

Smock TALK



The New BBC

As we look towards the end of the summer, we start to prepare for new beginnings. If you have children in school, the end of summer is the time to start planning for the upcoming school year. Here at Board of Barbering and Cosmetology (BBC), we have a few end-of-summer plans as well. We are planning to refocus our efforts and become a “new” BBC. What does this mean? It means we will be working on improving communication, improving customer service, and improving on the main goal of the BBC, which, of course, is to protect consumers.

Our goal is to serve the people of California. We do this most importantly by protecting consumers. However, *how* we do this is equally important. Over the next several months we will be working on ways to improve communication. To do this, we will be looking at increasing language access to California licensees and consumers. This will include a plan to translate all Board information into additional language types. It will also include keeping our Web site, www.barbercosmo.ca.gov, up-to-date with industry news and pertinent health and safety information. We have something special designed for you salon owners — look for its debut in the

(continued on page 3)



2420 DEL PASO ROAD, SUITE 100
SACRAMENTO CA 95834

www.barbercosmo.ca.gov

800-952-5210

#SafeSandalSeason

Warm weather means it's sandal season. But, before your next trip to the nail salon for that pedicure, keep in mind that being a vigilant consumer can make a difference in maintaining your health and wellness.

Manicurists and cosmetologists are licensed and regulated in California by the Board of Barbering and Cosmetology (BBC). The Board works hard to ensure that manicurists and cosmetologists follow State law and established infection control standards, and wants every Californian to have a safe sandal season! With that in mind, here are some tips to remember when you are considering getting a pedicure:

BEFORE YOUR PEDI

Resist the urge to shave your legs before your pedicure appointment. Shaving makes you more susceptible to nicks and cuts, which are gateways for bacteria. Wait at least 24 hours after shaving before getting a pedicure. If you have any broken skin or any type of lesions on your legs — DO NOT GET A PEDICURE. Bacteria and infection can spread and it's simply not worth the risk.

SHOP SENSE

In deciding which salon you will frequent, there are a few things to consider. Make sure the salon is well-ventilated. Nail products often exude strong odors and can irritate your eyes, skin, and lungs. So give your body a break and make sure the salon has plenty of clean, fresh air circulating throughout. Take a good, long look around — is the salon clean, free of trash and set up with sanitized tools that are placed in a container that is labeled “clean”? If not, go to another shop. You deserve a clean environment. On a practical side, you will want to make sure that both the establishment and your manicurists are licensed by the Board. Each manicurist's license should be posted in plain view at his or her primary workstation. If you don't

(continued on page 4)

Meet Our Newest Board Members

Three new members have been appointed to the California State Board of Barbering and Cosmetology (BBC) by Governor Brown.

The new Board members are:

ANDREW DRABKIN

Andrew Drabkin of Sacramento. Mr. Drabkin, who was appointed as a public member of the Board, has been Information Technology Director for the California Democratic Party since 2010. He previously was the party's Deputy IT Director from 2006 to 2010. He also worked for Phil Giarrizzo Campaign Consulting from 1999 to 2006.

DR. KARI WILLIAMS

Dr. Kari Williams of Los Angeles. Dr. Williams, who was appointed as one of the Board's industry members, has been the owner of the Mahogany Hair Revolution Salon and Trichology Clinic since 2007. She was a hair stylist at Eclectic Salon from 2006 to 2007. She holds a doctorate in trichology from the Élan Center for Trichology.

MARY LOU AMARO

Mary Lou Amaro of Clovis. Ms. Amaro was appointed to the Board as an industry member. Ms. Amaro has been the owner of Mary Lou's Beauty Shop since 1977. She served as president of the California Cosmetology Association from 2010 to 2012.

The new members, whose terms expire on January 1, 2017, join BBC President and industry member Joseph Federico; Wen Ling Cheng, Vice President of the Board and a public member; public members Bobbie Anderson and Richard Hedges; and Christie Truc Tran, an industry member. There is still a vacancy for one public member.

Under the Business and Professions Code, the Governor appoints three of the public members and the four industry members on the nine-member Board. The Senate Committee on Rules and the Speaker of the Assembly each appoint one public member.



A Special Invitation for You



The Board of Barbering and Cosmetology cordially invites you to join us at any one of our Board meetings*. Be a part in shaping the development of your industry.

