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.
PM1  COMPLAINT VOLUME

- Total Complaints, monthly average
- Complaints Against Certificate Holders, monthly average
- Complaints Against Certificate Holders from LEA, monthly average
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

PM2  Number of Days From Complaint Intake to Assignment
(Target Average: 9 days)

Number of Days From Complaint Intake to Assignment

- 2nd Quarter (0 days)
- 3rd Quarter (0 days)
- 4th Quarter (0 days)
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.

**PM4 Average Number of Days to Complete Formal Discipline Against Certificate Holders 2015 (Target Average: 480 days)**

![Graph showing average days to complete formal discipline for each quarter of 2015.](image-url)