

Performance Measures

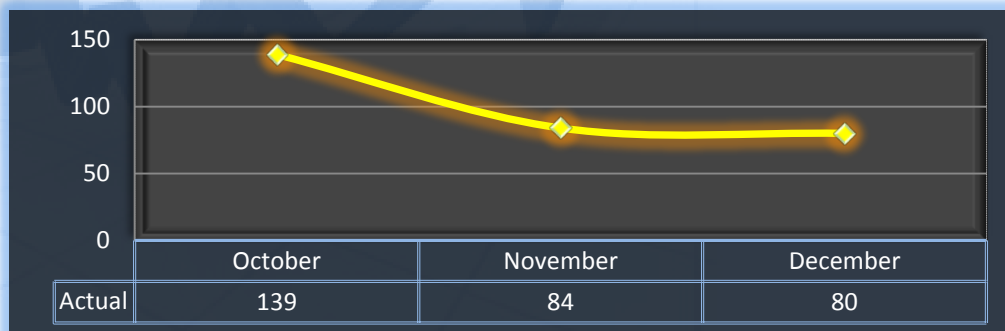
Q2 Report (October - December 2012)

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.

New Cases Opened

Number of new cases opened per month.

Q2 Total: 303



Cases Currently Open

Number of cases currently open for investigation by the Division.

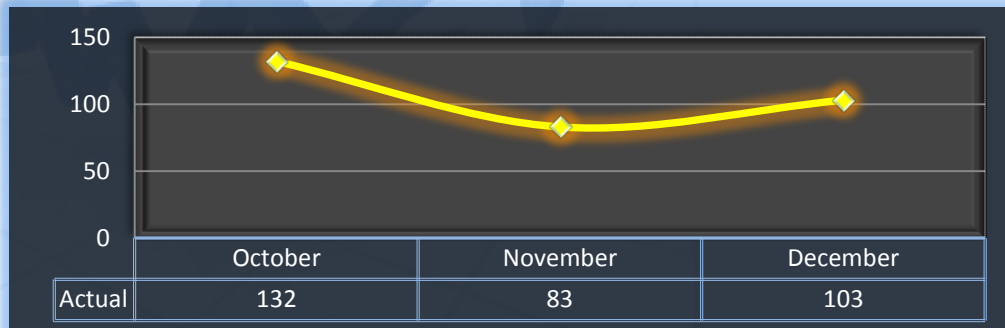
Q2 Average: 653



Cases Closed

Number of cases closed by the Division per month.

Q2 Average: 106



Average Case Cycle Time

Average number of days to close cases. Cycle time is calculated from date of receipt, to date of closure by the Division.

Target: 180 Days

Q2 Average: 197 Days