2013 Tentative Board Meeting Dates and Locations

October 21, 2013 - San Diego, CA

2014 Tentative Board Meeting Dates and Locations

January 24, 2014 - Reinstatement Hearing - Long Beach, CA

January 25, 2014 - Board Meeting - Long Beach, CA

April 28, 2014 - Board Meeting - Sacramento, CA

July 28, 2014 - Sacramento, CA

July 29, 2014 - Reinstatement Hearing - Sacramento, CA

October 20, 2014 - Ontario, CA

*Dates and locations are subject to change. Please visit www.barbercosmo.ca.gov/about_us/meetings/index.shtml for current meeting dates and locations.

The New BBC (continued from page 1)

upcoming months. If you haven't visited our site recently, you may want to check us out.

The "new" BBC will also mean improved customer service. A primary goal for our staff is to focus on being customer service superstars in communicating with consumers, licensees, and our colleagues. Improving our customer service will help build solid relationships and ensure that the intent of the BBC is being understood.

So, as we say goodbye to another summer, the BBC is turning over a new leaf. With fresh new goals and a solid action plan, we will continue to provide the best possible customer service, which we all deserve.

Respectfully,

KRISTY UNDERWOOD, *Executive Officer*
Board of Barbering and Cosmetology

#SAFESANDALSEASON (continued from page 1)

see it, ask! If the manicurist isn't licensed, excuse yourself and head out the door. Being licensed with BBC ensures you that the manicurist has received extensive training in infection control and sanitation, and has passed a State Board exam showing minimal competency. You deserve this peace of mind.

WHILE AT THE SALON

In October 2000, county health officials in California received complaints about a large outbreak of skin boils from customers who soaked their feet in foot spas as part of their pedicure service. It was determined that the boils were caused by contaminated whirlpool foot spas that had not been properly cleaned. Be a smart consumer by asking your manicurist how the foot spas are cleaned. Ask to see their pedicure cleaning log. If he or she hesitates or refuses, take your business elsewhere. Each foot spa should have its own log. Look to see if the foot spa has been recently cleaned after the last client, at the end of the day, and at the end of each week. It is State law that licensees record their cleaning activity and make these logs available for viewing to their clients.

One very effective means of infection control is hand washing. The Board requires all licensees to wash

their hands prior to working on a client. If you don't see your manicurist wash his or her hands, it's OK to ask them to do so. Remember, it's your health you are protecting.

You should never allow anyone to reuse nondisinfected items such as nail files, buffers, sand bands or foot scrubbers on you. State law mandates that these items are to be discarded immediately after use. You should request a new item if a manicurist tries to "recycle" an old item on you. That is what you are paying for!

When dealing with calluses, California manicurists are not allowed to use any razor-type tools — including the "Ped Egg" and credo blade — to remove them. The manicurist can smooth your callus but not completely remove it. Removal of any callus should be handled by a licensed medical professional.

Remember, if you see something not quite right — *say something* — first to your manicurist and then to the salon owner. If there is no resolution, say something to the Board by calling (800) 952-5210 or visit the Board's Web site at www.BarberCosmo.ca.gov.

The Board of Barbering and Cosmetology wishes you a healthy, safe sandal season!

Calling All Future Professionals

Get your questions answered at the Board's "meet and greet" event

Representatives from the Board of Barbering and Cosmetology (BBC) will be on hand to talk to individuals about the Board on a one-on-one basis at the Department of Consumer Affairs' headquarters on the following date:

SEPTEMBER 23, 2013 | NOON – 3 P.M.
1625 North Market Blvd., First Floor Hearing Room
Sacramento, CA 95834

You are cordially invited to come learn about the Board! No appointment is necessary; just come on in anytime during the three-hour period.

For more information, call BBC at (916) 575-7100.

The Many Facets of Enforcement

Multi-entity cooperation and licensee education coupled with diligent discipline protect public and boost industry image

One of the Board of Barbering and Cosmetology's (BBC) most important functions is to ensure that the laws and regulations of the State of California are followed by licensees.

These rules are specifically designed to protect the health and safety of customers. Section 7303.1 of the Barbering and Cosmetology Act states that "protection of the public shall be the highest priority for (the Board) in exercising its licensing, regulatory, and disciplinary functions."

The standards set forth in the Board's regulations also serve to boost the public's confidence in the Board's licensees, thereby elevating the professions that comprise the beauty industry.

