

PERFORMANCE METRICS: 3rd and 4th Quarters 2022; 1st and 2nd Quarters 2023

PM1 – VOLUME

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

THIRD QUARTER 2022: 24 complaints received on average per month.

FOURTH QUARTER 2022: 23 complaints received on average per month.

FIRST QUARTER 2023: 41 complaints received on average per month.

SECOND QUARTER 2023: 48 complaints received on average per month.

PM1.1 – VOLUME – CERTIFICATE HOLDERS

TOTAL NUMBER OF COMPLAINTS RECEIVED AGAINST CERTIFICATE HOLDERS

THIRD QUARTER 2022: 13 complaints against certificate holders received on average per month.

FOURTH QUARTER 2022: 10 complaints against certificate holders received on average per month.

FIRST QUARTER 2023: 23 complaints against certificate holders received on average per month.

SECOND QUARTER 2023: 27 complaints against certificate holders received on average per month.

PM 1.2 – 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.

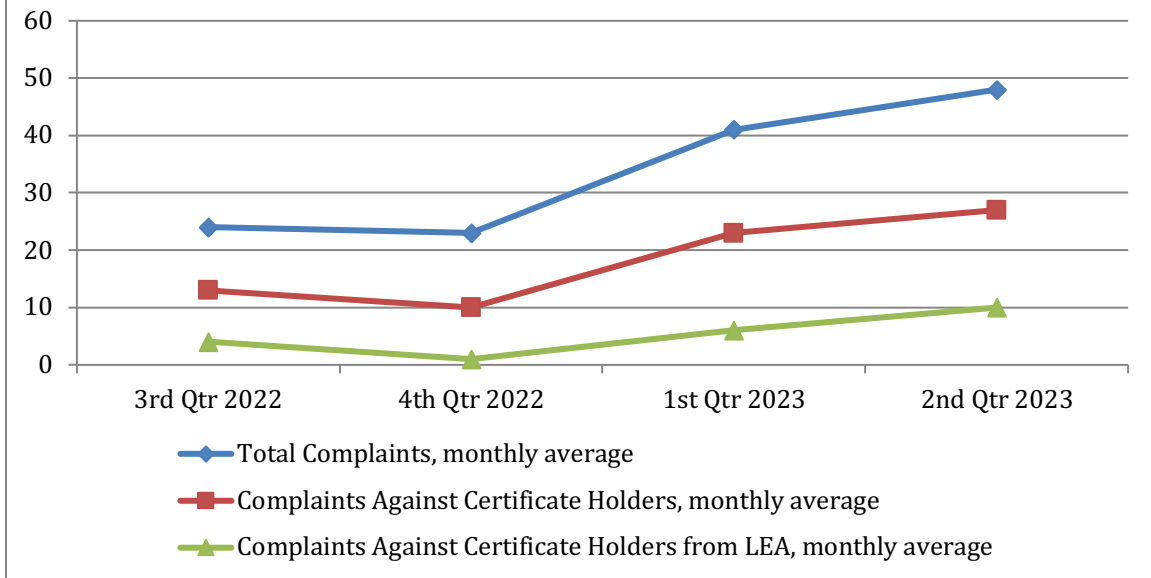
THIRD QUARTER 2022: 4 complaints from LEA received against certificate holders on average per month.

FOURTH QUARTER 2022: 1 complaint from LEA received against certificate holders on average per month.

FIRST QUARTER 2023: 6 complaints from LEA received against certificate holders on average per month.

SECOND QUARTER 2023: 10 complaints from LEA received against certificate holders on average per month.

