

TICO Performance Measures 2012/2013

TICO PERFORMANCE MEASURE	GOALS	TICO PERFORMANCE MEASURES 2012/2013	ACTIVITIES & ACCOMPLISHMENTS
<p>CONSUMER AWARENESS AND EDUCATION:</p> <p>TICO's Consumer Awareness Campaign ensures that consumers are aware of the existence of TICO.</p>	<p>To maintain the percentage of consumers surveyed who identified at least one of TICO's roles correctly.</p>	<p>Identify % of consumers surveyed who report that they are aware of the existence of TICO.</p>	<p>Of consumers surveyed in Ontario, 23% indicated an awareness of TICO in 2012/13 compared to 28% in the previous year.</p> <p>Of consumers surveyed in the GTA, 24% indicated awareness of TICO compared to 36% in the previous year.</p> <p>A further explanation of the survey results may be found on page 30.</p>
<p>TICO's Consumer Awareness Campaign ensures that consumers understand the roles that TICO performs and the benefits of booking travel services through an Ontario registered travel agent.</p>	<p>To maintain the percentage of consumers surveyed who identified at least one of TICO's roles correctly.</p>	<p>Identify % of consumers surveyed who could identify the roles that TICO performs.</p>	<p>A total of 52% of consumers surveyed understood that TICO assists with complaints against TICO registrants, compared to 48% in the previous year.</p> <p>Of those surveyed, 29% of consumers understood that TICO provides refunds to consumers who do not receive the travel services for which they paid, compared to 31% in the previous year.</p> <p>A total of 76% of respondents identified at least one of TICO's roles correctly, compared to 71% in the previous year.</p>
		<p>Identify % of consumers surveyed who understand that they must purchase their travel services from an Ontario registered travel agency to obtain the protection of TICO and the Compensation Fund.</p>	<p>Of those consumers surveyed, 62% indicated that they were aware that they must purchase their travel services from an Ontario registered travel agency to obtain the protection from TICO and the Compensation Fund, the same percentage as in the previous year.</p>

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<p>CONSUMER PROTECTION:</p> <p>TICO's Financial Inspection Program ensures that consumers are better protected through financial inspections and monitoring.</p>	<p>Less than 5% of registrants with working capital or financial statement compliance issues result in claims against the Compensation Fund.</p>	Identify the number of site inspections completed.	A total of 443 financial site inspections were completed during 2012/2013, compared to 501 in the previous year.
		Identify the number of bench reviews completed.	During the fiscal year, a total of 1,768 bench reviews were completed, compared to 1,797 in the previous year.
		Identify the number of registrants with working capital deficiencies, which resulted in inspections, proposals and terminations (revocations and voluntary terminations).	<p>A total of 182 files were opened between April 1, 2012 and March 31, 2013 for registrants with working capital deficiencies, compared to 218 in the previous year.</p> <p>Of those 182 files:</p> <ul style="list-style-type: none"> • 114 resulted in site inspections. • 2 proposals. • 12 registrants voluntarily terminated. • 1 registrant was revoked.
		Identify the number of registrants who failed to file their financial statements on time, which resulted in inspections, proposals and terminations (revocations and voluntary terminations).	<p>Between April 1, 2012 and March 31, 2013, 1,949 financial statements were due to be received, compared to 1,932 in the previous year.</p> <p>Of those 1,949 financial statements:</p> <ul style="list-style-type: none"> • 848 financial statements were not filed on time. • 60 registrations voluntarily terminated or lapsed. • 11 proposals issued. • 2 registrations were revoked.
		Identify the number of registrants with working capital deficiencies and financial statement filing compliance issues that failed and resulted in claims against the Compensation Fund.	<p>For registrants that had files opened for working capital and financial statement compliance deficiencies during the year:</p> <ul style="list-style-type: none"> • There were no registrants with working capital deficiencies that resulted in claims. • There were no registrants deficient in filing financial statements that resulted in claims. • There were no registrants with working capital files opened between April 1, 2012 and March 31, 2013 that resulted in claims against the Compensation Fund. • There were no registrants who filed their financial statements late between April 1, 2012 and March 31, 2013 that resulted in claims against the Compensation Fund.

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CONSUMER PROTECTION: TICO's Compensation Fund provides timely and fair resolution of claims.	For claims received during the year, 70% of approved claims were processed within 120 days of receipt.	Identify the number of claims received during the year.	A total of 107 claims against the Compensation Fund were received between April 1, 2012 and March 31, 2013.
		Identify the value of claims received during the year.	The value of the claims received during the fiscal year was \$180,894.
		Identify the value of claims that were received during the year that were paid.	For claims received between April 1, 2012 and March 31, 2013, 72 claims were approved for a total \$103,553.
		Identify the number of consumers assisted during the year.	For claims received between April 1, 2012 and March 31, 2013, which were approved, a total of 208 consumers were assisted.
		Identify the average time to resolve claims during the year.	For claims received between April 1, 2012 and March 31, 2013, the average time to process claims from the date of receipt was 86 days.
		Identify the % of claimants surveyed who report the process was timely and fair.	Of the claimants who responded to TICO's Claims Survey, 80% indicated they were satisfied that the process was fair and timely. More information may found on page 28.
		Identify the number of LAT claim appeals and results.	Of the claims received between April 1, 2012 and March 31, 2013, 2 claims were appealed to LAT. Both appeals were subsequently withdrawn by the claimants.
		Identify the % of claims received and approved during the year that were processed within 120 days of receipt.	Of the claims received and approved between April 1, 2012 and March 31, 2013, 92% were processed within 120 days of receipt.