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 |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| Establishments | 1,837 | 1,406 | 1,846 | 2,028 |
| Barber | 693 | 571 | 614 | 739 |
| Barber Apprentice | 194 | 114 | 135 | 213 |
| Cosmetologist | 2,925 | 2,170 | 2,306 | 2,720 |
| Cosmetologist Apprentice | 227 | 197 | 61 | 163 |
| Electrolgist | 9 | 7 | 1,652 | 9 |
| Manicurist | 2,166 | 1,574 | 1,364 | 1,994 |
| Esthetician | 1,268 | $\mathbf{1 , 1 5 1}$ | $\mathbf{8 , 0 8 4}$ | 1,616 |
| TOTAL | $\mathbf{9 , 3 1 9}$ | $\mathbf{7 , 1 9 0}$ | $\mathbf{9 , 4 8 2}$ |  |


| Licenses Issued | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| Establishments | 1,700 | 1,683 | 1,629 | 1,868 |
| Barber | 586 | 508 | 567 | 576 |
| Barber Apprentice | 76 | 173 | 113 | 228 |
| Cosmetologist | 2,381 | 1,929 | 1686 | 2,212 |
| Cosmetologist Apprentice | 113 | 227 | 5 | 174 |
| Electrolgist | 9 | 7 | 1,644 | 10 |
| Manicurist | 1,579 | 1,715 | 1,159 | 1,698 |
| Esthetician | 1,332 | 1,084 | $\mathbf{7 , 3 7 2}$ | 1,283 |
| TOTAL | $\mathbf{7 , 7 7 6}$ | $\mathbf{7 , 3 2 6}$ | $\mathbf{8 , 0 4 9}$ |  |


| Practical | 1st Quarter |  |  | 2nd Quarter |  |  | 3rd Quarter |  |  | 4th Quarter |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Examinations | $07 / 01 / 16-09 / 30 / 16$ |  | $10 / 01 / 16-12 / 31 / 16$ |  | $1 / 1 / 17-3 / 31 / 17$ |  | $4 / 1 / 17-6 / 30 / 17$ |  |  |  |  |  |
|  | P | F | Total | P | F | F | Total | P | F | Total | P | F |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |
| Barber | 573 | 89 | 662 | 503 | 86 | 589 | 563 | 81 | 644 | 500 | 94 | 594 |
| Cosmetologist | 2,425 | 521 | 2946 | 1,986 | 544 | 2,530 | 1,975 | 522 | 2,497 | 1,959 | 361 | 2,320 |
| Electrolgist | 9 | 1 | 10 | 6 | 0 | 6 | 3 | 0 | 3 | 6 | 1 | 7 |
| Esthetician | 1,285 | 53 | 1338 | 1051 | 42 | 1,093 | 1,198 | 48 | 1,246 | 1,281 | 41 | 1,322 |
| Manicurist | 1,480 | 384 | 1864 | 1,625 | 522 | 2,147 | 1,605 | 465 | 2,070 | 1,547 | 360 | 1,907 |
| TOTAL | $\mathbf{5 , 7 7 2}$ | $\mathbf{1 , 0 4 8}$ | $\mathbf{6 , 8 2 0}$ | $\mathbf{5 , 1 7 1}$ | $\mathbf{1 , 1 9 4}$ | $\mathbf{6 , 3 6 5}$ | $\mathbf{5 , 3 4 4}$ | $\mathbf{1 , 1 1 6}$ | $\mathbf{6 , 4 6 0}$ | $\mathbf{5 , 2 9 3}$ | $\mathbf{8 5 7}$ | $\mathbf{6 , 1 5 0}$ |


