

<b>CONSUMER INFORMATION UNIT FY 10/11</b>					
	<b>FY 10/11</b>	<b>*Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Calls Answered	<b>49,458</b>	26,974	22,484	24,592	
Calls Requesting Call Back	<b>6,255</b>	3,792	2,463	2,576	
Calls Abandoned	<b>8,397</b>	5,544	2,853	2,478	
Address Changes Completed	<b>5,397</b>	3,120	2,277	2,822	

\* 1.5 days phone outage; technical issues w/dropped calls.

<b>CONSUMER INFORMATION UNIT FY 9/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Calls Answered	<b>97,450</b>	27,117	22,049	23,579	24,705
Calls Requesting Call Back	<b>16,318</b>	4,951	3,021	4,491	3,855
Calls Abandoned	<b>17,248</b>	4,967	3,336	4,834	4,111
Address Changes Completed	<b>9,700</b>	3,346	2,302	2,217	1,835

<b>PHYSICIAN &amp; SURGEON DATA FY 10/11</b>					
	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	<b>3,105</b>	1,568	1,537	1,556	
Initial Reviews Completed	<b>3,100</b>	1,208	1,892	1,464	
Total Pending	<b>N/A</b>	5,291	5,038	4,295	
Reviewed	<b>N/A</b>	4,460	4,532	3,933	
Not Reviewed	<b>N/A</b>	831	506	362	
(SR2s Pending)	<b>N/A</b>	98	83	82	
Licenses Issued	<b>2,695</b>	1,447	1,248	1,278	
Renewals Issued	<b>31,545</b>	16,168	15,377	15,087	

<b>PHYSICIAN &amp; SURGEON DATA FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	<b>5,822</b>	1,651	1,555	1,274	1,342
Initial Reviews Completed	<b>3,530</b>	n/a	n/a	1,658	1,872
Total Pending	<b>N/A</b>	n/a	n/a	6,716	5,772
Reviewed	<b>N/A</b>	n/a	n/a	n/a	5,386
Not Reviewed	<b>N/A</b>	n/a	n/a	n/a	386
(SR2s Pending)	<b>N/A</b>	n/a	n/a	73	65
Licenses Issued	<b>5,111</b>	1,107	1,132	1,425	1,447
Renewals Issued	<b>60,814</b>	14,883	15,668	15,447	14,816

SPECIAL PROGRAMS FY 10/11																				
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	19	9	2		18	4	2		16	4	2		13	7	2		4	14	1	
2112	0	1	0		0	0	0		0	0	1		0	0	0		0	1	1	
2113	7	1	7		5	3	7		4	4	1		20	15	12		6	3	6	
2168	0	0	0		0	0	0		0	0	0		3	1	1		1	0	0	
2072	0	0	0		0	0	0		0	0	0		0	0	0		0	0	0	
1327	1	0	0		1	0	0		0	0	0		0	0	0		1	0	0	

SPECIAL PROGRAMS FY 09/10																				
Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	12	4	3	16	12	4	3	16	17	10	3	7	17	11	6	8	6	0	0	0
2112	1	0	0	1	1	0	0	1	1	1	0	0	1	0	0	0	0	1	0	0
2113	5	1	3	11	5	1	0	11	13	4	1	9	13	18	18	22	8	0	3	0
2168	1	0	0	0	1	0	0	0	0	0	2	0	0	1	1	1	1	1	0	0
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1327	1	0	0	0	1	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0

- 2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)
- 2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)
- 2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)
- 2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)
- 2072 - Special Faculty Permit - Correctional Facility
- 1327 - Special Faculty Permit - Hospital

<b>INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 10/11</b>					
	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
New Applications Received	2	0	1	1	
Total Pending Applications	N/A	0	6	5	

<b>INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
New Applications Received	3	0	1	0	2
Total Pending Applications	6	3	4	4	6

<b>LICENSED MIDWIVES FY 10/11</b>					
	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	29	12	11	6	
Applications Pending	N/A	4	1	2	
Licenses Issued	27	9	13	5	
Licenses Renewed	67	30	17	20	

<b>LICENSED MIDWIVES FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	16	2	0	10	4
Applications Pending	N/A	N/A	1	0	2
Licenses Issued	19	2	2	10	5
Licenses Renewed	74	18	4	29	23

