This report provides statistical information relating to various aspects of the Board's business processes.

LICENSING

| Applications Cashiered | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Establishments | 1,795 | 1,606 | 1,640 | 2,045 |
| Barber | 794 | 689 | 716 | 763 |
| Barber Apprentice | 156 | 111 | 163 | 140 |
| Cosmetologist | 3,450 | 3,170 | 2,559 | 2,945 |
| Cosmetologist Apprentice | 164 | 172 | 148 | 220 |
| Electrolgist | 13 | 11 | 14 | 16 |
| Manicurist | 1,908 | 1,754 | 1,492 | 1,992 |
| Esthetician | 1,365 | $\mathbf{1 , 3 7 4}$ | $\mathbf{7 , 8 7 5}$ | $\mathbf{9 , 6 6 5}$ |
| TOTAL | $\mathbf{9 , 6 4 5}$ |  |  |  |


| Licenses Issued | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Establishments | 1,706 | 1,648 | 1,618 | 1,859 |
| Barber | 558 | 411 | 426 | 534 |
| Barber Apprentice | 118 | 119 | 147 | 111 |
| Cosmetologist | 2,998 | 2,831 | 2,288 | 2,371 |
| Cosmetologist Apprentice | 147 | 166 | 5 | 157 |
| Electrolgist | 5 | 9 | 1,388 | 16 |
| Manicurist | 1,602 | 1,613 | 1,026 | 1,560 |
| Esthetician | $\mathbf{1 , 2 8 8}$ | $\mathbf{7 , 1 6 9}$ | $\mathbf{7 , 0 3 2}$ | $\mathbf{7 , 6 8 0}$ |
| TOTAL | $\mathbf{8 , 4 2 2}$ |  |  |  |


| Practical | 1st Quarter |  |  | 2nd Quarter |  |  | 3rd Quarter |  | 4th Quarter |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Examinations | $07 / 01 / 15-09 / 30 / 15$ |  | $10 / 01 / 15-12 / 31 / 15$ |  | $1 / 1 / 16-3 / 31 / 16$ |  | $4 / 1 / 16-6 / 30 / 16$ |  |  |  |  |  |
|  | P | F | Total | P | F | Total | P | F | Total | P | F | Total |
| Barber | 536 | 93 | 629 | 547 | 96 | 643 | 588 | 93 | 681 | 689 | 166 | 855 |
| Cosmetologist | 2,852 | 524 | 3,376 | 2,803 | 408 | 3,211 | 2,376 | 423 | 2,799 | 2,505 | 444 | 2,949 |
| Electrolgist | 1 | 0 | 1 | 14 | 0 | 14 | 7 | 0 | 7 | 18 | 1 | 19 |
| Esthetician | 1,253 | 218 | 1,471 | 1,292 | 47 | 1,339 | 1,126 | 48 | 1,174 | 1,241 | 129 | 1,370 |
| Manicurist | 1,572 | 655 | 2,227 | 1,746 | 314 | 2,060 | 1,618 | 352 | 1,970 | 1,864 | 310 | 2,174 |
| TOTAL | $\mathbf{6 , 2 1 4}$ | $\mathbf{1 , 4 9 0}$ | $\mathbf{7 , 7 0 4}$ | $\mathbf{6 , 4 0 2}$ | $\mathbf{8 6 5}$ | $\mathbf{7 , 2 6 7}$ | $\mathbf{5 , 7 1 5}$ | $\mathbf{9 1 6}$ | $\mathbf{6 , 6 3 1}$ | $\mathbf{6 , 3 1 7}$ | $\mathbf{1 , 0 5 0}$ | $\mathbf{7 , 3 6 7}$ |


