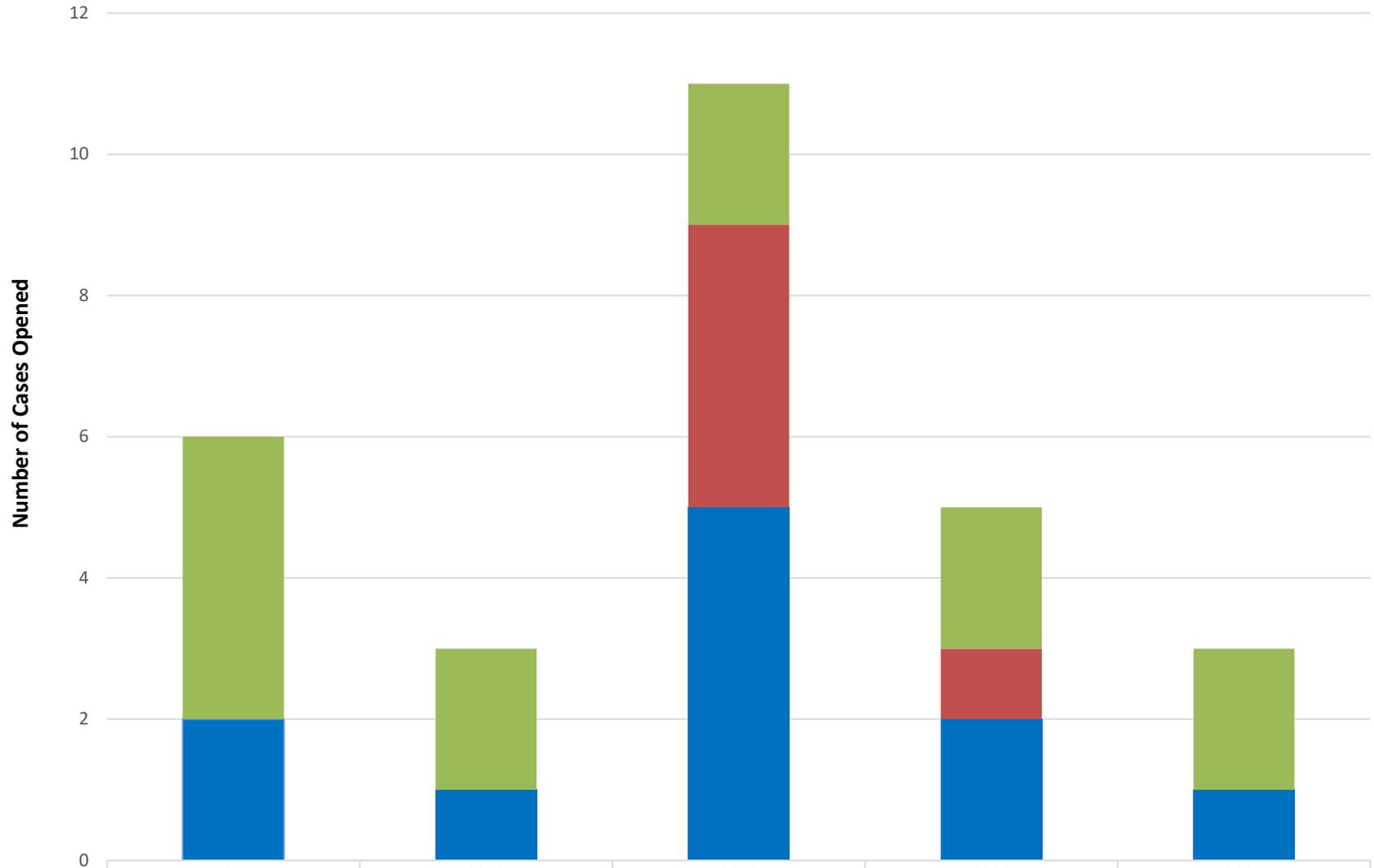


Graph 7

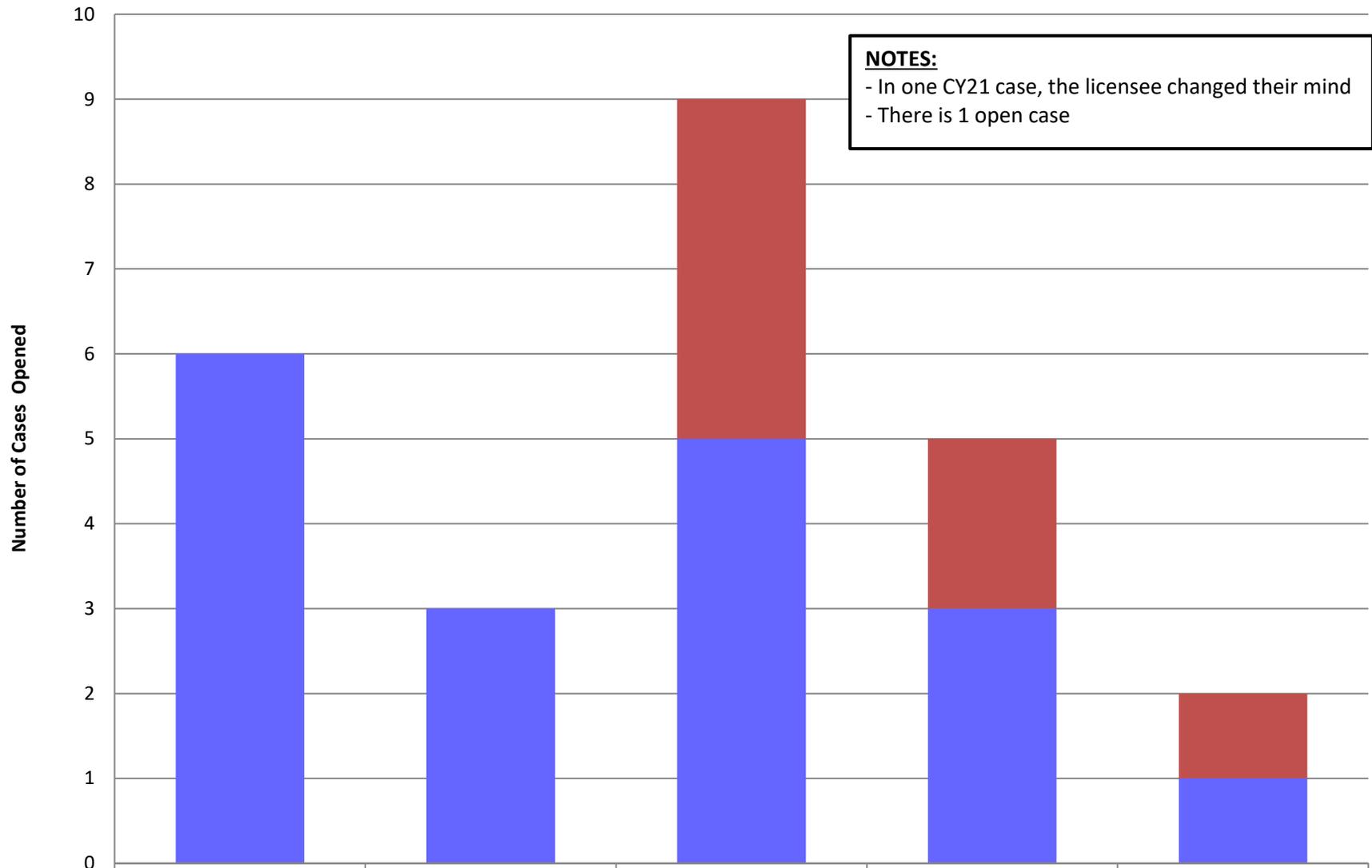
Enforcement ADR, Case Types



	2017	2018	2019	2020	2021
Civil Penalty	4	2	2	2	2
Discrimination	0	0	4	1	0
Wrongdoing	2	1	5	2	1

