**Performance Measures**

Q2 Report *(October - December 2016)*

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.

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**New Cases Opened**

Number of new cases opened per month.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>97</td>
<td>95</td>
<td>100</td>
</tr>
</tbody>
</table>

**Quarter Total:** 292  |  **Quarter Average:** 97

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**Cases Closed**

Number of cases closed by the Division per month.

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>95</td>
<td>101</td>
<td>104</td>
</tr>
</tbody>
</table>

**Quarter Total:** 300  |  **Quarter Average:** 100

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**Cases Currently Open**

Numbers of cases currently open for investigation by the Division.

Quarter Average: 895

**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: 248 Days