

PERFORMANCE METRICS: 2nd, 3rd, and 4th Quarters, 2023; 1st Quarter, 2024

PM1 – VOLUME

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

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

THIRD QUARTER 2023: 35 complaints received on average per month.

FOURTH QUARTER 2023: 38 complaints received on average per month.

FIRST QUARTER 2024: 41 complaints received on average per month.

PM1.1 – VOLUME – CERTIFICATE HOLDERS

TOTAL NUMBER OF COMPLAINTS RECEIVED AGAINST CERTIFICATE HOLDERS

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

THIRD QUARTER 2023: 24 complaints against certificate holders received on average per month.

FOURTH QUARTER 2023: 24 complaints against certificate holders received on average per month.

FIRST QUARTER 2024: 20 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.

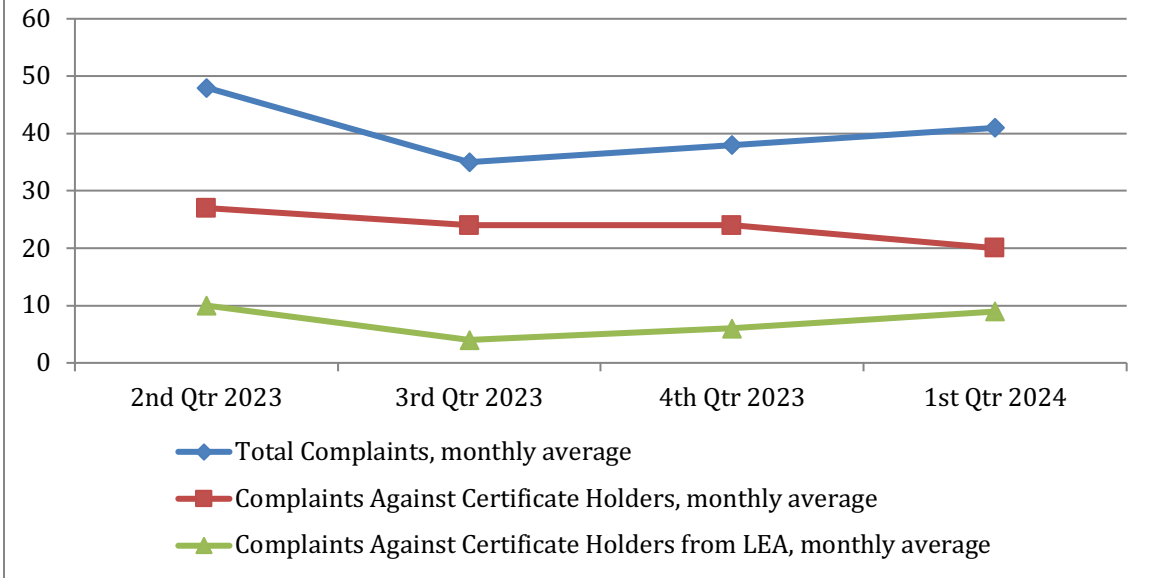
SECOND QUARTER 2023: 10 complaints from LEA received against certificate holders on average per month.

THIRD QUARTER 2023: 4 complaints from LEA received against certificate holders on average per month.

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

FIRST QUARTER 2024: 9 complaints from LEA received against certificate holders on average per month.

