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.

- **October**: 108
- **November**: 113
- **December**: 91

**Quarter Total**: 312  |  **Quarter Average**: 104

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

- **October**: 119
- **November**: 89
- **December**: 90

**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