While the primary purpose of the Enforcement Unit is to protect California's consumers, the Board would rather educate than cite and fine. Which is why in recent years it has lowered most of the fines for first offenses. A first offense should not be viewed as punishment but as an opportunity for the licensee to fix a deficiency he or she might not be aware of.

BBC's Enforcement Unit opens complaint cases submitted by consumers and other agencies as well as Board staff. To ensure the health and safety of the consumer, all cases are investigated. Investigations may include an inspection of the establishment, requests for additional information from the consumer or licensee, requests for assistance by the Division of Investigation, or requests for an expert's opinion. Complaint cases are closed after the investigation has revealed insufficient evidence to proceed, compliance with the Board's rules and regulations has been demonstrated, or disciplinary action has been taken against the licensee.

The Enforcement Unit also processes requests for appeals to an administrative law judge from cases that were heard by the Board's Disciplinary Review Committee. Complaints regarding the health and safety of barbering and cosmetology schools are processed by the Enforcement Unit's designated schools analyst. In an effort to ensure barbering and cosmetology apprentices are properly trained in their chosen profession and taught proper health and safety standards, the Enforcement Unit is working with the California Department of Labor Relations Division of Apprenticeship Standards, local education agencies, and apprenticeship program sponsors.

If you

See Something
Say Something

www.BarberCosmo.ca.gov

Working Together to Combat Unlicensed Activity

New 'See Something, Say Something' campaign allows public and State officials to join forces

One of the most serious violations under the Board of Barbering and Cosmetology's (BBC) laws and regulations is operating an establishment or providing services for compensation without a license.

No question about it: Unlicensed activity is bad news, and not just for the unlicensed individual, who faces stiff fines if he or she is caught. It's a violation that presents a danger to the public and to other businesses.

With more than 40,000 licensed establishments, the Board needs the public's help to identify shops and employees who are not playing by the rules.

- One of the best things consumers can do to protect themselves from unlicensed activity is to check a business or individual's license in advance. This can be done by visiting the BBC's Web site at **www.barbercosmo.ca.gov**.
- Recently, the Board launched its "See Something, Say Something" campaign. The effort encourages patrons who enter a salon and don't see an establishment license posted conspicuously in the reception area to say something and contact the Board.
- If you sit down at a work station and the employee's license isn't conspicuously displayed, say something and contact the Board.

And, of course, whenever you run into unlicensed activity, whether in the form of an unlicensed shop or individual, or a licensed shop in which unlicensed individuals are working, take your business elsewhere.

And remember: Unlicensed activity can be reported online at **www.barbercosmo.ca.gov/enforcement/complaint.shtml**.

Industry Bulletins

Licensee in Charge of Establishment 3/20/2013

The Board of Barbering and Cosmetology (Board) would like to inform its licensees that an owner of a salon or barbershop who holds an establishment license is a licensee qualified to be in charge of an establishment pursuant to Business and Professions Code section 7348 despite not personally holding either a barber, cosmetology, manicurist, esthetic, or electrolysis license.

Business and Professions Code section 7348 states:

“An establishment shall at all times be in the charge of a person licensed pursuant to this chapter except an apprentice.”

Therefore, all establishments must have a licensee in charge. The licensee in charge can be an establishment owner, cosmetologist, barber, esthetician, manicurist, or an electrologist.

Unlicensed Mobile Activity 6/4/2013

It has come to the attention of the Board of Barbering and Cosmetology (Board) that a new trend is developing within our industry. Recent advertisements in popular industry magazines have been promoting the idea of performing beauty services at a client's home, office, hotel or other such venue, for compensation. The Board would like to remind its licensees that under California law all acts of barbering, cosmetology (including nail and skin care), and electrolysis services must be performed in a licensed establishment. Therefore, it is not acceptable to provide any type of service regulated by the Board in a client's residence, hotel, business location or any such similar venue. If you are performing services outside a licensed establishment, you are engaging in unlicensed activity.

Business and Professions Code section 7317 states:

“Except as provided in this article, it is unlawful for any person, firm, or corporation to engage in barbering, cosmetology, or electrolysis for compensation without a valid, unexpired license issued by the board, or in an establishment or mobile unit other than one licensed by the board, or conduct or operate an establishment, or any other place of business in which barbering, cosmetology, or electrolysis is practiced unless licensed under this chapter. Persons licensed under this chapter shall limit their practice and

services rendered to the public to only those areas for which they are licensed. Any violation of this section is subject to an administrative fine and may be subject to a misdemeanor.”

