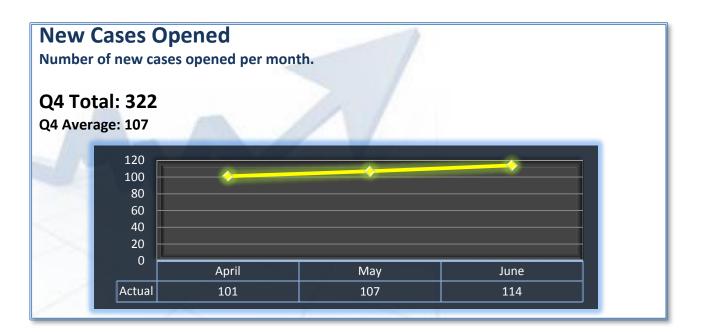
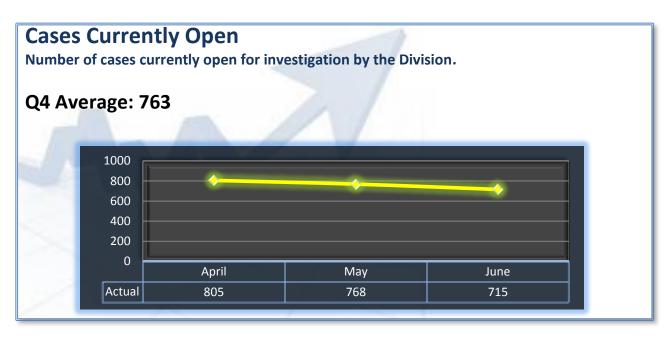
Department of Consumer Affairs Division of Investigation

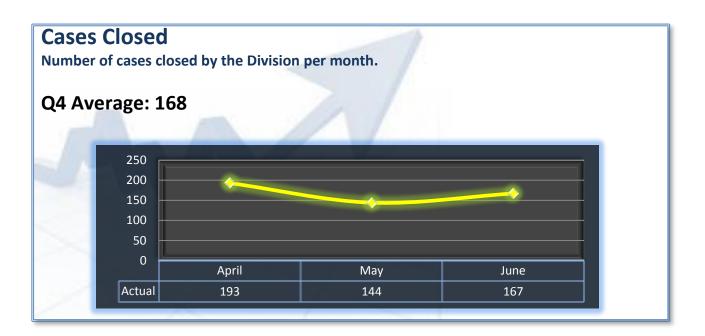
Performance Measures

Q4 Report (April - June 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.







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: 202 Days 210 200 190 180 170 160 April May June Target 180 180 180 Actual 203 204 198