PM1 Complaint Volume 2023-2024



PM2 – INTAKE – ALL COMPLAINTS

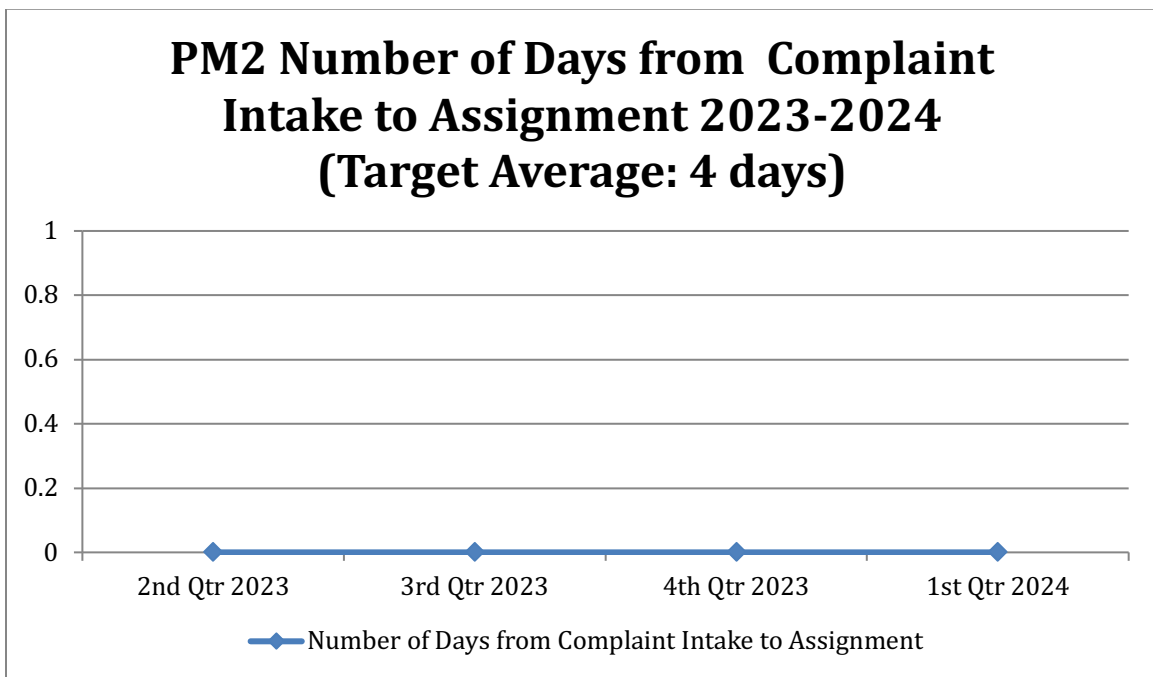
Number of days from when a complaint is received to when it is sent to an investigator. All complaints received are immediately forwarded to an investigator.

SECOND QUARTER 2023: 0 days to assignment.

THIRD QUARTER 2023: 0 days to assignment.

FOURTH QUARTER 2023: 0 days to assignment.

FIRST QUARTER 2024: 0 days to assignment.



PM3 – INTAKE AND INVESTIGATION

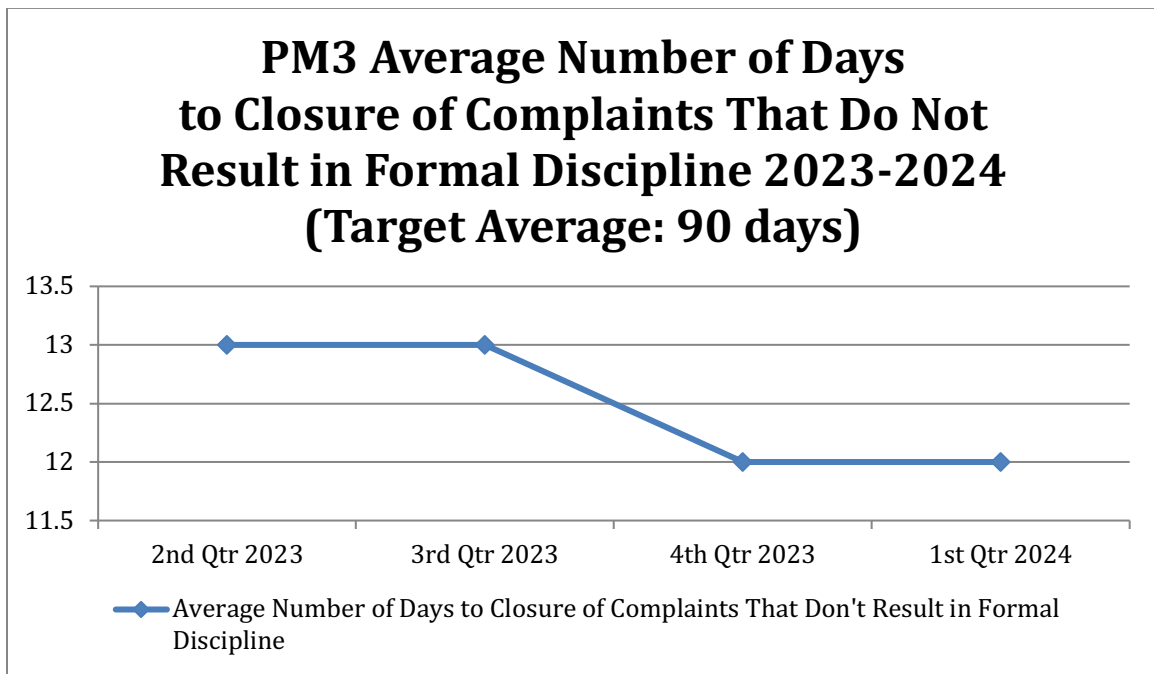
Average time in days from date complaint was received to date complaint was resolved/closure of the investigation process. This number includes ALL complaints, not just those against Certificate Holders, which are resolved prior to being referred to Legal for formal discipline. It does NOT include cases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

