

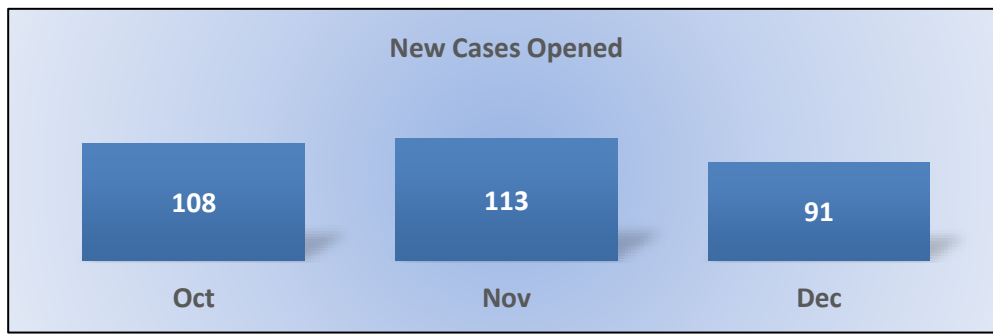
Performance Measures

Q2 Report (October - December 2017)

To ensure stakeholders can review the Board's progress toward meeting its enforcement 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.



Quarter Total: 312 | Quarter Average: 104

Cases Closed

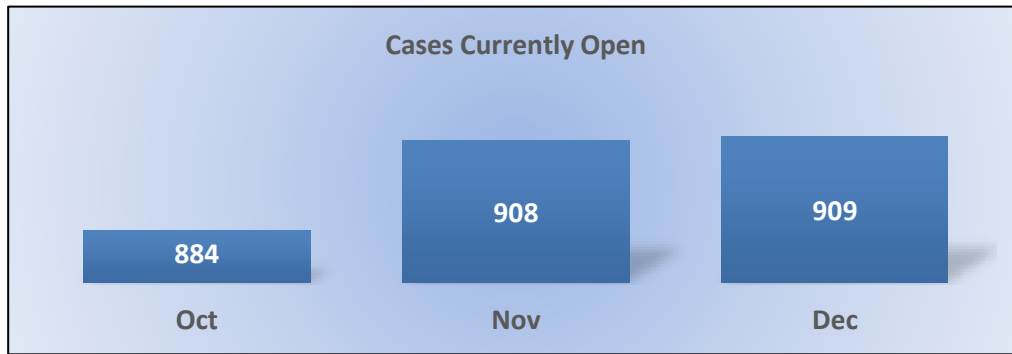
Number of cases closed by the Division per month.



Quarter Total: 298 | Quarter Average: 99

Cases Currently Open

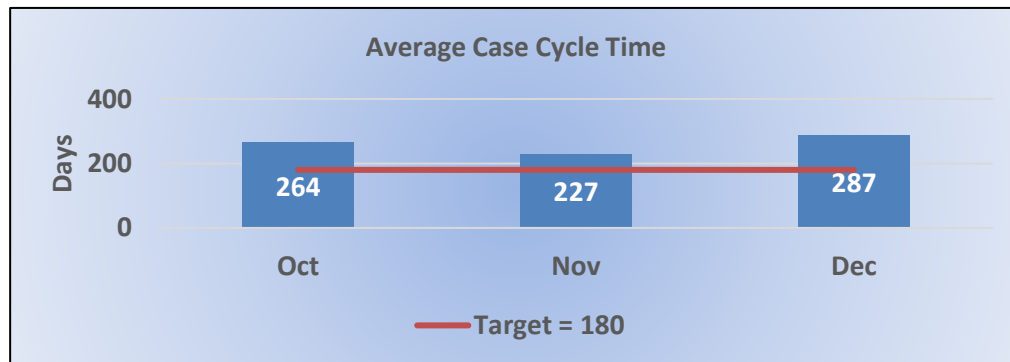
Numbers of cases currently open for investigation by the Division.



Quarter Average: 900

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 Average: 180 Days | Actual Average: 259 Days