

Q2 2026 Dashboard Summary (Performance Measures)

Public Protection										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
1	% High- and Moderate-Risk Complaints Disposed of Within 150 Days		50%	35%	50%			41%	30%	
2	% High- and Moderate-Risk Registrar’s Inquiries Disposed of Within 365 Days		74%	45%	18%			29%	55%	
3	% HPARB Complaint Decisions Confirmed		91%	100%	100%			100%	90%	
Organizational Capacity										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
4	% Staff Engagement (Overall) ^		75%	-	-		-	-	64%	
5	% Staff Engagement (Inclusion) ^		91%	-	-		-	-	81%	
6	% Budget-to-Actual Variance		-10%	-4%	-6%			-6%	+/- 5%	
7	% Variance from Required Reserve Balance		-	212%	202%			202%	+ Var**	
8	Staff Cost Ratio		77%	77%	77%			77%	77%	
9	External-to-Total Cost Ratio		3.7%	4.9%	7.2%			7.2%	4%	
Strategic Priorities										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
10	% Community Pharmacists indicating no Changes Made to Address Business Pressures^^		61%	-	-	-		-	61%	
Annual Operational Plan										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
11	% Annual Operational Priorities on Track (YTD)		-	64%	55%			55%	100%	

Public Protection How effectively and efficiently the College achieves its legislative mandate to protect the public interest.	Strategic Priorities Tracks progress toward the intended results of the 2024 – 2028 Strategic Plan.
Organizational Capacity Whether the College demonstrates the capability, culture, and financial sustainability required to fulfill its mandate now and in the future.	Annual Operational Plan Monitors progress toward achieving the intended results of initiatives in the Operational Plan.

LEGEND

At or better than target

Within 25% of target

Outside acceptable range (>25% variance)

^Results will be available in Q3

^^Results will be available in Q4

Q2 2026 Dashboard Summary (Monitoring Measures)

Public Protection								
Monitoring Measures		YTD 2025	Q1	Q2	Q3	Q4	YTD	trend analysis
12	Average Days Registrar Decision is Made After Receipt of Completed Registration Application	2.0	1.6	1.7			1.7	
13	% Registrants who Take More than 6 Weeks to Secure a PACE Site	-	-	-			-	*
14	% Community Pharmacists who Pass Practice Reassessments After Coaching	77%	72%	88%			81%	
15	% Community Technicians who pass Practice Reassessments After Coaching	86%	100%	100%			100%	*
16	Average Days Cycle Time for High-Risk Assessments in Community Pharmacies	410	370	417			393	
17	Open Investigation Cases at month end	884	961	1,073			1,073	
18	% Complaints Received for Informal Processing	18%	14%	11%			12%	*
19	% Registrar’s Reports Received for Informal Processing	30%	8%	20%			14%	*
20	% Registrants who Pass the Post-ICRC Remediation Assessment	94%	96%	96%			96%	
21	% Positive Media Sentiment	47%	15%	60%			34%	
Organizational Capacity								
Monitoring Measures		YTD 2025	Q1	Q2	Q3	Q4	YTD	trend analysis
22	% Registrant Satisfaction Score - Survey Questions of Effectiveness, Format, & Achievement of Objectives from Regional Meetings	-	-	90%	-	-	90%	*

Public Protection

How effectively and efficiently the College achieves its legislative mandate to protect the public interest.

Strategic Priorities

Tracks progress toward the intended results of the 2024 – 2028 Strategic Plan.

Organizational Capacity

Whether the College demonstrates the capability, culture, and financial sustainability required to fulfill its mandate now and in the future.

Annual Operational Plan

Monitors progress toward achieving the intended results of initiatives in the Operational Plan.

- LEGEND
- Trending Positive
 - No change in trend
 - Trending negative
 - Trend can not be determined (not enough data)