PM1 Complaint Volume 2022 - 2023



PM2 – INTAKE – ALL COMPLAINTS

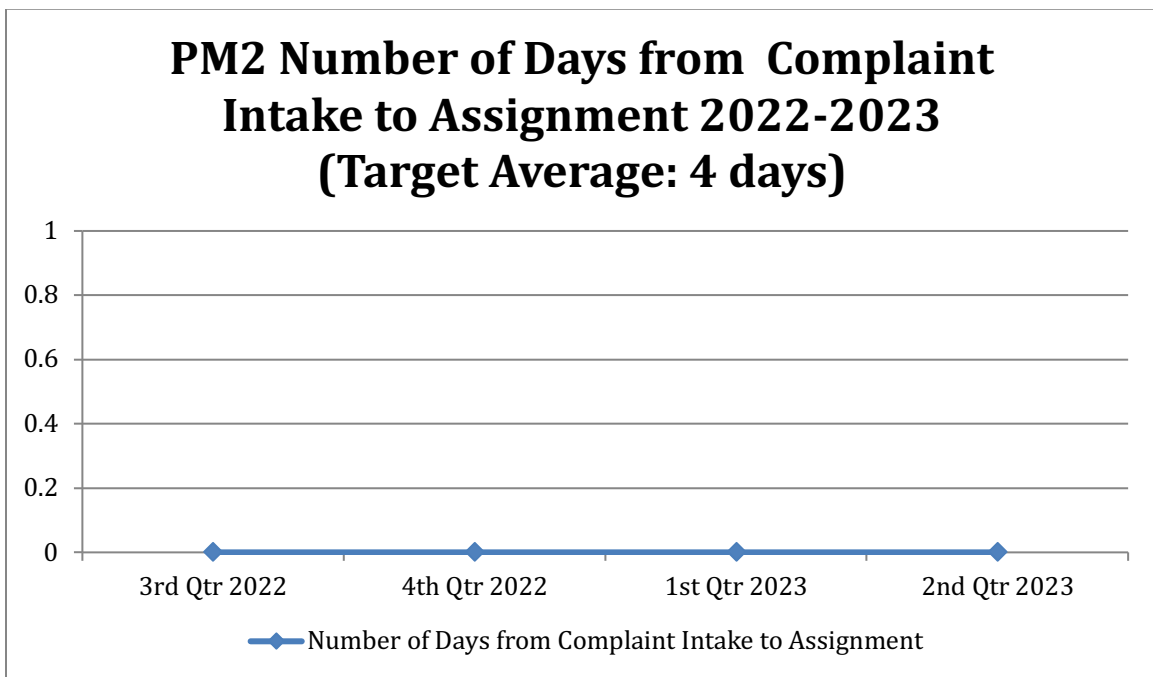
Number of days from when a complaint is received to when it is sent to an investigator. All complaints received are immediately forwarded to an investigator.

THIRD QUARTER 2022: 0 days to assignment.

FOURTH QUARTER 2022: 0 days to assignment.

FIRST QUARTER 2023: 0 days to assignment.

SECOND QUARTER 2023: 0 days to assignment.



PM3 – INTAKE AND INVESTIGATION

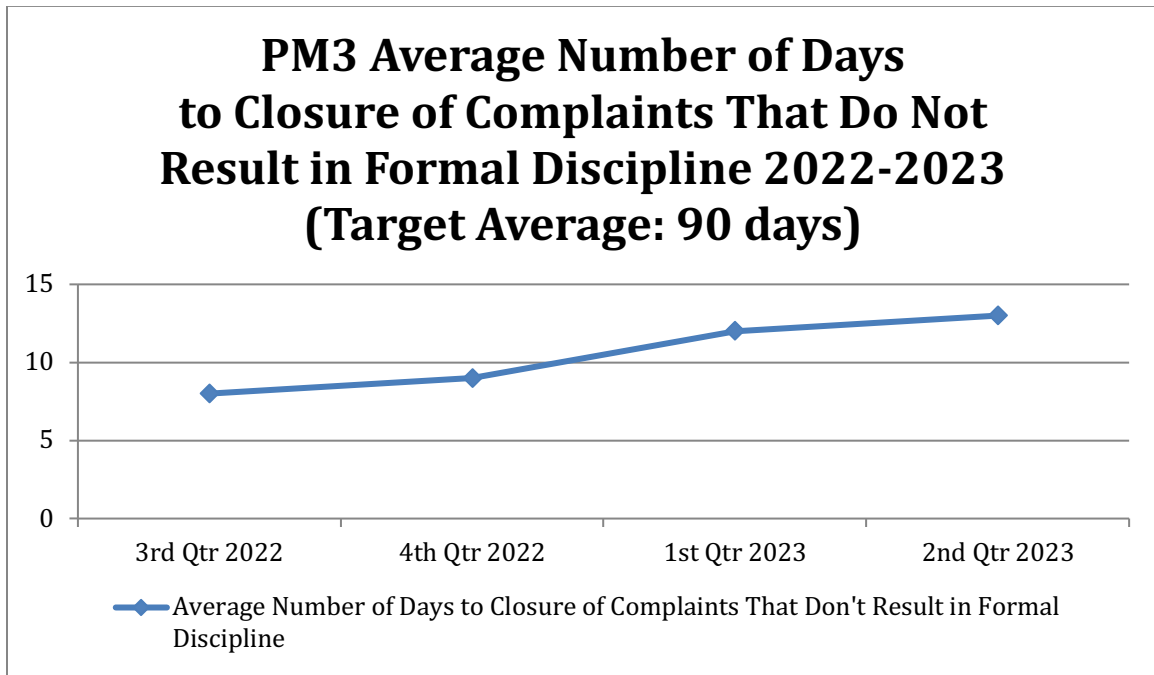
Average time in days from date complaint was received to date complaint was resolved/closure of the investigation process. This number includes ALL complaints, not just those against Certificate Holders, which are resolved prior to being referred to Legal for formal discipline. It does NOT include cases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

