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.

**CASES OPENED**

<table>
<thead>
<tr>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>97</td>
<td>99</td>
</tr>
</tbody>
</table>

**Q3 Total:** 260  **Q3 Average:** 87

### Cases Currently Open

Number of cases currently open for investigation by the Division.

**CASES OPEN**

<table>
<thead>
<tr>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>837</td>
<td>792</td>
</tr>
</tbody>
</table>

**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