<b>RESEARCH PSYCHOANALYST FY 10/11</b>					
	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
RP Applications Received	7	3	3	1	
RP Licenses Issued	7	2	4	1	

<b>RESEARCH PSYCHOANALYST FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
RP Applications Received	4	0	0	0	4
RP Licenses Issued	3	0	1	0	2

<b>FICTITIOUS NAME PERMITS FY 10/11</b>					
	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
P&S - FNP Issued	918	310	317	291	
P&S - FNP Pending	N/A	66	62	129	
Podiatric FNP Issued	14	7	2	5	
Podiatric FNP Pending	N/A	1	0	1	

<b>FICTITIOUS NAME PERMITS FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
P&S - FNP Issued	1,100	276	227	210	387
P&S - FNP Pending	N/A	N/A	N/A	242	86
Podiatric FNP Issued	18	6	6	1	5
Podiatric FNP Pending	1	0	0	1	1

<b>SPECIALTY BOARD APPLICATIONS FY 10/11</b>					
	<b>FY 10/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	0	0	0	0	
Applications Pending	3	1	1	1	

<b>SPECIALTY BOARD APPLICATIONS FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Applications Received	0	0	0	0	0
Applications Pending	N/A	1	1	1	1

<b>OPTICAL REGISTRATIONS FY 10/11</b>					
	<b>FY 010/11</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Business Registrations Issued		16	21	17	
Pending Applications Business	N/A	25	21	22	
Out-of-State Business Registrations Issued	0	0	0	0	
Pending Applications Out of State Bus.	N/A	0	0	0	
Spectacle Lens Registrations Issued	150	42	55	53	
Pending Applications Spectacle Lens	N/A	62	37	49	
Contact Lens Registrations Issued	59	19	17	23	
Pending Applications Contact Lens	N/A	20	11	14	
Spectacle Lens Registrations Renewed	639	200	238	201	
Contact Lens Registrations Renewed	303	81	116	106	

<b>OPTICAL REGISTRATIONS FY 09/10</b>					
	<b>FY 09/10</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Business Registrations Issued	142	19	60	8	55
Pending Applications Business	N/A	N/A	N/A	82	30
Out-of-State Business Registrations Issued	1	1	0	0	0
Pending Applications Out of State Bus.	N/A	N/A	N/A	0	0
Spectacle Lens Registrations Issued	221	56	18	71	76
Pending Applications Spectacle Lens	N/A	N/A	N/A	47	38
Contact Lens Registrations Issued	98	36	11	26	25
Pending Applications Contact Lens	N/A	N/A	N/A	22	7
Spectacle Lens Registrations Renewed	906	214	200	242	250
Contact Lens Registrations Renewed	366	82	93	77	114

PHYSICIAN'S AND SURGEON'S LICENSES ISSUED					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 10/11	1,447	1,248	1,277		3,972
FY 09/10	1,107	1,132	1,424	1,447	5,110
FY 08/09	1,192	912	849	1,735	4,688
FY 07/08	1,271	904	1,014	1,598	4,787
FY 06/07	1,525	1,166	1,253	1,340	5,284