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

THIRD QUARTER 2023 (45 complaints resolved): 13 days is the average number of days to closure.

FOURTH QUARTER 2023 (61 complaints resolved): 12 days is the average number of days to closure.

FIRST QUARTER 2024 (69 complaints resolved): 12 days is the average number of days to closure.



PM4 – FORMAL DISCIPLINE AGAINST CERTIFICATE HOLDERS

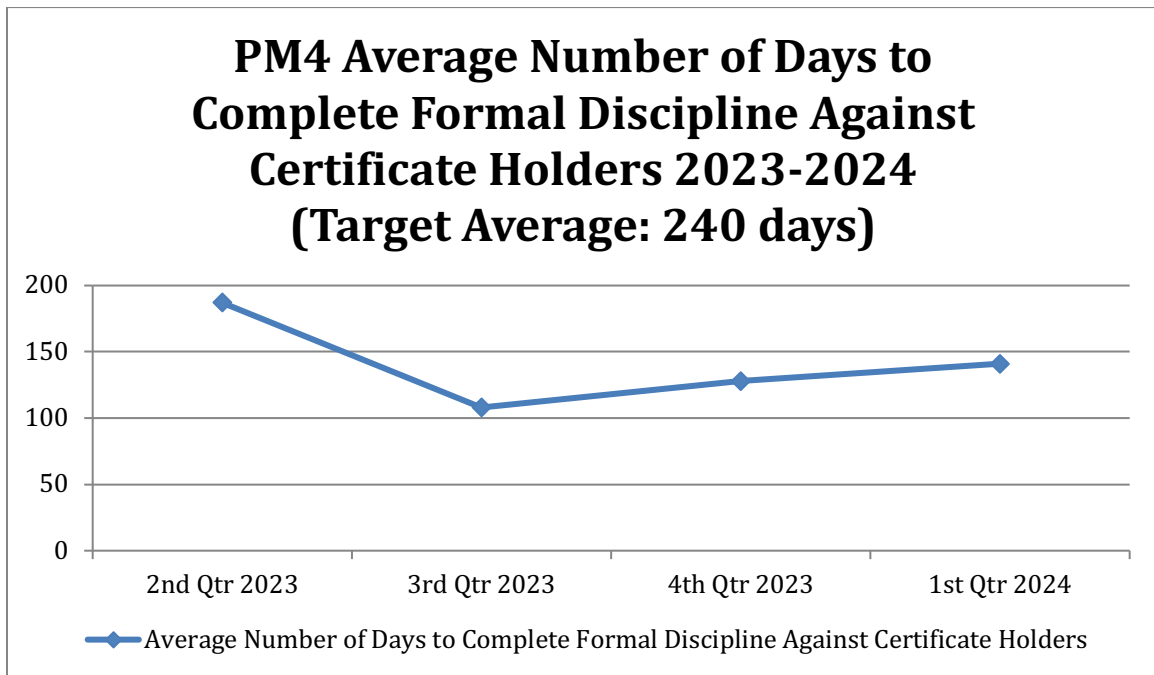
Average number of days to complete the entire disciplinary process against certificate holders for cases resulting in formal discipline by CAMTC. Formal discipline includes permanent revocation, revocation, suspension, and imposition of probationary conditions. Average number of days is calculated from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

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

THIRD QUARTER 2023 (63 actions): 108 days is the average number of days from intake to final date of formal discipline.

FOURTH QUARTER 2023 (62 actions): 128 days is the average number of days from intake to final date of formal discipline.

FIRST QUARTER 2024 (71 actions): 141 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.

