

PERFORMANCE METRICS – 2nd, 3rd, and 4th Quarters, 2015

PM1 – COMPLAINT VOLUME

Total Number of Complaints Received – ALL (actionable and non-actionable) average per month

SECOND QUARTER 2015: 41 total complaints received on average per month.

THIRD QUARTER 2015: 39 total complaints received on average per month.

FOURTH QUARTER 2015: 34 total complaints received on average per month.

PM1.1 – COMPLAINT VOLUME- CERTIFICATE HOLDERS

Total Number of Complaints Received Against Certificate Holders

SECOND QUARTER 2015: 26 complaints received against Certificate Holders on average per month.

THIRD QUARTER 2015: 28 complaints received against Certificate Holders on average per month.

FOURTH QUARTER 2015: 22 complaints received against Certificate Holders on average per month.

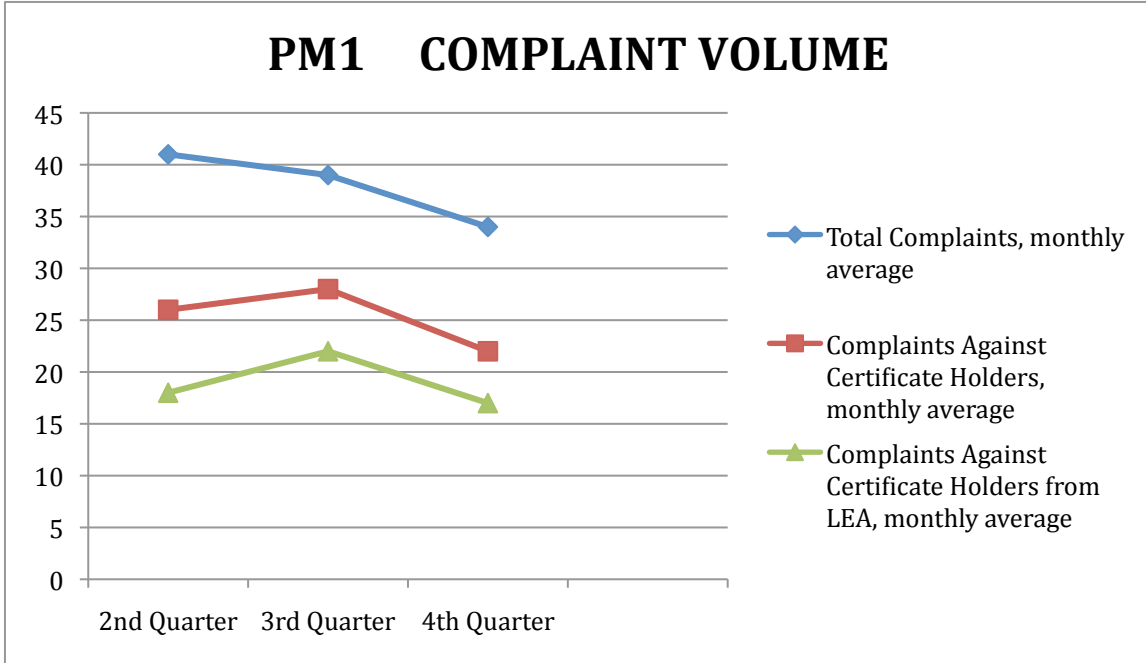
PM 1.2 – COMPLAINT VOLUME – CERTIFICATE HOLDERS – COMPLAINTS FROM LAW ENFORCEMENT

Total number of complaints received 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.

SECOND QUARTER 2015: 18 complaints received from LEA on average per month.

THIRD QUARTER 2015: 22 complaints received from LEA on average per month.

FOURTH QUARTER 2015: 17 complaints received from LEA on average per month.



