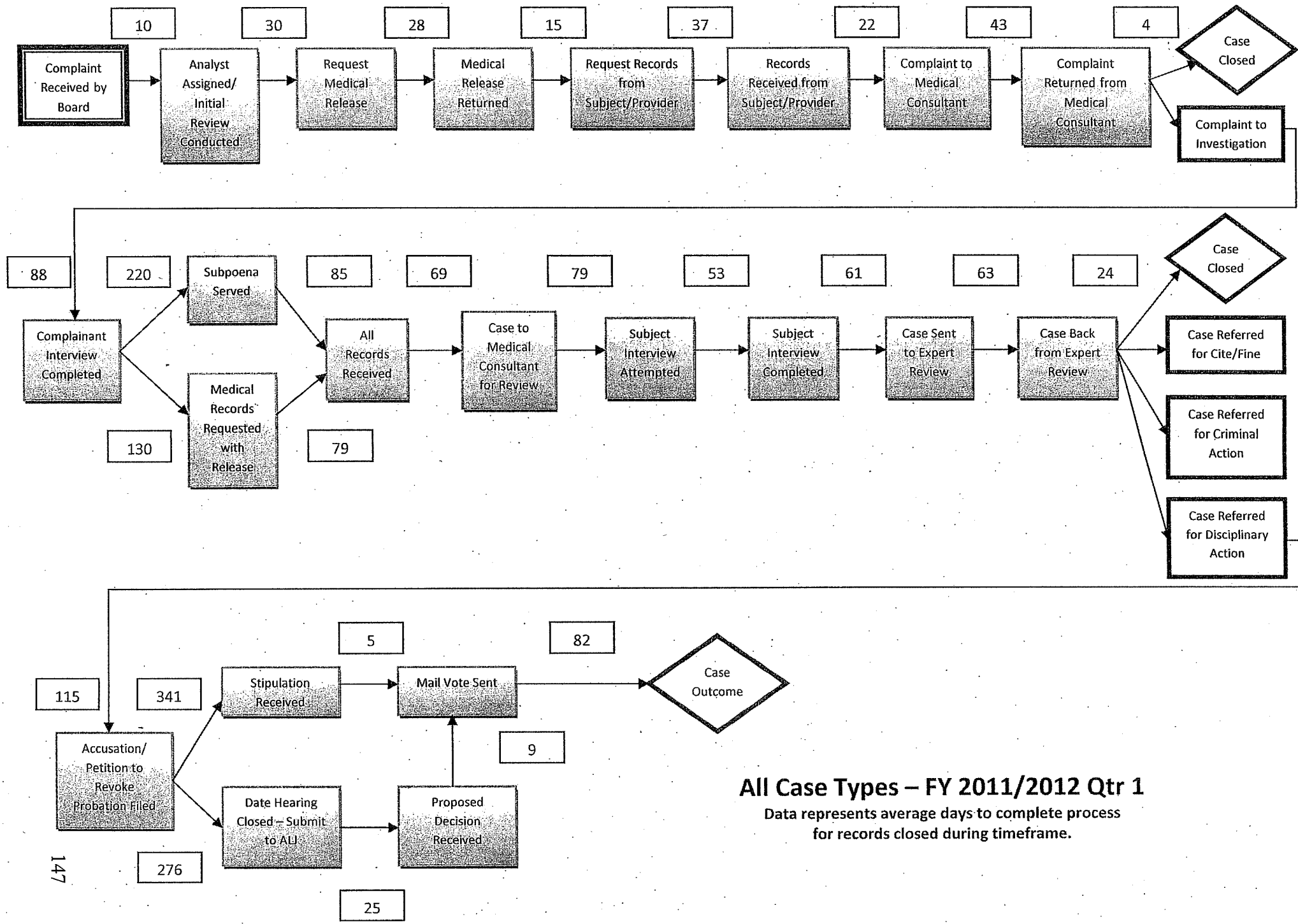


**Enforcement Data Markers
All Case Types**

| Data represents average days to complete Complaint and Investigation processes for records closed during reported time frames. | FY 2008/2009 | | FY 2009/2010 | | FY 2010/2011 | | FY 2011/2012 Qtr 1 | |
|--|--------------|-------------------|--------------|-------------------|--------------|-------------------|-----------------------|-------------------|
| | Average Days | Number of Records | Average Days | Number of Records | Average Days | Number of Records | Average Days | Number of Records |
| Complaint Processes | | | | | | | | |
| Complaint Received by Board → Analyst Assigned/Initial Review Conducted | 10 | 6761 | 11 | 6869 | 9 | 7513 | 10 | 1995 |
| Analyst Assigned/Initial Review Conducted → Request Medical Release | 25 | 1216 | 24 | 1360 | 28 | 1567 | 30 | 328 |
| Request Medical Release → Medical Release Returned | 29 | 1044 | 26 | 1166 | 25 | 1321 | 28 | 270 |
| Medical Release Returned → Request Records from Subject/Provider | 7 | 687 | 7 | 802 | 11 | 888 | 15 | 175 |
| Request Records from Subject/Provider → Records Received from Subject/Provider | 39 | 1759 | 38 | 1879 | 35 | 1906 | 37 | 428 |
| Records Received from Subject/Provider → Complaint to Medical Consultant | 15 | 1617 | 16 | 1865 | 17 | 1768 | 22 | 411 |
| Complaint to Medical Consultant → Complaint Returned from Medical Consultant | 54 | 1934 | 54 | 2120 | 52 | 2129 | 43 | 506 |
| Complaint Returned from Medical Consultant → Case Closed/Complaint to Investigation | 7 | 1932 | 4 | 2114 | 5 | 2126 | 4 | 503 |
| Investigative Processes | | | | | | | | |
| Complaint to Investigation → Complainant Interview Completed | 103 | 349 | 102 | 424 | 110 | 490 | 88 | 70 |
| Complainant Interview Completed → Subpoena Served | 173 | 42 | 237 | 43 | 172 | 44 | 220 | 8 |
| Complainant Interview Completed → Medical Records Requested with Release | 76 | 141 | 88 | 170 | 59 | 194 | 130 | 48 |
| Subpoena Served → All Records Received | 124 | 120 | 100 | 178 | 88 | 166 | 85 | 34 |
| Medical Records Requested with Release → All Records Received | 95 | 372 | 92 | 406 | 85 | 420 | 79 | 98 |
| All Records Received → Case to Medical Consultant for Review | 78 | 227 | 84 | 318 | 70 | 369 | 69 | 78 |
| Case to Medical Consultant for Review → Subject Interview Attempted | 110 | 374 | 109 | 488 | 77 | 558 | 79 | 135 |
