

PERFORMANCE METRICS – 2016

PM1 – COMPLAINT VOLUME

TOTAL NUMBER OF COMPLAINTS RECEIVED – ALL (actionable and non-actionable)

FIRST QUARTER 2016: 36.7 complaints received on average per month.

SECOND QUARTER 2016: 47.7 complaints received on average per month.

THIRD QUARTER 2016: 33.7 complaints received on average per month.

FOURTH QUARTER 2016: 35.7 complaints received on average per month.

PM1.1 – VOLUME- CERTIFICATE HOLDERS

TOTAL NUMBER OF COMPLAINTS RECEIVED AGAINST CERTIFICATE HOLDERS

FIRST QUARTER 2016: 26.7 complaints against certificate holders received on average per month.

SECOND QUARTER 2016: 31 complaints against certificate holders received on average per month.

THIRD QUARTER 2016: 20.3 complaints against certificate holders received on average per month.

FOURTH QUARTER 2016: 20.3 complaints against certificate holders received on average per month.

PM 1.2 – VOLUME – CERTIFICATE HOLDERS – COMPLAINTS FROM LAW ENFORCEMENT

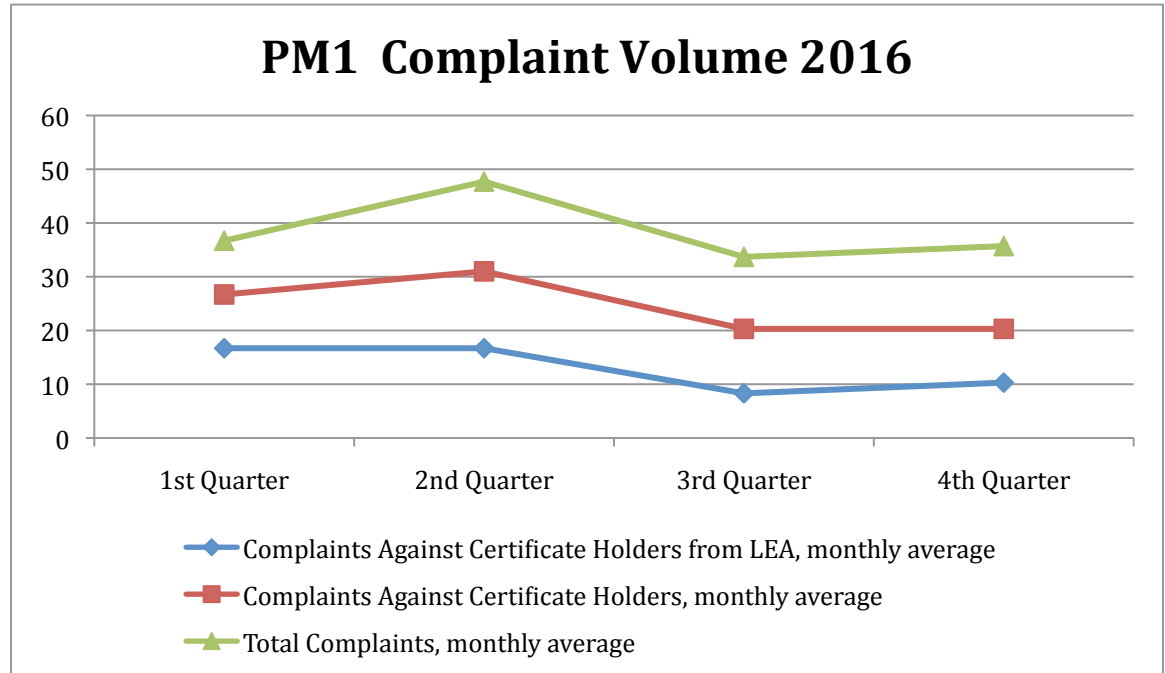
Total number of complaints received (on average per month) against certificate holders from law enforcement agencies or government agencies with the responsibility to regulate massage. Does not include complaints against those who are not certified.

FIRST QUARTER 2016: 16.7 complaints from LEA received against certificate holders on average per month.

SECOND QUARTER 2016: 16.7 complaints from LEA received against certificate holders on average per month.

THIRD QUARTER 2016: 8.3 complaints from LEA received against certificate holders on average per month.

FOURTH QUARTER 2016: 10.3 complaints from LEA received against certificate holders on average per month.



