

Mediation Statistics - 2024

| | | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 |
|---|----------------------|--|---------|---------|---------|
| Mediation Milestone 1: Appointment of Mediator | | | | | |
| Average length of time from when a claimant requests mediation or accepts Tarion's offer to participate in mediation until the appointment of a mediator. | Quarterly Average | 11 days | | | |
| | Year to date Average | 11 days | | | |
| Percentage of mediations in which a mediator is appointed within 30 days (one month) and within 90 days (three months) of when a claimant requests mediation or accepts Tarion's offer to participate in mediation. | Quarterly Average | Within 30 days:89% Within 90 days: 11% | | | |
| | Year to Date Average | Within 30 days: 89% Within 90 days: 11% | | | |

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|--|----------------------|---|---------|---------|---------|
| Mediation Milestone 2: End of Mediation | | | | | |
| Average length of time from when a claimant requests mediation or accepts Tarion's offer to participate in mediation until the end of mediation. | Quarterly Average | 86 days | | | |
| | Year to date Average | 86 days | | | |
| Percentage of mediations that are completed within 90 days (three months) and 180 days (six months). | Quarterly Average | Within 90 days: 65% Within 180 days: 32% | | | |
| | Year to date Average | Within 90 days: 65% Within 180 days: 32% | | | |
| Length of mediation dates | | | | | |
| Average length of mediation (rounded to the nearest half day). | Quarterly Average | ½ day | | | |

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| Percentage of mediations that are completed within half-day, full day or more mediation dates. | Quarterly Average | Half-day: 89% Full-day: 8% Two days: 3% | | | |
| | Year to date Average | Half-day: 89% Full-day: 8% Two days: 3% | | | |
| Refusal by Tarion to agree to mediator proposed by a claimant. | | | | | |
| Number of times Tarion did not agree to a mediator proposed by a homeowner claimant due to the mediator's qualifications (experience, training or education in mediation). | Quarterly | ZERO | | | |
| | Year to date | ZERO | | | |

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|---|--------------|---------|---------|---------|---------|
| Number of times Tarion did not agree to a mediator proposed by a homeowner claimant due to a mediator's disclosure of a conflict of interest. | Quarterly | ZERO | | | |
| | Year to date | ZERO | | | |
| Claimant's lawyer at mediation | | | | | |
| Percentage of mediations at which the claimant is represented by a lawyer and Tarion is not represented by a lawyer | Quarterly | ZERO | | | |
| | Year to date | ZERO | | | |
| Tarion lawyers at mediation | | | | | |
| Percentage of mediations where Tarion's lawyer is present and claimant lawyer not present. | Quarterly | ZERO | | | |
| | Year to date | ZERO | | | |

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| Claimant's and Tarion's lawyers at mediation | | | | | |
| Percentage of mediations at which both the claimant and Tarion are each represented by a lawyer | Quarterly | 3% | | | |
| | Year to date | 3% | | | |
| Cost of mediation borne by a claimant | | | | | |
| Percentage of mediations where the claimant is responsible for the costs of mediation in the amount of: <ul style="list-style-type: none"> • \$0, • More than \$0 and up to \$1500, • More than \$1500 and up to \$3000, • More than \$3000. | Quarterly | ZERO | | | |
| | Year to date | ZERO | | | |

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|---|---------|------------------|---------|---------|
| Total mediations | | | | |
| Total number of mediations in a given year. | | Year to date: 37 | | |