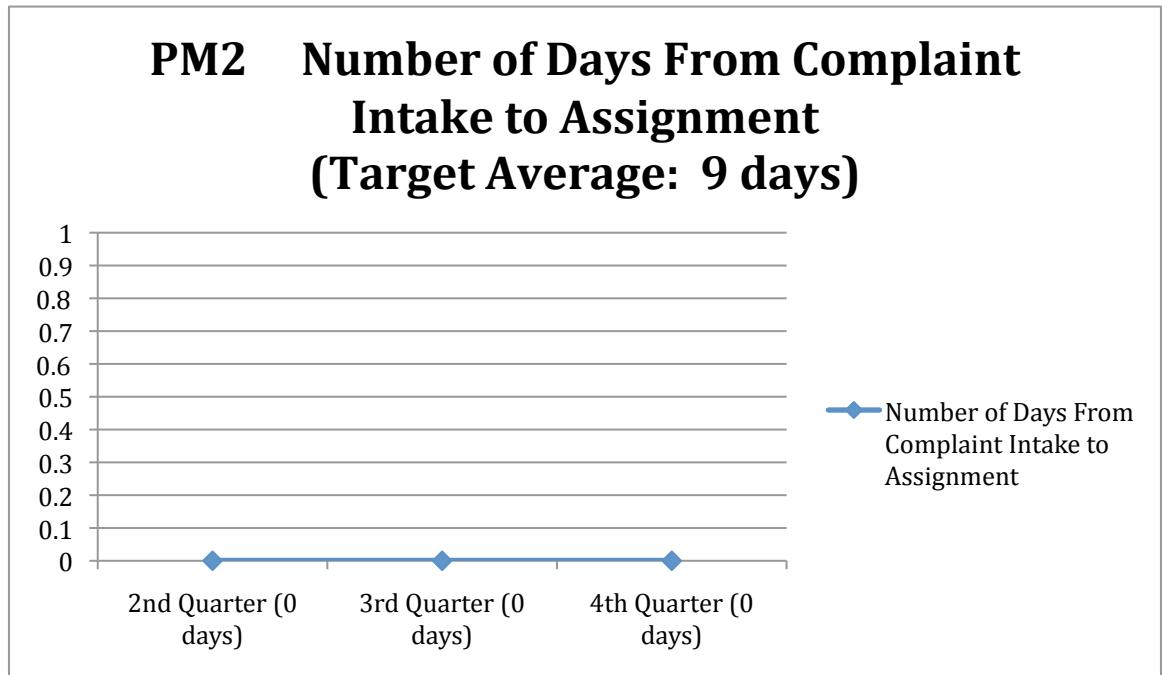
PM2 – INTAKE – ALL COMPLAINTS

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.

SECOND QUARTER 2015: 0 days to assignment

THIRD QUARTER 2015: 0 days to assignment

FOURTH QUARTER 2015: 0 days to assignment



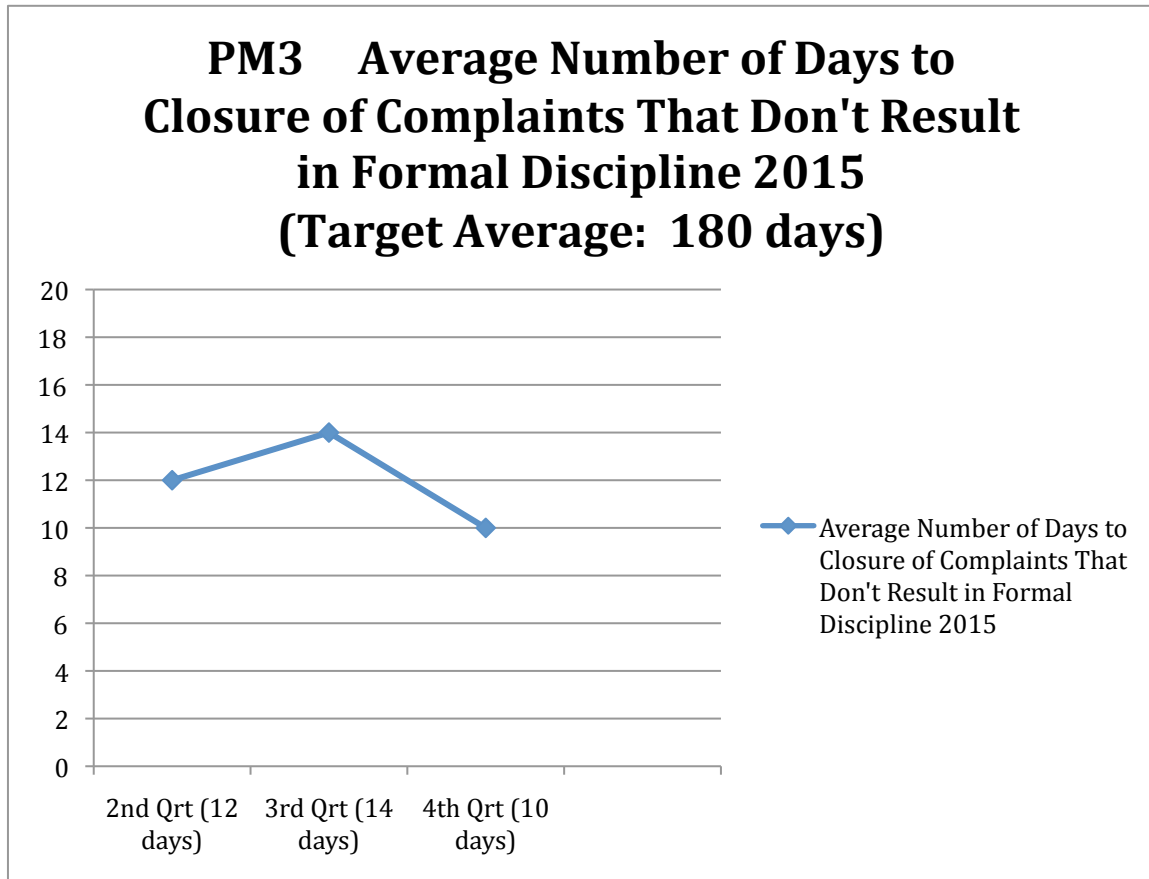
PM3 – COMPLAINT INTAKE AND INVESTIGATION – INFORMAL RESOLUTION

Average time in days from date complaint was received to date complaint was resolved/closure of the investigation process not resulting in formal discipline. 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 (revocation, suspension, or imposition of probationary conditions).

SECOND QUARTER 2015: 12 days is the average number of days to closure.

THIRD QUARTER 2015: 14 days is the average number of days to closure.

FOURTH QUARTER 2015: 10 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. Formal discipline includes permanent revocation, revocation, suspension, and imposition of probationary conditions. Average number of days is calculated from date of intake to the final date of disciplinary action.

SECOND QUARTER 2015: 189 days is the average number of days from intake to final date of formal discipline.

THIRD QUARTER 2015: 117 days is the average number of days from intake to effective date of imposition of formal discipline.

FOURTH QUARTER 2015: 147 days is the average number of days from intake to effective date of imposition of formal discipline.