PM2 – INTAKE – ALL COMPLAINTS

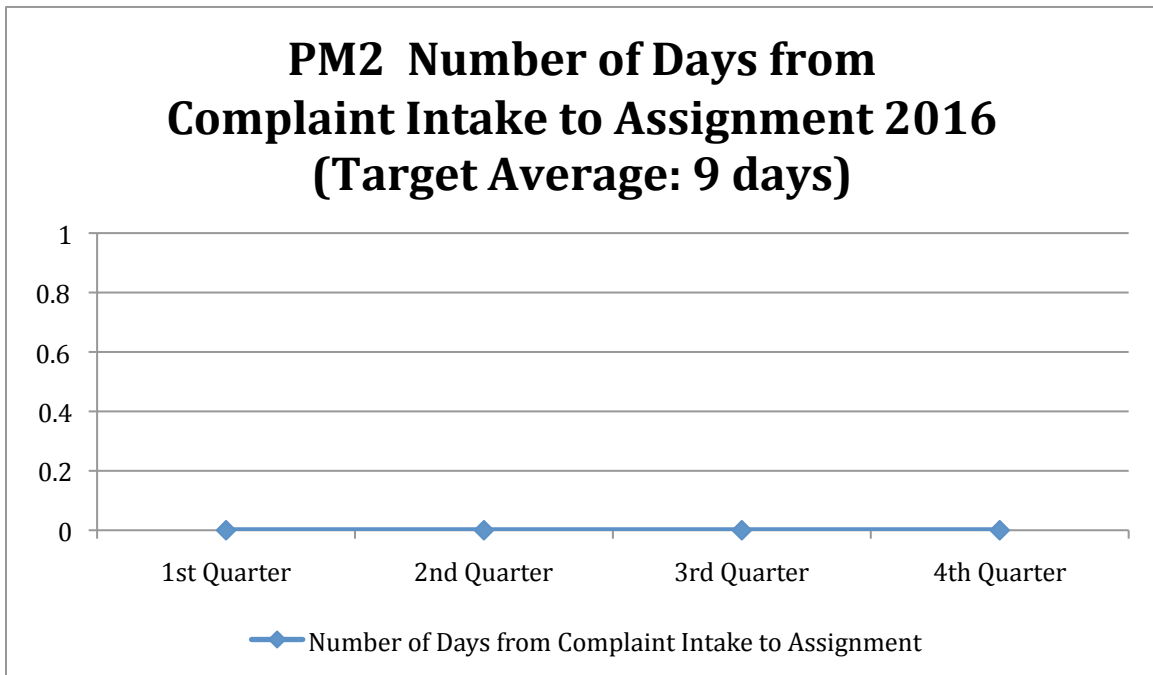
Number of days from when a complaint is received to when it is sent to an investigator. All complaints received are immediately forwarded to an investigator.

FIRST QUARTER 2016: 0 days to assignment

SECOND QUARTER 2016: 0 days to assignment

THIRD QUARTER 2016: 0 days to assignment

FOURTH QUARTER 2016: 0 days to assignment



**PM3 – INTAKE AND INVESTIGATION – INFORMAL RESOLUTION**

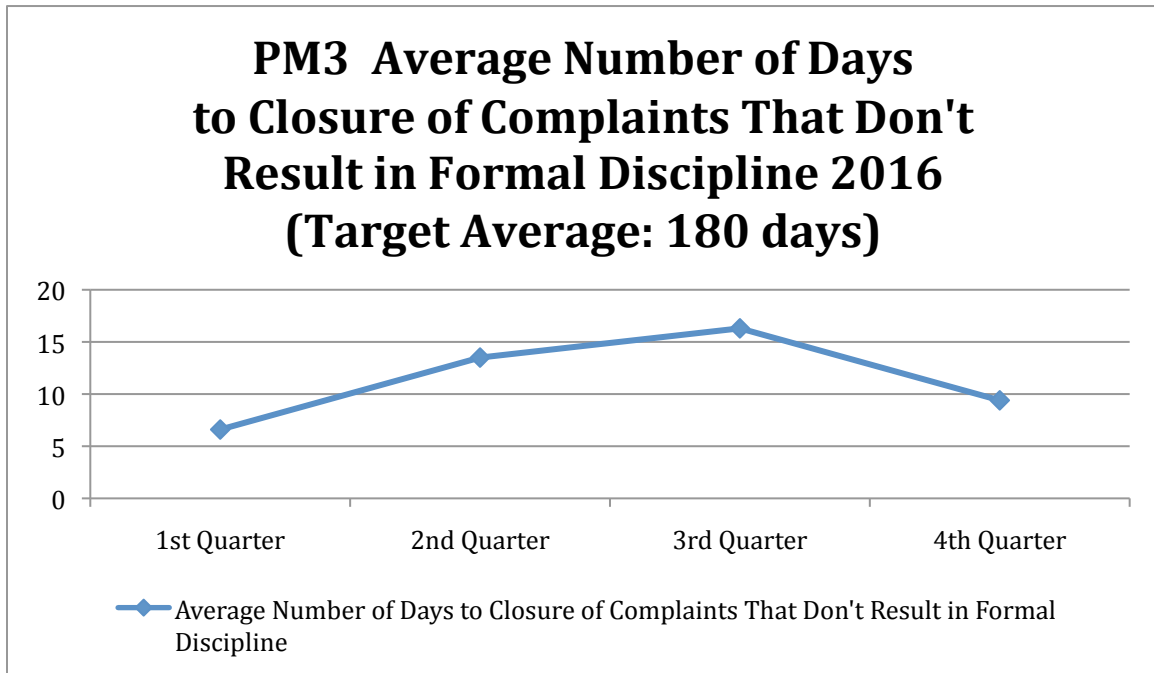
Average time in days from date complaint was received to date complaint was resolved/closure of the investigation process. This number includes ALL complaints, not just those against Certificate Holders, which are resolved prior to being referred to Legal for formal discipline. It does NOT include cases against certificate holders sent to Legal for formal discipline (proposed revocation, suspension, or imposition of probationary conditions).

FIRST QUARTER 2016: 6.6 days is the average number of days to closure.

SECOND QUARTER 2016: 13.5 days is the average number of days to closure.

THIRD QUARTER 2016: 16.3 days is the average number of days to closure.

FOURTH QUARTER 2016: 9.4 days is the average number of days to closure.



**PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS**

Average number of days to complete the entire disciplinary process against certificate holders for cases resulting in formal discipline by CAMTC. Formal discipline includes permanent revocation, revocation, suspension, and imposition of probationary conditions. Average number of days is calculated from date of intake to final date of disciplinary action.

FIRST QUARTER 2016: 118 days is the average number of days from intake to final date of formal discipline.

SECOND QUARTER 2016: 116 days is the average number of days from intake to final date of formal discipline.

THIRD QUARTER 2016: 89 days is the average number of days from intake to final date of formal discipline.

FOURTH QUARTER 2016: 140 days is the average number of days from intake to final date of formal discipline.

