

| CONSUMER INFORMATION UNIT FY 12/13 | | | | | |
|------------------------------------|----------|--------|--------|--------|----|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| Total Calls Answered | 69,207 | 26,022 | 20,578 | 22,607 | |
| Calls Requesting Call Back | 8,859 | 2,850 | 2,516 | 3,493 | |
| Calls Abandoned | 8,070 | 3,071 | 2,167 | 2,832 | |
| Address Changes Completed | 4,254 | 2,046 | 1,373 | 835 | |

| CONSUMER INFORMATION UNIT FY 11/12 | | | | | |
|------------------------------------|----------|--------|--------|--------|--------|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Total Calls Answered | 89,497 | 15,725 | 20,456 | 28,061 | 25,255 |
| Calls Requesting Call Back | 14,923 | 4,647 | 5,022 | 3,229 | 2,025 |
| Calls Abandoned | 13,448 | 4,356 | 4,616 | 2,657 | 1,819 |
| Address Changes Completed | 8,894 | 3,451 | 2,133 | 1,909 | 1,401 |

| PHYSICIAN & SURGEON DATA FY 12/13 | | | | | |
|-----------------------------------|----------|--------|--------|--------|----|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 5,145 | 1,722 | 1,715 | 1,708 | |
| Initial Reviews Completed | 4,951 | 1,556 | 1,791 | 1,604 | |
| Total Pending | N/A | 3,907 | 4,244 | 4,468 | |
| Reviewed | N/A | 3,365 | 3,770 | 3,900 | |
| Not Reviewed | N/A | 542 | 474 | 568 | |
| (SR2s Pending) | N/A | 93 | 88 | 38 | |
| Licenses Issued | 4,002 | 1,447 | 1,264 | 1,291 | |
| Renewals Issued | 47,378 | 16,282 | 14,830 | 16,266 | |

| PHYSICIAN & SURGEON DATA FY 11/12 | | | | | |
|-----------------------------------|----------|--------|--------|--------|--------|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 6,629 | 1,711 | 1,666 | 1,862 | 1,390 |
| Initial Reviews Completed | 6,729 | 1,491 | 1,689 | 1,979 | 1,570 |
| Total Pending | N/A | 4,012 | 4,325 | 4,515 | 3,823 |
| Reviewed | N/A | 3,273 | 3,530 | 3,928 | 3,423 |
| Not Reviewed | N/A | 739 | 795 | 587 | 400 |
| (SR2s Pending) | N/A | 108 | 121 | 124 | 109 |
| Licenses Issued | 5,351 | 1,358 | 1,203 | 1,419 | 1,371 |
| Renewals Issued | 64,351 | 16,092 | 14,067 | 17,835 | 16,357 |

| SPECIALTY BOARD APPLICATIONS FY 12/13 | | | | | |
|---------------------------------------|----------|----|----|----|----|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 0 | 0 | 0 | 0 | |
| Applications Pending | N/A | 1 | 1 | 1 | |

| SPECIALTY BOARD APPLICATIONS FY 11/12 | | | | | |
|---------------------------------------|----------|----|----|----|----|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 0 | 0 | 0 | 0 | 0 |
| Applications Pending | N/A | 1 | 1 | 1 | 1 |

| SR 2 - CATEGORIES FY 12/13 | | | | | |
|-----------------------------------|-----------------|-----------|-----------|-----------|-----------|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| Alcohol/Drugs | 17 | 5 | 9 | 3 | |
| PG/Medical Knowledge | 57 | 25 | 19 | 13 | |
| Convictions | 22 | 15 | 5 | 2 | |
| Other | 47 | 11 | 19 | 17 | |

| SR 2 - CATEGORIES FY 11/12 | | | | | |
|-----------------------------------|-----------------|-----------|-----------|-----------|-----------|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Alcohol/Drugs | 86 | 30 | 12 | 27 | 17 |
| PG/Medical Knowledge | 188 | 59 | 40 | 60 | 29 |
| Convictions | 100 | 43 | 18 | 16 | 23 |
| Other | 179 | 92 | 44 | 21 | 22 |

| INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 12/13 | | | | | |
|---|-----------------|-----------|-----------|-----------|-----------|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| Schools Pending Recognition at Beginning of Quarter | N/A | 101 | 98 | 94 | |
| Pending Self-Assessment Reports (included above) | N/A | 7 | 9 | 8 | |
| New Self-Assessment Reports Received | 2 | 0 | 2 | 0 | |
| New Unrecognized Schools Received | 68 | 27 | 24 | 17 | |
| School Recognized Pursuant to CCR 1314(a)(1) | 82 | 30 | 33 | 19 | |
| School Recognized Pursuant to CCR 1314(a)(2) | 1 | 0 | 0 | 1 | |
| TOTAL Schools Pending Recognition at End of Quarter | N/A | 98 | 94 | 91 | |

| INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 11/12 | | | | | |
|---|-----------------|-----------|-----------|-----------|-----------|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Schools Pending Recognition at Beginning of Quarter | N/A | 43 | 62 | 75 | 90 |
| Pending Self-Assessment Reports (included above) | N/A | 3 | 5 | 6 | 7 |
| New Self-Assessment Reports Received | 4 | 2 | 0 | 1 | 1 |
| New Unrecognized Schools Received | 102 | 22 | 15 | 18 | 47 |
| School Recognized Pursuant to CCR 1314(a)(1) | 47 | 4 | 2 | 4 | 37 |
| School Recognized Pursuant to CCR 1314(a)(2) | 1 | 1 | 0 | 0 | 0 |
| TOTAL Schools Pending Recognition at End of Quarter | N/A | 62 | 75 | 90 | 101 |

| RESEARCH PSYCHOANALYST FY 12/13 | | | | | |
|--|-----------------|-----------|-----------|-----------|-----------|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| RP Applications Received | 4 | 4 | 0 | 0 | |
| RP Licenses Issued | 3 | 2 | 1 | 0 | |

| RESEARCH PSYCHOANALYST FY 11/12 | | | | | |
|--|-----------------|-----------|-----------|-----------|-----------|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| RP Applications Received | 2 | 1 | 0 | 1 | 0 |
| RP Licenses Issued | 4 | 3 | 0 | 0 | 1 |

WORKLOAD REPORT as of March 31, 2013

| LICENSED MIDWIVES FY 12/13 | | | | | |
|----------------------------|----------|----|----|----|----|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 29 | 8 | 12 | 9 | |
| Applications Pending | N/A | 5 | 6 | 8 | |
| Licenses Issued | 22 | 5 | 12 | 5 | |
| Licenses Renewed | 91 | 31 | 32 | 28 | |

| LICENSED MIDWIVES FY 11/12 | | | | | |
|----------------------------|----------|----|----|----|----|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Applications Received | 33 | 9 | 5 | 13 | 6 |
| Applications Pending | N/A | 6 | 3 | 5 | 4 |
| Licenses Issued | 31 | 4 | 8 | 10 | 9 |
| Licenses Renewed | 125 | 24 | 31 | 33 | 37 |

| FICTITIOUS NAME PERMITS FY 12/13 | | | | | |
|----------------------------------|----------|-------|-------|-------|----|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| P&S - FNP Received | 902 | 363 | 230 | 309 | |
| P&S - FNP Issued | 920 | 284 | 343 | 293 | |
| P&S - FNP Pending | N/A | 55 | 116 | 98 | |
| P&S - FNP Renewed | 3,724 | 1,202 | 1,180 | 1,342 | |
| P&S - FNP Due Diligence | 751 | 544 | 101 | 106 | |
| Podiatric FNP Received | 14 | 6 | 4 | 4 | |
| Podiatric FNP Issued | 15 | 6 | 7 | 2 | |
| Podiatric FNP Pending | N/A | 18 | 8 | 2 | |
| Podiatric FNP Renewed | 119 | 38 | 37 | 44 | |
| Podiatric FNP Due Diligence | 24 | 14 | 8 | 2 | |

