

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

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

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

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

PHYSICIAN & SURGEON DATA FY 09/10					
	FY 09/10	Q1	Q2	Q3	Q4
Applications Received	5,822	1,651	1,555	1,274	1,342
Initial Reviews Completed	3,530	n/a	n/a	1,658	1,872
Total Pending	N/A	n/a	n/a	6,716	5,772
Reviewed	N/A	n/a	n/a	n/a	5,386
Not Reviewed	N/A	n/a	n/a	n/a	386
(SR2s Pending)	N/A	n/a	n/a	73	65
Licenses Issued	5,111	1,107	1,132	1,425	1,447
Renewals Issued	60,814	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			18	4			16	4			13	7			4	14		
2112	0	1			0				0				0				0	1		
2113	7	1			5	3			4	4			20	15			6	3		
2168	0				0				0				3	1			1			
2072	0				0				0				0				0			
1327	1				1				0				0				1			

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

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

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

LICENSED MIDWIVES FY 10/11					
	<i>FY 10/11</i>	Q1	Q2	Q3	Q4
Applications Received	23	12	11		
Applications Pending	N/A	4	1		
Licenses Issued	22	9	13		
Licenses Renewed	47	30	17		

LICENSED MIDWIVES FY 09/10					
	<i>FY 09/10</i>	Q1	Q2	Q3	Q4
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

RESEARCH PSYCHOANALYST FY 10/11					
	<i>FY 10/11</i>	Q1	Q2	Q3	Q4
RP Applications Received	6	3	3		
RP Licenses Issued	6	2	4		

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

FICTITIOUS NAME PERMITS FY 10/11					
	<i>FY 10/11</i>	Q1	Q2	Q3	Q4
P&S - FNP Issued	627	310	317		
P&S - FNP Pending	N/A	66	62		
Podiatric FNP Issued	9	7	2		
Podiatric FNP Pending	N/A	1	0		

FICTITIOUS NAME PERMITS FY 09/10					
	<i>FY 09/10</i>	Q1	Q2	Q3	Q4
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

SPECIALTY BOARD APPLICATIONS FY 10/11					
	<i>FY 10/11</i>	Q1	Q2	Q3	Q4
Applications Received	0	0	0		
Applications Pending	2	1	1		

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

OPTICAL REGISTRATIONS FY 10/11					
	<i>FY 010/11</i>	Q1	Q2	Q3	Q4
Business Registrations Issued	37	16	21		
Pending Applications Business	N/A	25	21		
Out-of-State Business Registrations Issued	0	0	0		
Pending Applications Out of State Bus.	N/A	0	0		
Spectacle Lens Registrations Issued	97	42	55		
Pending Applications-Spectacle Lens	N/A	62	37		
Contact Lens Registrations Issued	36	19	17		
Pending Applications-Contact Lens	N/A	20	11		
Spectacle Lens Registrations Renewed	438	200	238		
Contact Lens Registrations Renewed	197	81	116		

OPTICAL REGISTRATIONS FY 09/10					
	<i>FY 09/10</i>	Q1	Q2	Q3	Q4
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

Licensing Program Weekly Application Production

Week Ending -->	16-Oct	23-Oct	30-Oct	6-Nov	13-Nov	20-Nov	27-Nov	4-Dec	11-Dec	18-Dec	25-Dec	1-Jan	8-Jan
Number of Workdays -->	4	4	5	5	4	5	3	5	5	5	5	5	5
Applications Received													
US/CAN	61	55	62	131	105	109	5	159	54	74	77	63	52
IMG - License	13	6	6	25	12	24	3	26	14	17	19	18	17
IMG - PTAL	31	28	17	33	6	20	6	23	13	20	12	11	12
Total	105	89	85	189	123	153	14	208	81	111	108	92	81
Applications Completed (License or PTAL Issued)													
US/CAN - Licensed	48	60	39	118	39	81	49	125	41	55	43	57	166
IMG - Licensed	15	18	21	35	31	33	20	43	29	23	16	14	36
Total - Licensed	63	78	60	153	70	114	69	168	70	78	59	71	202
Total - PTAL's Issued	27	19	44	42	35	47	19	33	34	25	25	23	15
Applications Processed (Initial Review Completed)													
Application Complete Upon Initial Review (ready for licensure)													
US/CAN	14	8	10	4	6	10	2	14	18	11	8	18	16
IMG - License	0	0	0	0	0	0	0	0	0	0	0	0	0
IMG - PTAL	0	0	0	1	0	1	1	1	0	0	0	0	0
Subtotal	14	8	10	5	6	11	3	15	18	11	8	18	16
Initial Review (Application Deficient)													
US/CAN	81	59	106	86	67	76	21	57	96	103	90	81	91
IMG - License	20	14	15	18	20	36	8	20	33	27	13	19	19
IMG - PTAL	37	29	24	43	36	30	24	30	40	16	21	6	14
Subtotal	138	102	145	147	123	142	53	107	169	146	124	106	124
Total	152	110	155	152	129	153	56	122	187	157	132	124	140
Inventory Awaiting Initial Review - Current as of: -->													
NEW: 0-30 days	494	449	425	483	519	558	489	500	460	421	*	410	384
AGING: 31-60 days	190	201	163	142	130	76	109	167	108	87	*	86	16
AGING: 61-90 days	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
Total	684	650	588	625	649	634	598	667	568	508	*	496	400
Date of Oldest US Appl Awaiting Initial Review-->													
09/13/10	09/20/10	09/27/10	10/04/10	10/11/10	10/18/10	10/25/10	11/01/10	11/08/10	11/16/10	*	12/01/10	12/13/10	
Number of calendar days for US Initial Reviews													
37	37	37	37	37	37	37	37	37	37	36	*	35	30
Date of Oldest IMG Appl Awaiting Initial Review-->													
09/01/10	09/07/10	09/14/10	09/22/10	09/29/10	10/12/10	10/18/10	10/25/10	11/10/10	11/18/10	*	12/01/10	12/06/10	
Number of calendar days for IMG Initial Reviews													
49	50	50	49	49	43	44	44	35	34	*	35	37	
Date of Oldest US Pending Mail Awaiting Review-->													
10/13/10	10/20/10	10/27/10	11/03/10	11/10/10	11/15/10	11/24/10	12/02/10	12/08/10	12/14/10	12/22/10	12/29/10	01/05/11	
Number of calendar days for US Pending Mail													
7	7	7	7	7	9	7	6	7	8	7	7	7	
Date of Oldest IMG Pending Mail Awaiting Review-->													
10/04/10	10/12/10	10/18/10	10/25/10	11/01/10	11/12/10	11/17/10	11/29/10	12/06/10	12/13/10	12/21/10	12/28/10	01/05/11	
Number of calendar days for IMG Pending Mail													
16	15	16	16	16	12	14	9	9	9	8	8	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.

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*AdHoc Database required maintenance was performed 12/20/10 - 1/3/11, therefore, live data numbers were not available on 12/28.