

CONSUMER INFORMATION UNIT FY 10/11					
	FY 10/11	*Q1	Q2	Q3	Q4
Total Calls Answered	100,626	26,974	22,484	24,592	26,576
Calls Requesting Call Back	11,751	3,792	2,463	2,576	2,920
Calls Abandoned	13,698	5,544	2,853	2,478	2,823
Address Changes Completed	10,732	3,120	2,277	2,822	2,513

* 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	5,914	1,503	1,505	1,543	1,363
Initial Reviews Completed	5,984	1,208	1,892	1,464	1,420
Total Pending	N/A	5,291	5,038	4,295	3,992
Reviewed	N/A	4,460	4,532	3,933	3,461
Not Reviewed	N/A	831	506	362	531
(SR2s Pending)	N/A	98	83	82	98
Licenses Issued	5,272	1,447	1,248	1,277	1,300
Renewals Issued	62,656	16,168	15,377	15,087	16,024

PHYSICIAN & SURGEON DATA FY 09/10					
	FY 09/10	Q1	Q2	Q3	Q4
Applications Received	5,645	1,658	1,573	1,211	1,203
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	5,110	1,107	1,132	1,424	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	2	3	18	4	2	3	16	4	2	2	13	7	2	14	4	14	1	2
2112	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	1	1
2113	7	1	7	9	5	3	7	6	4	4	1	5	20	15	12	10	6	3	6	13
2168	0	0	0	0	0	0	0	0	0	0	0	0	3	1	1	3	1	0	0	1
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	1	1	0	0	1	0	0	0	1	0	0	0	1	1	0	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

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
New Applications Received	9	0	1	1	7
Total Pending Applications	N/A	0	6	5	7

INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 09/10					
	FY 09/10	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					
	FY 10/11	Q1	Q2	Q3	Q4
Applications Received	41	12	11	6	12
Applications Pending	2	4	1	2	2
Licenses Issued	40	9	13	5	13
Licenses Renewed	98	30	17	20	31

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

RESEARCH PSYCHOANALYST FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
RP Applications Received	7	3	3	1	0
RP Licenses Issued	8	2	4	1	1

RESEARCH PSYCHOANALYST FY 09/10					
	FY 09/10	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					
	FY 10/11	Q1	Q2	Q3	Q4
P&S - FNP Issued	1,266	310	317	291	348
P&S - FNP Pending	89	66	62	129	89
Podiatric FNP Issued	22	7	2	5	8
Podiatric FNP Pending	N/A	1	0	1	0

FICTITIOUS NAME PERMITS FY 09/10					
	FY 09/10	Q1	Q2	Q3	Q4
P&S - FNP Issued	1,100	276	227	210	387
P&S - FNP Pending	86	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					
	FY 10/11	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	0
Applications Pending	1	1	1	1	1

SPECIALTY BOARD APPLICATIONS FY 09/10					
	FY 09/10	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	0
Applications Pending	1	1	1	1	1