Graph 8

Enforcement ADR Case Trends, Settled Cases

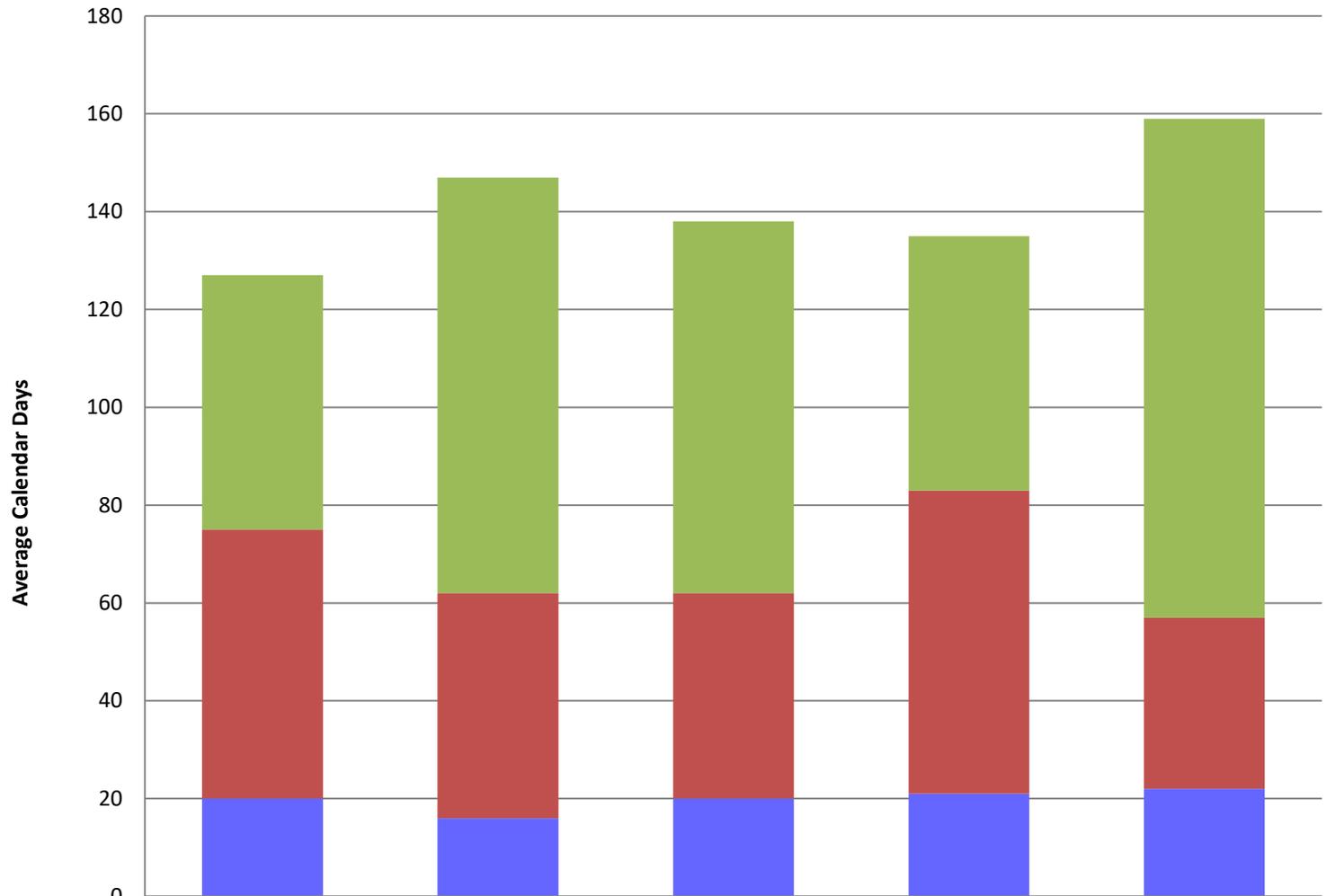


NOTES:
 - In one CY21 case, the licensee changed their mind
 - There is 1 open case

	2017	2018	2019	2020	2021
Not Settled	0	0	4	2	1
Settled	6	3	5	3	1

Graph 9

Enforcement ADR Timeliness Trends, Process Overview



	2017	2018	2019	2020	2021
Mediation Date to Order Issuance	52	85	76	52	102
Agreement Date to Mediation Date	55	46	42	62	35
Offer to Agreement Date	20	16	20	21	22
No. of Orders Issued	6	3	5	3	1