

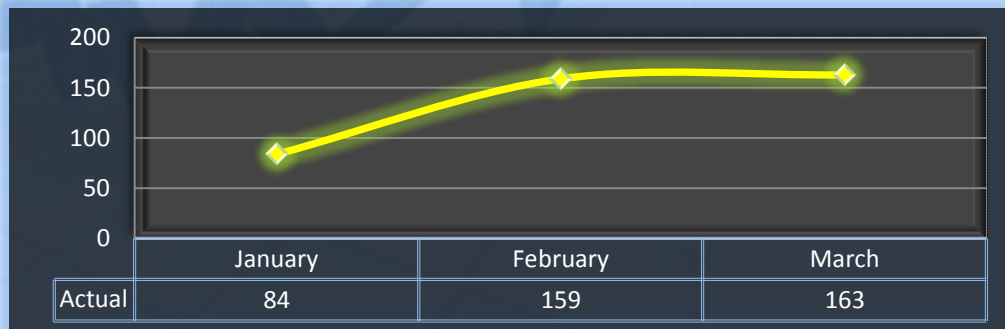
Performance Measures

Q3 Report (January-March 2012)

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.

Number of new cases opened per month.

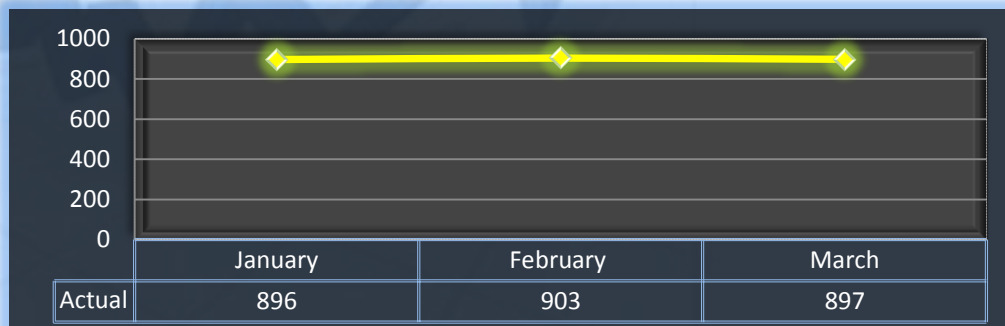
Q3 Total: 406



Cases Currently Open

Number of cases currently open for investigation by the Division.

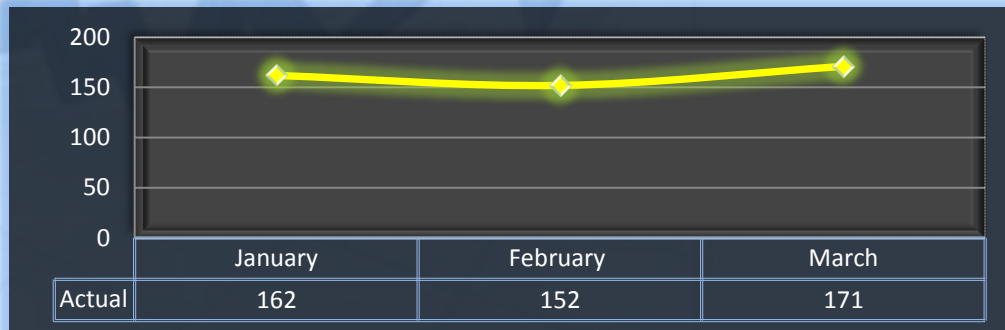
Q3 Average: 899



Cases Closed

Number of cases closed by the Division per month.

Q3 Average: 162



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

Q3 Average: 199 Days