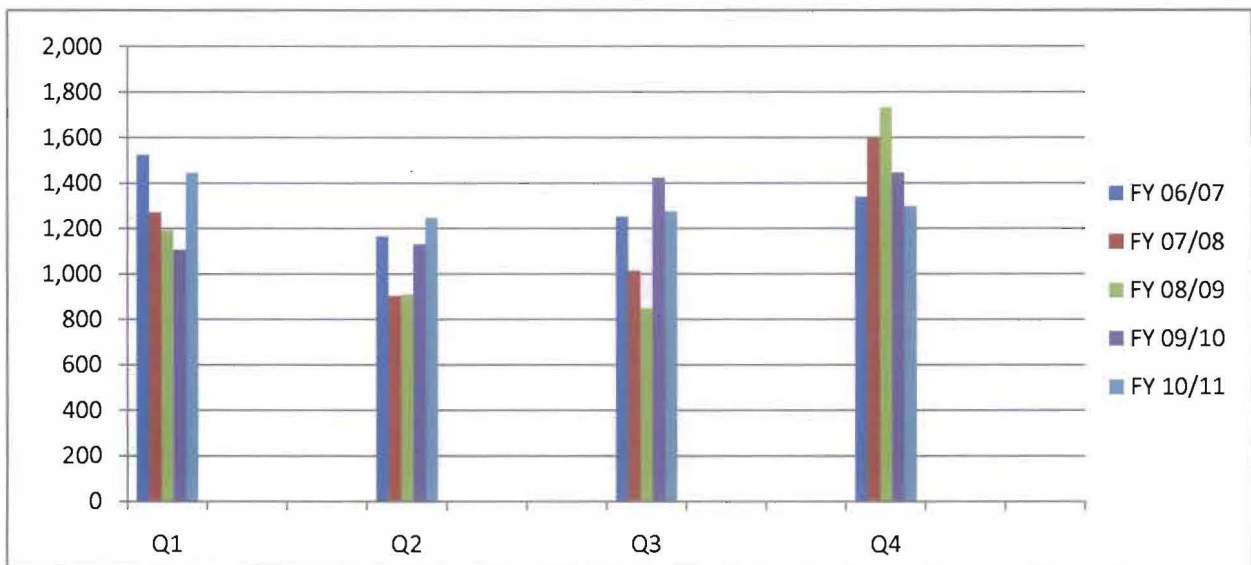
OPTICAL REGISTRATIONS FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
Business Registrations Issued	69	16	21	17	15
Pending Applications Business	17	25	21	22	17
Out-of-State Business Registrations Issued	0	0	0	0	0
Pending Applications Out of State Bus.	0	0	0	0	0
Spectacle Lens Registrations Issued	196	42	55	53	46
Pending Applications-Spectacle Lens	64	62	37	49	64
Contact Lens Registrations Issued	73	19	17	23	14
Pending Applications-Contact Lens	22	20	11	14	22
Spectacle Lens Registrations Renewed	870	200	238	201	231
Contact Lens Registrations Renewed	384	81	116	106	81

OPTICAL REGISTRATIONS FY 09/10					
	FY 09/10	Q1	Q2	Q3	Q4
Business Registrations Issued	142	19	60	8	55
Pending Applications Business	30	N/A	N/A	82	30
Out-of-State Business Registrations Issued	1	1	0	0	0
Pending Applications Out of State Bus.	0	N/A	N/A	0	0
Spectacle Lens Registrations Issued	221	56	18	71	76
Pending Applications-Spectacle Lens	38	N/A	N/A	47	38
Contact Lens Registrations Issued	98	36	11	26	25
Pending Applications-Contact Lens	7	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 - FIVE FISCAL YEARS HISTORY					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 10/11	1,447	1,248	1,277	1,300	5,272
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