Please be advised that if you are performing acts of barbering and cosmetology in an unlicensed location, you may be subject to a \$1,000 fine. Additionally, continued unlicensed acts may warrant the issuance of a misdemeanor citation by a peace officer.

The Board does recognize one exception to this law. Section 7318 of the Business and Professions Code states:

“This chapter does not prohibit the administration of any practice subject to this chapter outside of a licensed establishment, when necessary due to the illness or other physical or mental incapacitation of the recipient of the service, and when performed by a licensee obtained for the purpose from a licensed establishment.”

Please keep in mind that if you have a client with a physical or mental incapacitation and you are performing services on them, as listed above, your client's appointment must be made through the licensed salon you are employed by. If requested by an Inspector of the Board the appointment book should be made available for viewing.



Legislation: Introduced Bills to Watch

The Board of Barbering and Cosmetology (BBC) monitors legislative bills that affect — or might affect — barbering and cosmetology licensees and establishments.

At this time, the most significant bill relating to BBC is Senate Bill 308, which addresses the two-tiered approval process that barbering and cosmetology schools must meet in order to operate. Under existing law, schools must first acquire approval from the Bureau for Private Postsecondary Education before applying for “approved school” status with the BBC. This bill would allow both applications to proceed simultaneously. The bill also gives the BBC the authority to revoke, suspend, or deny its approval on several grounds:

- Unprofessional conduct.
- Failure to comply with the requirements of the Barbering and Cosmetology Act.
- Failure to comply with the health and safety rules adopted by BBC and approved by the Department of Public Health.
- Failure to comply with the rules adopted by the BBC for the regulation of establishments, or any practice licensed and regulated under the Act.
- Refusal to permit or interfering with an inspection authorized by the Act.
- Any action or conduct that warrants the denial of a school approval.

The bill also extends BBC’s sunset date to January 1, 2016. The Board has formally expressed its support for this bill.

Need a Career Change? Consider Becoming an Inspector for the Board

The Department of Consumer Affairs' Office of Human Resources receives applications for inspectors for the Board of Barbering and Cosmetology (BBC) on a continual basis and conducts testing for the exam on a quarterly basis. If the role interests you and you'd like to learn more, consider the following:

How do I get started?

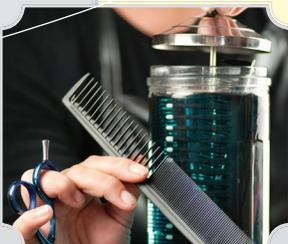
Your first move should be to visit www.calhr.ca.gov. Click on the "Job Seekers" box. Conduct a search using the job title, "inspector" to see if there is an open territory where you live.

Am I Qualified?

Minimum qualifications include two years of experience with a government agency with one or a combination of the following:

- Inspection of business establishments for compliance with laws, rules, regulations and standards, or
- Experience in law enforcement which has included some investigation work, or
- Education equivalent to completion of two years of college with at least 12 units in police science or criminology. Students within one semester of completing the required two years of college will be admitted to the examination but must produce evidence of completion before they can be considered eligible for appointment.

The BBC wants Inspectors who are committed to working together with licensees and consumers on safe, healthy, beauty and barbering practices. If you have great customer service skills, a desire to make a difference in this dynamic industry, and meet the minimum qualifications, **WE WANT YOU!**



RECYCLING PROJECTS



Flip Flop Recycling Project

You don't have to wait for Earth Day to find a recycling program for your used flip-flops or cosmetics empties. Old Navy and Garnier have partnered with the waste-reducers at TerraCycle to collect your castoffs year-round, free of charge. Anyone who signs up for the Old Navy Flip-Flop Brigade or the Personal Care and Beauty Brigade can stockpile their respective items immediately. A postage-paid shipping label then dispatches the parcel to TerraCycle, where the formerly landfill-bound products will get a second shot as a playground, park bench, or bike rack somewhere in the United States. For more information or if you have questions visit www.ecouterre.com/terracycle-will-recycle-your-old-flip-flops-used-cosmetics-packaging/.