| Written | First Quarter |  | Second Quarter |  | Third Quarter |  |  | Fourth Quarter |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Examinations | $07 / 01 / 16-09 / 30 / 16$ |  | $10 / 01 / 16-12 / 31 / 16$ |  | $1 / 1 / 17-3 / 31 / 17$ |  | $4 / 1 / 17-6 / 30 / 17$ |  |  |  |  |  |
|  | P | F | Total | P | F | Total | P | F | Total | P | F | Total |
| Barber | 580 | 406 | 986 | 49 | 419 | 913 | 526 | 351 | 877 | 545 | 287 | 832 |
| Cosmetologist | 2,245 | 860 | 3,105 | 1,795 | 1,081 | 2,876 | 1,718 | 1,177 | 2,895 | 1,798 | 1,284 | 3,082 |
| Electrolgist | 8 | 2 | 10 | 5 | 4 | 9 | 5 | 0 | 5 | 4 | 3 | 7 |
| Esthetician | 1,274 | 343 | 1,617 | 1,052 | 296 | 1,348 | 1,058 | 353 | 1,411 | 1,245 | 361 | 1,606 |
| Manicurist | 1,707 | 597 | 2,304 | 1,789 | 475 | 2,264 | 1,531 | 402 | $\mathbf{1 , 9 3 3}$ | $\mathbf{1 , 5 8 8}$ | 320 | $\mathbf{1 , 9 0 8}$ |
| TOTAL | $\mathbf{5 , 8 1 4}$ | $\mathbf{2 , 2 0 8}$ | $\mathbf{8 , 0 2 2}$ | $\mathbf{5 , 1 3 5}$ | $\mathbf{2 , 2 7 5}$ | $\mathbf{7 , 4 1 0}$ | $\mathbf{4 , 8 3 8}$ | $\mathbf{2 , 2 8 3}$ | $\mathbf{7 , 1 2 1}$ | $\mathbf{5 , 1 8 0}$ | $\mathbf{2 , 2 5 5}$ | $\mathbf{7 , 4 3 5}$ |

## ENFORCEMENT

| Complaints | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| Received | 825 | 1,092 | 1,054 | 1,123 |
| Closed | 1,116 | 940 | 935 | 989 |
| Pending | 712 | 882 | 984 | 1,063 |
| Average Days to Close a <br> Case | 93 | 80 | 77 | 77 |


| Attorney General | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| Referred | 23 | 16 | 13 | 11 |
| Accusations Filed | 30 | 43 | 13 | 18 |
| Statement of Issues Filed | 0 | 1 | 0 | 2 |
| Pending | 112 | 115 | 84 | 70 |


| Enforcement Actions | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| License Denied | 0 | 0 | 0 | 1 |
| Revoked | 3 | 3 | 28 | 3 |
| Revoke, Stay, Probation | 1 | 2 | 0 | 2 |
| Revoke, Stay, <br> Suspend/Probation | 7 | 4 | 2 | 9 |
| Immediate <br> Suspension/Probation | 7 | 2 | 14 | 5 |
| Active Probation | 145 | 140 | 126 | 135 |

INSPECTIONS AND CITATIONS

| Citations | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :---: | :---: | :---: | :---: | :---: |
|  | 07/01/16-09/30/16 | 10/01/16-12/31/16 | 1/1/17-3/31/17 | 4/1/17-6/30/17 |
| Establishments | 2,857 | 2,615 | 2,344 | 2,143 |
| Barber | 218 | 232 | 273 | 216 |
| Barber Apprentice | 10 | 18 | 19 | 18 |
| Cosmetologist | 1,157 | 989 | 909 | 670 |
| Cosmetologist Apprentice | 13 | 15 | 12 | 13 |
| Electrologist | 1 | 0 | 0 | 2 |
| Electrologist Apprentice | 0 | 0 | 0 | 0 |
| Manicurist | 778 | 617 | 502 | 466 |
| Esthetician | 116 | 113 | 101 | 81 |
| Unlicensed Establishment | 121 | 127 | 126 | 107 |
| Unlicensed Individual | 97 | 112 | 124 | 130 |
| TOTAL | 5,368 | 4,838 | 4,410 | 3,846 |


| Inspections | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| Inspections Conducted | 3,544 | 3,533 | 3,604 | 3,470 |
| TOTAL |  |  |  |  |

DISCIPLINARY REVIEW

| appeal Hearings | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
| :--- | :---: | :---: | :---: | :---: |
|  | $07 / 01 / 16-09 / 30 / 16$ | $10 / 01 / 16-12 / 31 / 16$ | $1 / 1 / 17-3 / 31 / 17$ | $4 / 1 / 17-6 / 30 / 17$ |
| Heard | 495 | 430 | 496 | 436 |
| Received | 619 | 589 | 340 | 411 |
| Pending | 681 | 823 | 658 | 620 |