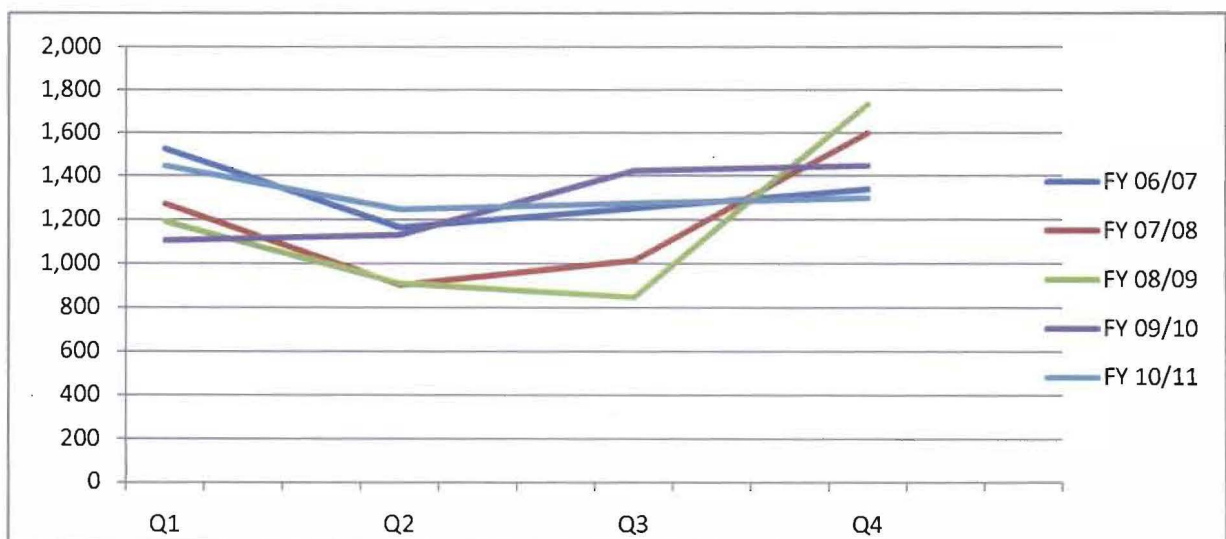
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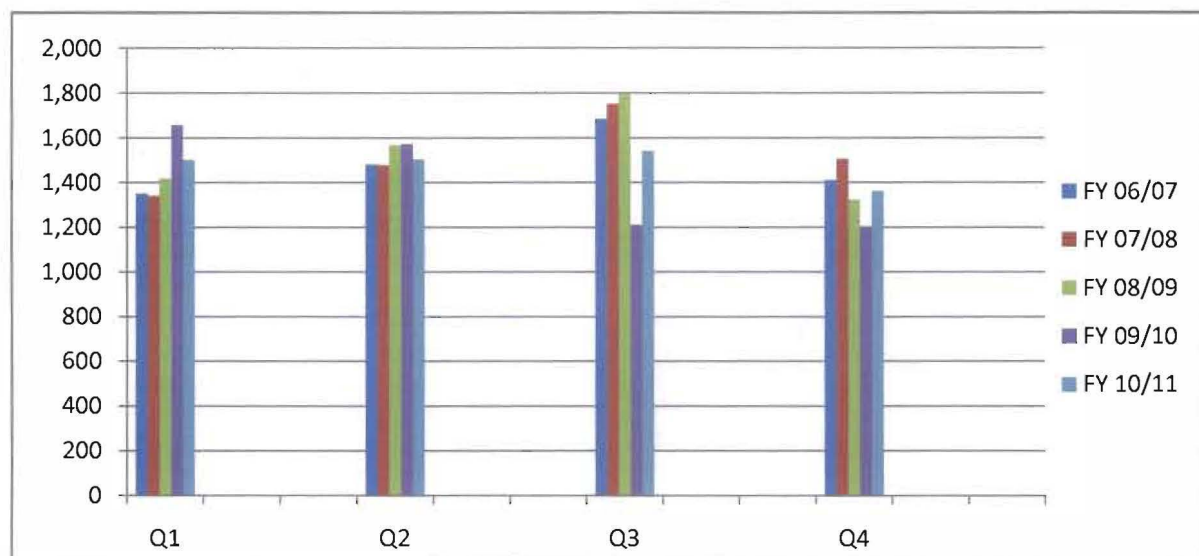
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PHYSICIAN'S AND SURGEON'S LICENSE AND PTAL APPLICATIONS RECEIVED FIVE FISCAL YEARS HISTORY					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 10/11	1,503	1,505	1,543	1,363	5,914
FY 09/10	1,658	1,573	1,211	1,203	5,645
FY 08/09	1,420	1,568	1,794	1,325	6,107
FY 07/08	1,341	1,478	1,751	1,506	6,076
FY 06/07	1,352	1,483	1,685	1,412	5,932