Reminder: Mannequin Head Recycling Project

The Mannequin Head Recycling Project is a program to recycle the mannequin heads that are used in beauty schools across the country. Over 500,000 of these heads are used and thrown into landfills every year! The project wants to put a stop to this by offering a "safe haven" for used mannequin heads! By sending them your used heads, you will be helping to save the environment by giving those heads a second life! For more information or if you have questions please visit www.mhrproject.com.



Send us your newsletter feedback

We hope you find the *Smock Talk* newsletter useful. We welcome your comments and suggestions for future issues. Call us at (916) 575-7100 or e-mail us at barbercosmo@dca.ca.gov. We archive copies of the newsletter on the Board's Web site at: www.barbercosmo.ca.gov/forms_pubs/smocktalk.shtml.

Please share this newsletter with your co-workers, friends, staff and family!

To join the Board's interested parties list, go online to: www.dca.ca.gov/webapps/barber/interested_parties.php.

In the News ...

LASH EXTENSIONS

Recently, lash extensions have come under fire by the media. We have linked to an official statement from *Consumer Reports* below:

- **Eyelash Extensions Can Pose Health Risks:**
www.consumerreports.org/cro/2013/05/eyelash-extensions-can-pose-health-risks/index.htm#.

LIPSTICK

Think that your luscious lips are safe and sound? You may reconsider after reading the articles below:

- **Get the Lipstick Lowdown:**
www.nlm.nih.gov/medlineplus/videos/news/Lipstick_050213-1.html.
- **Report: Lipstick, Glosses Contain Toxic Metals:**
www.nlm.nih.gov/medlineplus/news/fullstory_136460.html.

GEL MANICURES

How safe are your gel manicures? Check out this recent report:

- **UV Lamps and Skin Cancer:**
<http://consumer.healthday.com/cancer-information-5/mis-cancer-news-102/uv-nail-lamps-don-t-appear-to-cause-skin-cancer-671352.html>.

PEDICURE SAFETY

It's "Safe Sandal Season." Our own Executive Officer, Kristy Underwood, recently sat down with Fox 5 San Diego to talk about it:

- **Dangerous Pedicures — Fox 5 San Diego Interview with Kristy Underwood:**
<http://landing.newsinc.com/shared/video.html?vcid=24767080&freewheel=91059&sitesection=kswb>.

NAIL POLISH

A study by the California Department of Toxic Substances Control reveals that numerous nail care products sampled in the San Francisco Bay Area are making toxic-free claims that aren't supported by laboratory testing. Check out the link below:

- **Report from the Department of Toxic Substances Control:**
www.dtsc.ca.gov/PollutionPrevention/SaferNailProducts.cfm.



Like us!

The Board of Barbering and Cosmetology has made the leap into social media with the creation of a new Facebook page. "Like" us at www.facebook.com/pages/California-State-Board-of-Barbering-and-Cosmetology/156090647850582.

Quarterly Barbering and Cosmetology Enforcement Statistics FISCAL YEAR 2012-13

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
	07/01/12 - 09/30/12	10/01/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Establishments	1,497	1,532	1,356	1,675
Barber	499	550	511	671
Barber Apprentice	69	98	84	124
Cosmetologist	5,448	6,242	5,719	6,996
Cosmetologist Apprentice	85	144	103	119
Electrologist	8	8	11	12
Manicurist	1,978	2,109	1,804	2,555
Esthetician	1,640	1,806	1,615	2,049
TOTAL	11,224	12,489	11,203	14,201

LICENSES ISSUED	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	07/01/12 - 09/30/12	10/01/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Establishments	1,834	1,113	1,621	1,609
Barber	416	331	328	440
Barber Apprentice	61	70	93	104
Cosmetologist	3,118	3,047	3,148	2,993
Cosmetologist Apprentice	85	102	104	97
Electrologist	7	3	6	9
Manicurist	1,346	1,102	1,360	1,179
Esthetician	1,356	1,027	1,419	1,210
TOTAL	8,223	6,795	8,079	7,641

RENEWAL LICENSES ISSUED	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	07/01/12 - 09/30/12	10/01/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Establishments	4,162	3,560	3,917	4,760
Barber	2,236	2,057	2,186	2,280
Cosmetologist	30,747	28,013	30,309	30,556
Electrologist	185	186	191	213
Manicurist	12,142	10,929	11,201	11,359
Esthetician	6,806	5,527	6,466	7,068
TOTAL	56,278	50,272	54,270	56,236

