

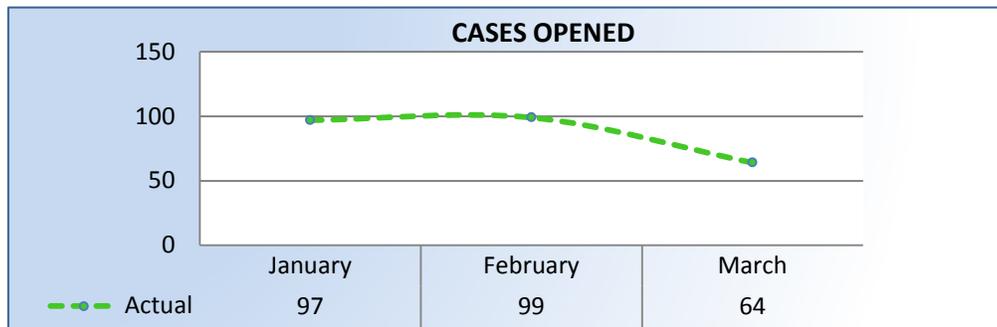
Performance Measures

Q3 Report (January - March 2014)

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

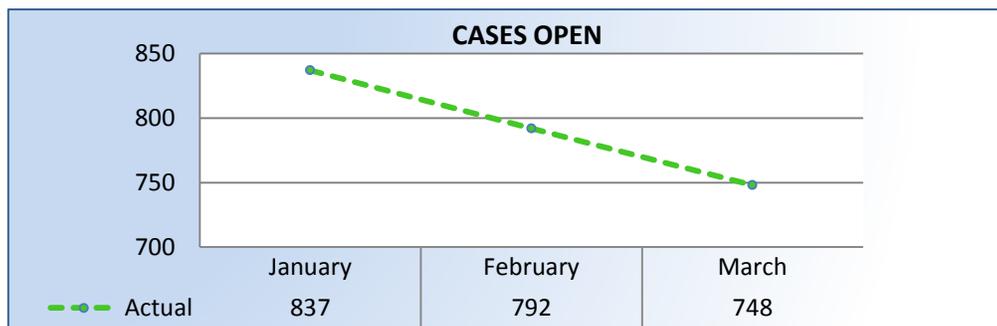
Number of new cases opened per month.



Q3 Total: 260 Q3 Average: 87

Cases Currently Open

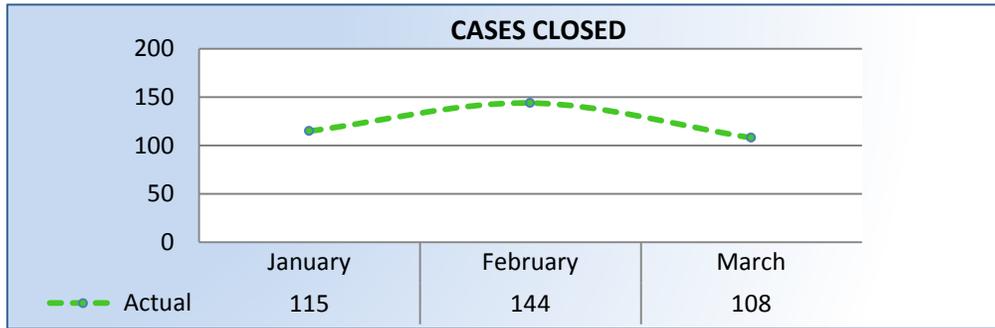
Number of cases currently open for investigation by the Division.



Q3 Average: 793

Cases Closed

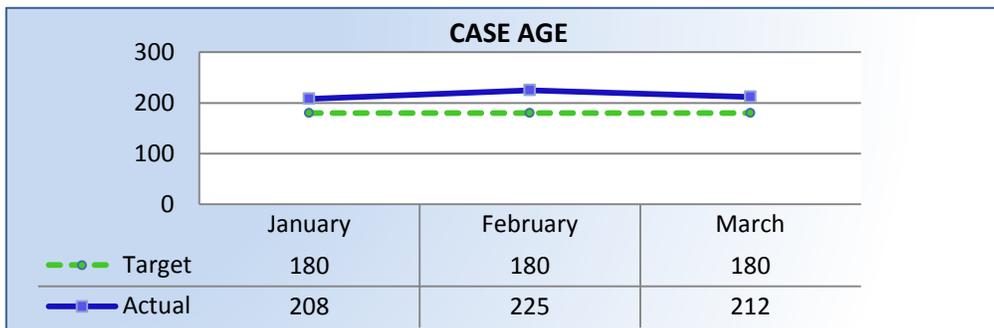
Number of cases closed by the Division per month.



Q3 Average: 122

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: 215 Days