

## Performance Measures

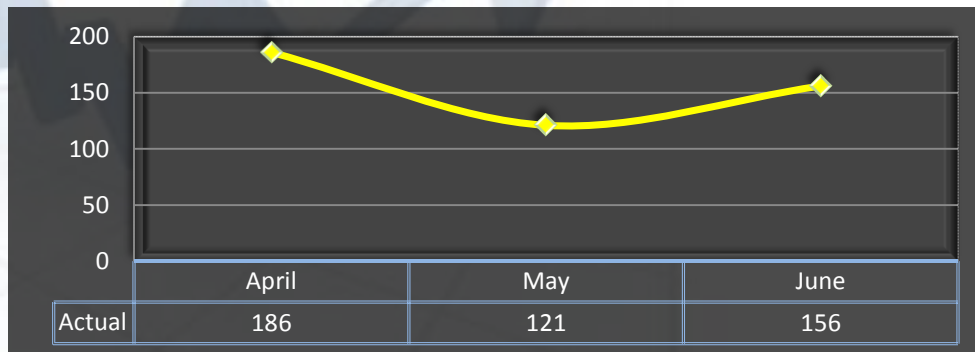
### Q4 Report (April - June 2011)

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.

#### New Cases Opened

Number of new cases opened per month.

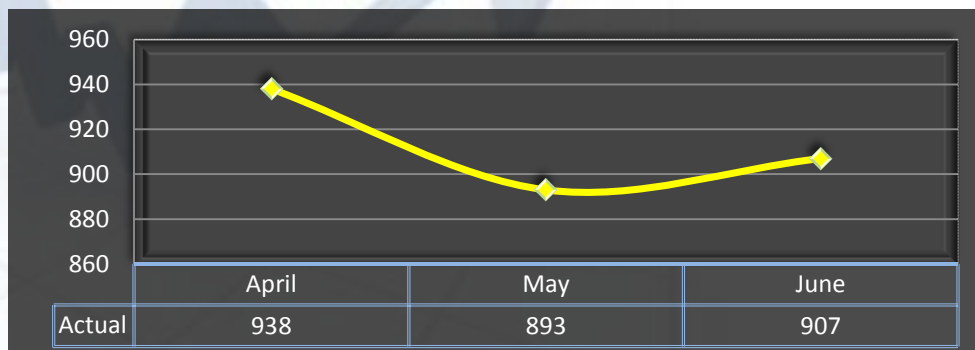
**Q4 Total: 463**



#### Cases Currently Open

Number of cases currently open for investigation by the Division.

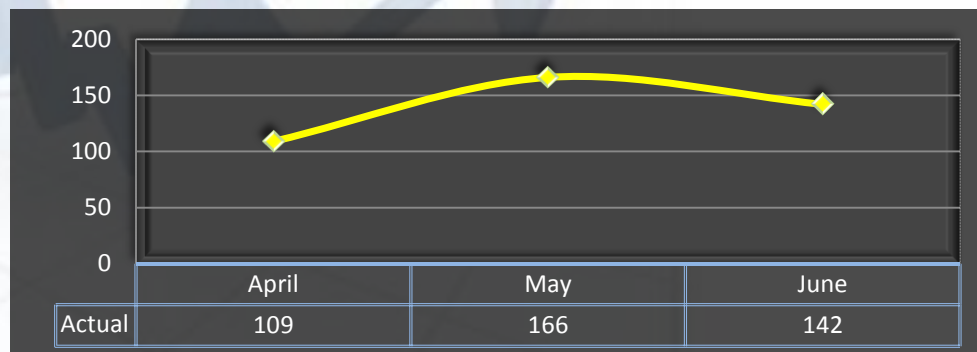
**Q4 Average: 913**



## 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**