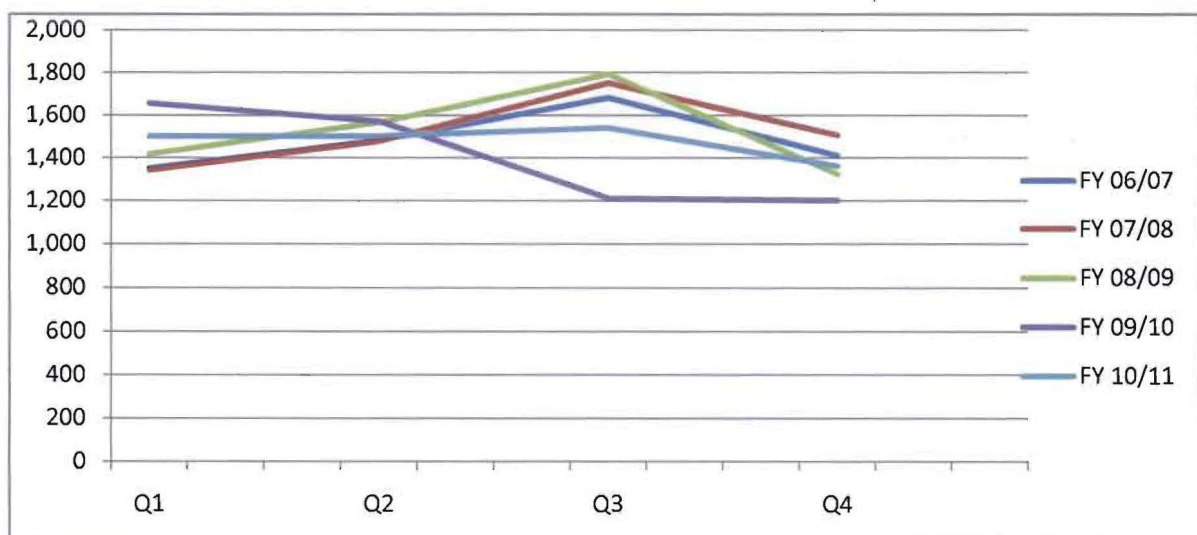
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Licensing Chief's Report

Licensing Program Weekly Application Production

AGENDA ITEM 4C

Week Ending -->	16-Apr	23-Apr	30-Apr	7-May	14-May	21-May	28-May	4-Jun	11-Jun	18-Jun	25-Jun	2-Jul	9-Jul
Number of Workdays -->	5	5	5	5	5	5	5	4	5	5	5	5	4
Applications Received													
US/CAN	95	47	84	31	71	44	145	36	37	61	47	53	36
IMG - License	22	19	23	10	19	12	21	13	17	16	12	20	14
IMG - PTAL	24	23	22	25	25	22	26	22	24	24	31	0	24
Total	141	89	129	66	115	78	192	71	78	101	90	106	74
Applications Completed (License or PTAL Issued)													
US/CAN - Licensed	84	49	55	116	62	55	56	89	70	60	40	78	20
IMG - Licensed	23	15	19	39	21	24	11	29	24	30	22	48	14
Total - Licensed	107	64	74	155	83	79	67	118	94	90	62	126	34
Total - PTAL's Issued	15	16	24	22	27	22	18	16	37	45	40	42	23
Applications Processed (Initial Review Completed)													
Application Complete Upon Initial Review (ready for licensure)													
US/CAN	9	10	6	6	3	1	2	3	4	4	3	1	2
IMG - License	0	0	1	0	1	1	0	0	0	0	0	0	0
IMG - PTAL	0	1	0	0	1	0	2	0	1	0	0	0	0
Subtotal	9	11	7	6	5	2	4	3	5	4	3	1	2
Initial Review (Application Deficient)													
US/CAN	86	78	104	58	68	25	52	39	62	52	33	51	74
IMG - License	22	22	21	15	12	24	14	13	21	15	20	10	18
IMG - PTAL	24	22	32	28	28	30	14	23	15	25	21	29	14
Subtotal	132	122	157	101	108	79	80	75	98	92	74	90	106
Total	141	133	164	107	113	81	84	78	103	96	77	91	108
Inventory Awaiting Initial Review - Current as of: -->	19-Apr	26-Apr	3-May	10-May	17-May	24-May	31-May	7-Jun	14-Jun	21-Jun	28-Jun	6-Jul	12-Jul
NEW: 0-30 days	442	398	392	374	392	373	413	463	427	449	362	346	370
AGING: 31-60 days	33	66	44	33	14	22	88	29	34	48	148	167	96
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
Total	475	464	436	407	406	395	501	492	461	497	510	513	466
Date of Oldest US Appl Awaiting Initial Review-->	03/14/11	03/24/11	03/29/11	04/06/11	04/14/11	04/21/11	04/27/11	05/02/11	05/10/11	05/13/11	05/24/11	05/24/11	05/26/11
Number of calendar days for US Initial Reviews	37	34	36	35	34	34	35	37	36	40	36	44	48
Date of Oldest IMG Appl Awaiting Initial Review-->	03/15/11	03/28/11	04/04/11	04/11/11	04/18/11	04/25/11	05/02/11	05/09/11	05/13/11	05/20/11	05/27/11	06/03/11	06/08/11
Number of calendar days for IMG Initial Reviews	36	30	30	30	30	30	30	30	33	33	33	34	35
Date of Oldest US Pending Mail Awaiting Review-->	04/13/11	04/20/11	04/27/11	05/04/11	05/11/11	05/18/11	05/25/11	06/01/11	06/08/11	06/13/11	06/22/11	06/29/11	07/06/11
Number of calendar days for US Pending Mail	7	7	7	7	7	7	7	7	7	9	7	8	7
Date of Oldest IMG Pending Mail Awaiting Review-->	04/13/11	04/20/11	04/27/11	05/04/11	05/11/11	05/18/11	05/23/11	05/31/11	06/08/11	06/15/11	06/22/11	06/28/11	07/06/11
Number of calendar days for IMG Pending Mail	7	7	7	7	7	7	9	8	7	7	7	9	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.

