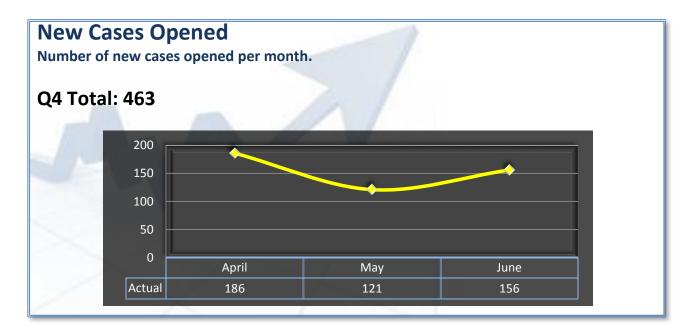
Department of Consumer Affairs

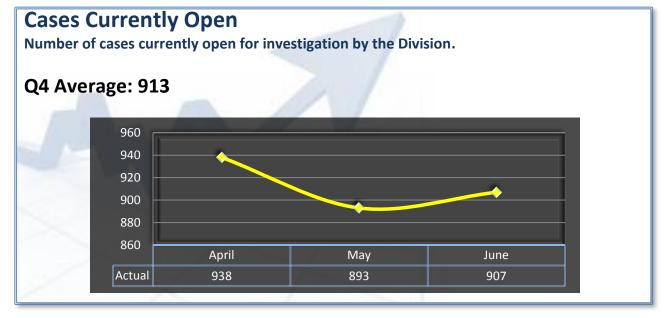
Division of Investigation

Performance Measures

Q4 Report (April - June 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.

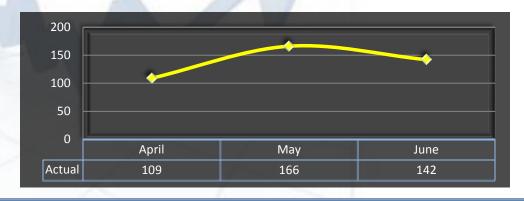




Cases Closed

Number of cases closed by the Division per month.

Q4 Average: 139



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

Q4 Average: 184 Days

