

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 |

| 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 | | |
| | P | F | Total | P | F | Total | P | F | Total | P | F | 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 | 3,366 | 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 | | |
| | P | F | Total | P | F | Total | P | F | Total | P | F | 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 | 2,681 | 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 | 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 |

| 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, | 7 | 2 | 5 | 16 |
| Immediate | 5 | 4 | 5 | 3 |
| Active Probation | 164 | 149 | 135 | 135 |

SPECTIONS 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 w/ 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 |