THIRD QUARTER 2022 (36 complaints resolved): 8 days is the average number of days to closure.

FOURTH QUARTER 2022 (36 complaints resolved): 9 days is the average number of days to closure.

FIRST QUARTER 2023 (66 complaints resolved): 12 days is the average number of days to closure.

SECOND QUARTER 2023 (143 complaints resolved): 13 days is the average number of days to closure.



PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS

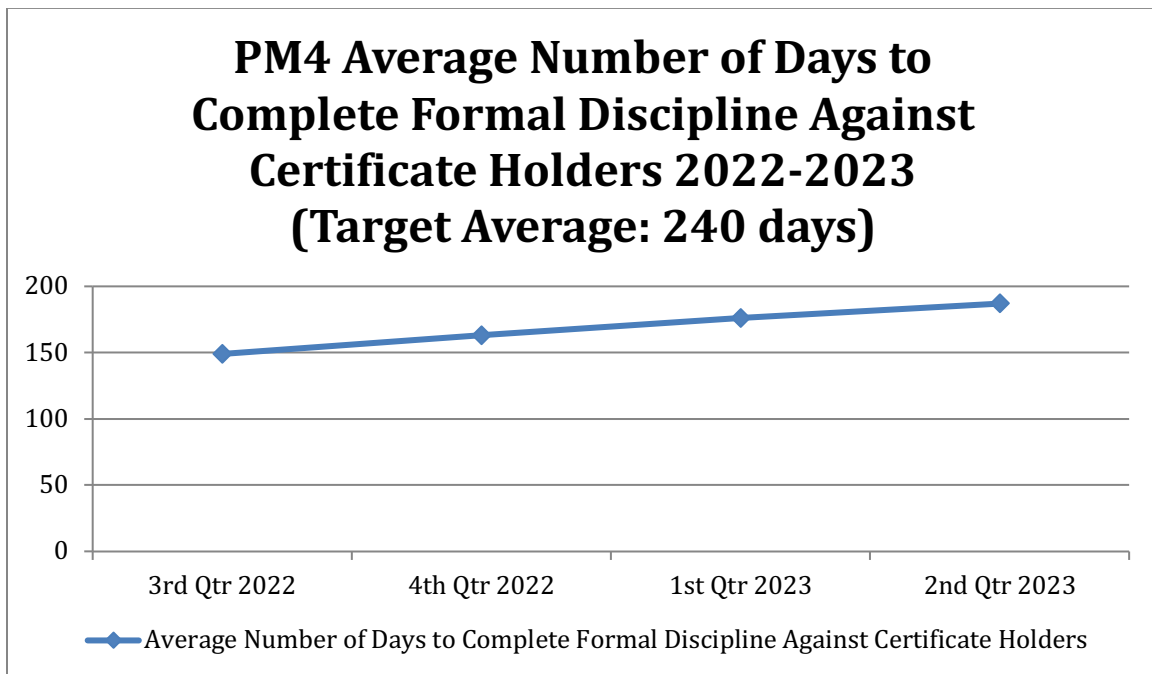
Average number of days to complete the entire disciplinary process against certificate holders for cases resulting in formal discipline by CAMTC. Formal discipline includes permanent revocation, revocation, suspension, and imposition of probationary conditions. Average number of days is calculated from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

THIRD QUARTER 2022 (50 actions): 149 days is the average number of days from intake to final date of formal discipline.

FOURTH QUARTER 2022 (56 actions): 163 days is the average number of days from intake to final date of formal discipline.

FIRST QUARTER 2023 (62 actions): 176 days is the average number of days from intake to final date of formal discipline.

SECOND QUARTER 2023 (51 actions): 187 days is the average number of days from intake to final date of formal discipline.



SUMMARY OF PM4 FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS (4 Years)

This chart represents the quarterly PM4 numbers for the last four years.

PM4 is the 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.

