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ANIMAL CARE REVIEW BOARD (ACRB) KEY PERFORMANCE INDICATORS ARCHIVE

The ACRB resolves disputes and conducts hearings regarding animal welfare, including hearing appeals of orders and decisions of the Chief Animal Welfare Inspector and other animal welfare inspectors. When reviewing appeals and applications, the welfare of any animal involved is the ACRB's main priority.



Tribunals Ontario's Key Performance Indicators (KPIs) track the performance of our tribunals in a consistent manner and will be used to continually monitor and improve processes at tribunals. These KPIs are part of Tribunals Ontario's ongoing commitment to continuous improvement and to ensure that the services we provide meet the needs of our users.

For more information on the meaning of key terms, refer to our [terms and definitions](#). For more information about KPIs and how they were calculated, see [Key Performance Indicators](#).

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Fiscal Year 2022-2023

Animal Care Review Board (ACRB) Key Performance Indicators – Data

Reporting period: April 1, 2022 to March 31, 2023

Animal Care Review Board Key Performance Indicators	Target	Q1		Q2		Q3		Q4		FY 22-23 Total	
	2022- 2023	#	%	#	%	#	%	#	%	#	%
Volume of in-person, electronic and written hearing events held at the ACRB	N/A										
In-Person Hearing Events		0	N/A	0	N/A	0	N/A	0	N/A	0	N/A
Electronic Hearing Events		36	N/A	22	N/A	27	N/A	42	N/A	127	N/A
Written Hearing Events		1	N/A	1	N/A	0	N/A	0	N/A	2	N/A
Number of eligible accommodation requests granted (in whole or in-part) by the ACRB	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Percentage of hearings scheduled within five business days after the receipt of a completed appeal	95%	16	100%	12	100%	13	78%	38	84%	79	91%
Decisions issued within 60 calendar days from the conclusion of a hearing	80%	3	100%	4	72%	3	43%	4	70%	14	71%
Percentage of cases within the three-month case lifecycle for ACRB	80%	6	67%	9	82%	14	82%	30	88%	30	88%

Percentage of cases resolved through alternative dispute resolution (in whole or in-part) within the ACRB

N/A	6	52%	6	37%	7	32%	15	22%	34	36%
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