LICENSING PROGRAM

Monthly Application Production

Fiscal Year - 2010/2011

2010 - 2011 -->	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	TOTALS
Applications Received													FY 10/11
US/CAN	273	271	355	342	350	364	404	338	362	342	291	181	3873
IMG - License	72	82	48	52	64	76	98	83	69	106	62	58	870
IMG - PTAL	141	128	133	124	65	68	61	61	67	124	98	101	1171
TOTAL	486	481	536	518	479	508	563	482	498	572	451	340	5914
Applications Completed (License & PTAL)													
TOTAL - Licenses Issued	616	396	435	396	406	446	402	433	442	493	384	423	5272
TOTAL - PTAL's Issued	170	138	164	157	143	117	88	79	94	79	89	138	1456
Applications Awaiting Initial Review													
TOTAL	554	605	826	588	598	496	436	577	561	436	501	510	510

Fiscal Year - 2009/2010

2009 - 2010 -->	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTALS
Applications Received													FY 09/10
US/CAN	N/A	N/A	N/A	N/A	*224	236	333	225	212	203	341	151	N/A
IMG - License	N/A	N/A	N/A	N/A	*36	55	80	85	66	63	71	60	N/A
IMG - PTAL	N/A	N/A	N/A	N/A	*42	66	68	65	77	91	120	103	N/A
TOTAL	N/A	N/A	N/A	N/A	*302	357	481	375	355	357	532	314	N/A
Applications Completed (License & PTAL)													
TOTAL - Licenses Issued	463	322	322	318	353	461	446	404	574	479	494	474	5110
TOTAL - PTAL's Issued	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	**42	113	146	N/A
Applications Awaiting Initial Review													
TOTAL	N/A	N/A	N/A	N/A	*1630	1182	930	955	985	1000	684	488	488

Notes: The data used for this report is ran on a weekly basis, therefore, the monthly totals are based on a 4-week period, not exact dates.

The data for the *Inventory Awaiting Initial Review* is obtained from the last week reporting period of the month.

*11/8/09 - Start of production statistics reports.

**4/4/10 - Start of *PTAL's Issued* statistics.