Quarterly Barbering and Cosmetology Enforcement Statistics FISCAL YEAR 2012-13

LICENSING												
PRACTICAL EXAMINATIONS	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	07/01/12 - 09/30/12			10/01/12 - 12/31/12			1/1/13 - 3/30/13			4/1/13 - 6/30/13		
	PASS	FAIL	TOTAL	PASS	FAIL	TOTAL	PASS	FAIL	TOTAL	PASS	FAIL	TOTAL
Barber	410	94	504	348	83	431	314	89	403	432	93	525
Cosmetologist	3,427	676	4,103	3,822	474	4,296	3,639	299	3,938	3,336	396	3,762
Electrologist	5	0	5	5	1	6	6	0	6	10	0	10
Esthetician	1,409	178	1,587	1,093	96	1,189	1,452	82	1,534	1,210	108	1,318
Manicurist	1,288	253	1,541	1,174	150	1,324	1,600	204	1,804	1,186	185	1,371
TOTAL	6,539	1,201	7,740	6,442	804	7,246	7,011	674	7,685	6,204	782	6,986

WRITTEN EXAMINATIONS	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	07/01/12 - 09/30/12			10/01/12 - 12/31/12			1/1/13 - 3/30/13			4/1/13 - 6/30/13		
	PASS	FAIL	TOTAL	PASS	FAIL	TOTAL	PASS	FAIL	TOTAL	PASS	FAIL	TOTAL
Barber	409	95	504	348	83	431	314	89	403	432	99	531
Cosmetologist	3,127	2,211	5,338	3,036	2,265	5,301	2,962	2,302	5,264	2,861	2,191	4,872
Electrologist	5	1	6	4	1	5	6	3	9	9	0	9
Esthetician	1,351	391	1,742	1,058	306	1,364	1,331	270	1,601	1,219	288	1,507
Manicurist	1,284	447	1,731	1,094	402	1,496	1,333	535	1,868	1,140	604	1,744
TOTAL	6,176	3,145	9,321	5,540	3,057	8,597	5,946	3,199	9,145	5,481	3,182	8,663

ENFORCEMENT				
COMPLAINTS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/12 - 9/30/12	10/1/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Received	1,280	1,151	1,129	1,051
Closed	1,233	1,175	1,063	1,194
Pending	902	885	922	729
Average Days to Close a Case	75	73	76	73

ATTORNEY GENERAL	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/12 - 9/30/12	10/1/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Referred	28	16	29	18
Accusations Filed	10	16	14	17
Statement of Issues Filed	1	1	0	0
Pending	91	93	101	95

Quarterly Barbering and Cosmetology Enforcement Statistics FISCAL YEAR 2012-13

ENFORCEMENT				
ENFORCEMENT ACTIONS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/12 - 9/30/12	10/1/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
License Denied	2	0	2	1
Revoked	8	10	11	10
Revoke, Stay, Probation	4	11	2	5
Revoke, Stay, Suspend/Probation	7	2	5	16
Immediate Suspension/Probation	5	4	5	3
Active Probation	164	149	135	135

INSPECTIONS AND CITATIONS				
CITATIONS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/12 - 9/30/12	10/1/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Establishments	2,421	2,158	1,919	1,959
Barber	142	150	118	125
Barber Apprentice	10	3	5	10
Cosmetologist	825	729	659	593
Cosmetologist Apprentice	10	11	10	8
Electrologist	0	0	0	2
Electrologist Apprentice	0	0	0	0
Manicurist	594	520	478	499
Esthetician	63	47	46	53
Unlicensed Establishment	96	112	113	93
Unlicensed Individual	128	155	106	133
TOTAL	4,289	3,885	3,454	3,475

INSPECTIONS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/12 - 9/30/12	10/1/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Establishments with violations	2,408	2,140	1,902	1,948
Establishments w/o violations	328	418	613	681
TOTAL	2,736	2,558	2,515	2,629

DISCIPLINARY REVIEW				
APPEAL HEARINGS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/12 - 9/30/12	10/1/12 - 12/31/12	1/1/13 - 3/30/13	4/1/13 - 6/30/13
Heard	799	603	538	1,018
Received	885	789	677	737
Pending	2,632	2,784	2,897	2,551