Performance Measures

Q1 Report (July - September 2015)

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.

![New Cases Opened Chart]

- **Q1 Total:** 439  |  **Q1 Average:** 146

**Cases Closed**
Number of cases closed by the Division per month.

![Cases Closed Chart]

- **Q1 Average:** 86
**Cases Currently Open**
Numbers of cases currently open for investigation by the Division.

<table>
<thead>
<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual</td>
<td>868</td>
<td>930</td>
<td>937</td>
</tr>
</tbody>
</table>

**Q1 Average**: 912

**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.

<table>
<thead>
<tr>
<th></th>
<th>Jul</th>
<th>Aug</th>
<th>Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>180</td>
<td>180</td>
<td>180</td>
</tr>
<tr>
<td>Actual</td>
<td>265</td>
<td>196</td>
<td>219</td>
</tr>
</tbody>
</table>

**Target Average**: 180 Days  | **Actual Average**: 227 Days