| Subject Interview Attempted → Subject Interview Completed | 66 | 712 | 53 | 880 | 53 | 961 | 53 | 256 |
| Subject Interview Completed → Case Sent to Expert Review | 97 | 412 | 81 | 511 | 72 | 580 | 61 | 157 |
| Case Sent to Expert Review → Case Back from Expert Review | 79 | 510 | 72 | 601 | 63 | 658 | 63 | 182 |
| Case Back from Expert Review → Case Closed or Referred for Action | 39 | 495 | 31 | 585 | 30 | 656 | 24 | 186 |

**Enforcement Data Markers
All Case Types**

| Data represents average days to complete Disciplinary processes for records closed during reported time frames. | FY 2008/2009 | | FY 2009/2010 | | FY 2010/2011 | | FY 2011/2012 Qtr 1 | |
|---|--------------|-------------------|--------------|-------------------|--------------|-------------------|--------------------|-------------------|
| | Average Days | Number of Records | Average Days | Number of Records | Average Days | Number of Records | Average Days | Number of Records |
| Case Referred for Action → Accusation/Petition to Revoke Probation Filed | 121 | 239 | 113 | 237 | 103 | 219 | 115 | 70 |
| Accusation/Petition to Revoke Probation Filed → Stipulation Received | 330 | 159 | 291 | 173 | 318 | 142 | 341 | 53 |
| Stipulation Received → Mail Vote Sent | 6 | 136 | 6 | 132 | 4 | 124 | 5 | 40 |
| | | | | | | | | |
| Accusation/Petition to Revoke Probation Filed → Date Hearing Closed - Submit to ALJ | 416 | 25 | 370 | 30 | 393 | 44 | 276 | 12 |
| Date Hearing Closed - Submit to ALJ → Proposed Decision Received | 28 | 35 | 98 | 43 | 39 | 58 | 25 | 16 |
| Proposed Decision Received → Mail Vote Sent | 5 | 54 | 5 | 53 | 6 | 60 | 9 | 17 |
| | | | | | | | | |
| Mail Vote Sent → Case Outcome | 131 | 206 | 87 | 208 | 111 | 205 | 82 | 69 |
| | | | | | | | | |
| Data represents overall average days from Receipt to Closure for records closed during reported time frames. | FY 2008/2009 | | FY 2009/2010 | | FY 2010/2011 | | FY 2011/2012 Qtr 1 | |
| | Average Days | Number of Records | Average Days | Number of Records | Average Days | Number of Records | Average Days | Number of Records |
| Complaint Received → Closure in Complaint Unit | 84 | 5278 | 84 | 5247 | 80 | 5755 | 84 | 1466 |
| Complaint Received → Closure at Field/Referred for Administrative or Criminal Action/Citation Issued | 467 | 1585 | 464 | 1747 | 453 | 1861 | 416 | 553 |



All Case Types – FY 2011/2012 Qtr 1

Data represents average days to complete process for records closed during timeframe.