| FICTITIOUS NAME PERMITS FY 11/12 | | | | | |
|----------------------------------|----------|-----|-----|-----|-----|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| P&S - FNP Issued | 1,397 | 384 | 380 | 315 | 318 |
| P&S - FNP Pending | N/A | 59 | 63 | 72 | 94 |
| Podiatric FNP Issued | 23 | 3 | 9 | 7 | 4 |
| Podiatric FNP Pending | N/A | 0 | 0 | 0 | 2 |

| OPTICAL REGISTRATIONS FY 12/13 | | | | | |
|--|----------|-----|-----|-----|----|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| RDO - Business Registrations Issued | 24 | 0 | 9 | 15 | |
| RDO - Pending Applications Business | N/A | 1 | 20 | 28 | |
| CLS - Out-of-State - Business Registrations Issued | 0 | 0 | 0 | 0 | |
| CLS - Pending Out of State Applications -Business | N/A | 1 | 1 | 1 | |
| Spectacle Lens Registrations Issued | 140 | 66 | 32 | 42 | |
| Spectacle Lens - Pending Applications | N/A | 59 | 24 | | |
| Contact Lens Registrations Issued | 58 | 33 | 14 | 11 | |
| Contact Lens - Pending Applications | N/A | 20 | 7 | 9 | |
| Spectacle Lens Registrations Renewed | 668 | 230 | 212 | 226 | |
| Contact Lens Registrations Renewed | 310 | 94 | 110 | 106 | |

| OPTICAL REGISTRATIONS FY 11/12 | | | | | |
|--|----------|-----|-----|-----|-----|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Business Registrations Issued | 48 | 10 | 9 | 8 | 21 |
| Pending Applications Business | N/A | 30 | 30 | 18 | 23 |
| Out-of-State Business Registrations Issued | 1 | 0 | 0 | 0 | 1 |
| Pending Applications Out of State Bus. | N/A | 0 | 0 | 0 | 1 |
| Spectacle Lens Registrations Issued | 192 | 47 | 29 | 72 | 44 |
| Pending Applications-Spectacle Lens | N/A | 78 | 107 | 29 | 57 |
| Contact Lens Registrations Issued | 85 | 13 | 11 | 43 | 18 |
| Pending Applications-Contact Lens | N/A | 22 | 33 | 15 | 18 |
| Spectacle Lens Registrations Renewed | 991 | 216 | 217 | 276 | 282 |
| Contact Lens Registrations Renewed | 420 | 95 | 79 | 112 | 134 |

| POLYSOM FY 12/13 | | | | | |
|---|----------|-----|-----|-----|----|
| | FY 12/13 | Q1 | Q2 | Q3 | Q4 |
| Polysomnographic Trainee Applications Received | 18 | 2 | 9 | 7 | |
| Polysomnographic Trainee Registrations Pending | N/A | 2 | 9 | 16 | |
| Polysomnographic Trainee Registrations Issued | 7 | 0 | 6 | 1 | |
| Polysomnographic Technician Applications Received | 95 | 20 | 68 | 7 | |
| Polysomnographic Technician Registrations Pending | N/A | 21 | 33 | 37 | |
| Polysomnographic Technician Registrations Issued | 32 | 0 | 25 | 7 | |
| Polysomnographic Technologist Applications Received | 509 | 168 | 327 | 14 | |
| Polysomnographic Technologist Applications Pending | N/A | 208 | 130 | 142 | |
| Polysomnographic Technologist Registrations Issued | 253 | 0 | 197 | 56 | |

| POLYSOM FY 11/12 ** | | | | | |
|---|----------|----|----|----|----|
| | FY 11/12 | Q1 | Q2 | Q3 | Q4 |
| Polysomnographic Trainee Applications Received | 0 | 0 | 0 | 0 | 0 |
| Polysomnographic Technician Applications Received | 1 | 0 | 0 | 0 | 1 |
| Polysomnographic Technologist Applications Received | 29 | 0 | 0 | 0 | 29 |

** Program began accepting applications April of 2012