## Licensing Program Weekly Application Production

Week Ending -->	22-Jan	29-Jan	5-Feb	12-Feb	19-Feb	26-Feb	5-Mar	12-Mar	19-Mar	26-Mar	2-Apr	9-Apr	16-Apr
Number of Workdays -->	4	5	5	5	5	4	5	5	5	5	4	5	5
<b>Applications Received</b>													
US/CAN	73	95	114	60	88	76	89	97	64	112	67	49	95
IMG - License	17	29	27	12	24	20	19	23	11	16	24	18	22
IMG - PTAL	11	11	11	16	21	13	17	18	19	13	26	29	24
<b>Total</b>	<b>101</b>	<b>135</b>	<b>152</b>	<b>88</b>	<b>133</b>	<b>109</b>	<b>125</b>	<b>138</b>	<b>94</b>	<b>141</b>	<b>117</b>	<b>96</b>	<b>141</b>
<b>Applications Completed (License or PTAL Issued)</b>													
US/CAN - Licensed	49	51	127	68	76	55	107	58	58	97	112	79	84
IMG - Licensed	16	16	42	10	30	25	46	20	17	39	30	28	23
<b>Total - Licensed</b>	<b>65</b>	<b>67</b>	<b>169</b>	<b>78</b>	<b>106</b>	<b>80</b>	<b>153</b>	<b>78</b>	<b>75</b>	<b>136</b>	<b>142</b>	<b>107</b>	<b>107</b>
<b>Total - PTAL's Issued</b>	<b>18</b>	<b>17</b>	<b>19</b>	<b>19</b>	<b>17</b>	<b>24</b>	<b>31</b>	<b>19</b>	<b>22</b>	<b>22</b>	<b>9</b>	<b>15</b>	<b>15</b>
<b>Applications Processed (Initial Review Completed)</b>													
<i>Application Complete Upon Initial Review (ready for licensure)</i>													
US/CAN	6	7	7	2	3	7	5	4	8	10	2	12	9
IMG - License	0	0	0	0	1	0	0	0	0	1	0	0	0
IMG - PTAL	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>Subtotal</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>2</b>	<b>12</b>	<b>9</b>
<i>Initial Review (Application Deficient)</i>													
US/CAN	63	95	55	65	49	53	92	65	112	33	52	108	86
IMG - License	8	16	26	26	17	18	19	25	19	25	20	16	22
IMG - PTAL	6	7	18	21	10	9	11	19	24	21	10	17	24
<b>Subtotal</b>	<b>77</b>	<b>118</b>	<b>99</b>	<b>112</b>	<b>76</b>	<b>80</b>	<b>122</b>	<b>109</b>	<b>155</b>	<b>79</b>	<b>82</b>	<b>141</b>	<b>132</b>
<b>Total</b>	<b>83</b>	<b>125</b>	<b>106</b>	<b>114</b>	<b>80</b>	<b>87</b>	<b>127</b>	<b>113</b>	<b>164</b>	<b>90</b>	<b>84</b>	<b>153</b>	<b>141</b>
<b>Inventory Awaiting Initial Review - Current as of: --&gt;</b>													
NEW: 0-30 days	376	423	472	506	451	511	474	526	470	483	483	456	442
AGING: 31-60 days	23	13	6	3	88	66	93	56	65	78	102	82	33
AGING: 61-90 days	0	0	0	0	0	0	0	0	0	0	0	0	0
BACKLOG: Over 90 days	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>399</b>	<b>436</b>	<b>478</b>	<b>509</b>	<b>539</b>	<b>577</b>	<b>567</b>	<b>582</b>	<b>535</b>	<b>561</b>	<b>585</b>	<b>538</b>	<b>475</b>
Date of Oldest US Appl Awaiting Initial Review-->	12/29/10	01/05/11	01/12/11	01/14/11	01/19/11	01/25/11	02/02/11	02/07/11	02/07/11	02/22/11	02/28/11	03/09/11	03/14/11
Number of calendar days for US Initial Reviews	28	28	28	33	36	36	35	37	**44	**37	**37	**35	37
Date of Oldest IMG Appl Awaiting Initial Review-->	12/20/10	12/28/10	01/07/11	01/18/11	01/24/11	01/26/11	02/02/11	02/09/11	02/17/11	02/24/11	02/28/11	03/09/11	03/15/11
Number of calendar days for IMG Initial Reviews	37	36	33	29	31	35	35	35	34	35	37	35	36
Date of Oldest US Pending Mail Awaiting Review-->	01/19/11	01/20/11	02/01/11	02/09/11	02/16/11	02/23/11	03/02/11	03/07/11	03/16/11	03/22/11	03/30/11	04/05/11	04/13/11
Number of calendar days for US Pending Mail	7	13	8	7	7	7	7	9	7	8	7	8	7
Date of Oldest IMG Pending Mail Awaiting Review-->	01/18/11	01/26/11	02/02/11	02/09/11	02/16/11	02/22/11	03/01/11	03/09/11	03/17/11	03/24/11	03/30/11	04/06/11	04/13/11
Number of calendar days for IMG Pending Mail	8	7	7	7	7	8	8	7	6	6	7	7	7

\*Note: Live data numbers are subject to change depending on the date that they are ran. All data on the report is ran weekly reflecting a Sunday through Saturday reporting period with the exception of the Inventory Awaiting Initial Review section. The data in the Inventory Awaiting Initial Review section reflects current data when the report is ran on the following Tuesday.

\*\*Expedited initial reviews for 2065 applicants are occurring now through June; therefore, **Oldest US Appl Awaiting Review** dates are affected.