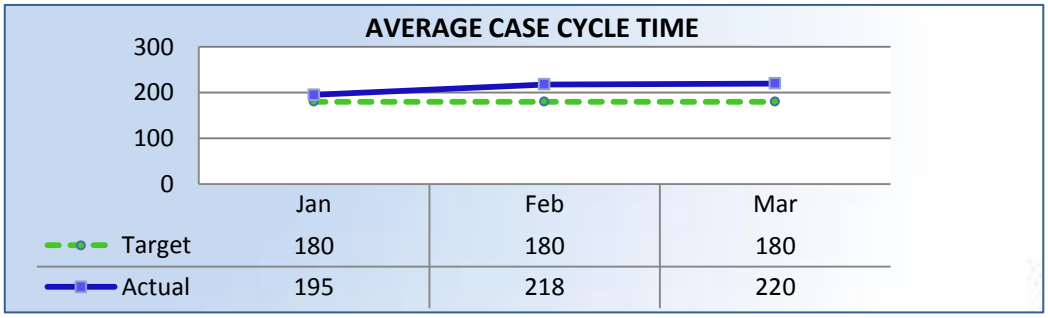
Numbers of cases currently open for investigation by the Division.



Quarter Average: 861

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 Average: 180 Days | **Actual Average:** 211 Days