| Written | First Quarter |  | Second Quarter |  |  | Third Quarter |  | Fourth Quarter |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Examinations | $07 / 01 / 15-09 / 30 / 15$ |  | $10 / 01 / 15-12 / 31 / 15$ |  | $1 / 1 / 16-3 / 31 / 16$ |  | $4 / 1 / 16-6 / 30 / 16$ |  |  |  |  |  |
|  | P | F | Total | P | F | Total | P | F | Total | P | F | Total |
| Barber | 508 | 232 | 740 | 412 | 367 | 779 | 413 | 479 | 892 | 529 | 538 | 1,067 |
| Cosmetologist | 2,745 | 811 | 3,556 | 2,620 | 769 | 3,389 | 2,261 | 763 | 3,024 | 2,167 | 687 | 2,854 |
| Electrolgist | 4 | 1 | 5 | 9 | 3 | 12 | 5 | 5 | 10 | 16 | 2 | 18 |
| Esthetician | 1,256 | 145 | 1,401 | 1,021 | 215 | 1,236 | 1,056 | 284 | 1,340 | 1,034 | 309 | 1,343 |
| Manicurist | 1,569 | 315 | 1,884 | 1,327 | 526 | 1,853 | 1,403 | 628 | 2,031 | 1,461 | 596 | 2,057 |
| TOTAL | $\mathbf{6 , 0 8 2}$ | $\mathbf{1 , 5 0 4}$ | $\mathbf{7 , 5 8 6}$ | $\mathbf{5 , 3 8 9}$ | $\mathbf{1 , 8 8 0}$ | $\mathbf{7 , 2 6 9}$ | $\mathbf{5 , 1 3 8}$ | $\mathbf{2 , 1 5 9}$ | $\mathbf{7 , 2 9 7}$ | $\mathbf{5 , 2 0 7}$ | $\mathbf{2 , 1 3 2}$ | $\mathbf{7 , 3 3 9}$ |

## ENFORCEMENT

| Complaints | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15^{*}$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Received | 1,058 | 913 | 1,025 | 941 |
| Closed | 1,011 | 822 | 958 | 1,073 |
| Pending | 1,014 | 1,109 | 1,153 | 1,002 |


| Average Days to Close a <br> Case | 77 | 101 | 124 | 108 |
| :--- | :---: | :---: | :---: | :---: |


| Attorney General | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Referred | 4 | 15 | 13 | 58 |
| Accusations Filed | 9 | 9 | 8 | 9 |
| Statement of Issues Filed | 0 | 2 | 1 | 1 |
| Pending | 54 | 60 | 64 | 106 |


| Enforcement Actions | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| License Denied | 0 | 0 | 0 | 0 |
| Revoked | 3 | 7 | 3 | 4 |
| Revoke, Stay, Probation | 0 | 0 | 0 | 0 |
| Revoke, Stay, <br> Suspend/Probation | 9 | 9 | 4 | 18 |
| Immediate <br> Suspension/Probation | 3 | 3 | 2 | 2 |
| Active Probation | 122 | 132 | 135 | 131 |

INSPECTIONS AND CITATIONS

| Citations | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Establishments | 2,605 | 2,514 | 2,430 | 2,895 |
| Barber | 243 | 167 | 193 | 253 |
| Barber Apprentice | 16 | 15 | 20 | 18 |
| Cosmetologist | 976 | 856 | 859 | 1060 |
| Cosmetologist Apprentice | 7 | 15 | 22 | 21 |
| Electrologist | 2 | 1 | 0 | 1 |
| Electrologist Apprentice | 0 | 0 | 0 | 0 |
| Manicurist | 629 | 673 | 766 | 104 |
| Esthetician | 72 | 84 | 134 | 112 |
| Unlicensed Establishment | 85 | 60 | 190 | 132 |
| Unlicensed Individual | 135 | 108 | 4,718 | 184 |
| TOTAL | 4,770 | 4,493 | 5,525 |  |


| Inspections | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Inspections Conducted | 3,557 | 2,986 | 3,945 | 3,858 |
| TOTAL | 3,557 | 2,986 | 3,945 | 3,858 |

DISCIPLINARY REVIEW

| Appeal Hearings | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 15-09 / 30 / 15$ | $10 / 01 / 15-12 / 31 / 15$ | $1 / 1 / 16-3 / 31 / 16$ | $4 / 1 / 16-6 / 30 / 16$ |
| Heard | 537 | 491 | 491 | 435 |
| Received | 481 | 529 | 454 | 575 |
| Pending | 539 | 543 | 457 | 572 |

