



CONSUMER AFFAIRS

**ANNUAL REPORT
STATISTICAL APPENDIX**

FISCAL YEAR 2003–2004





CONSUMER AFFAIRS

ANNUAL REPORT STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

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FISCAL YEAR 2003–2004

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CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
ANNUAL REPORT STATISTICAL APPENDIX 2003-04

The Department of Consumer Affairs (DCA) is one of the primary consumer protection resources for Californians. We provide information to help consumers understand how they can protect themselves from scams and fraud, and what steps they can take if they find themselves victims of such crimes. DCA also protects professionals from unfair and unethical business practices.

DCA's regulatory boards and bureaus license, register, certify, permit or approve individuals or businesses according to qualifications established by legislation and regulations. Some programs authorize other organizations to provide services associated with the entity's purpose such as education of licensees or direct services to consumers. DCA's regulatory entities also investigate complaints and discipline those who violate practice requirements.

The Annual Report helps to monitor DCA's accomplishments by providing numerical summaries for each regulatory entity's licensing, examination, and enforcement processes. This enables individual regulatory programs and DCA to track year-to-year changes within the programs as well as differences between programs. The resulting data inform program and administrative decisions.

The Annual Report provides a descriptive overview of all licensing and enforcement action statistics as well as data showing costs and recovery to consumers and boards stemming from various investigations.

INTERPRETING STATISTICAL INFORMATION:

- Reporting practices among boards and bureaus are not exactly the same because of different legislative mandates for each regulatory program. Because of this difference, not all categories of data apply to all programs. When a particular survey question does not apply to a given program, there is no data to report, so the response is designated as "n/a" for "not applicable."
- Other data may not be reported because a program does not have the capability to track the information or because of electronic system deficiencies, so the response is designated as "NDA" for "no data available." In some instances, a program will have the total number for a given category without having specific numbers broken down into sub-categories.
- Because of the nature of the database, numbers for data under "Complaints" and "Investigations" may have been collected in different fiscal years. As a result, these types of categories often cannot be combined for summary data.
- The term "License Status" is used generically to encompass all of the license statuses used by DCA. These "License Status" categories encompass "Licenses and Registrations," "Certificates and Permits," and "Approvals."





OVERVIEW

**ANNUAL REPORT
STATISTICAL APPENDIX**

FISCAL YEAR 2003–2004

| Structure and Description | | |
|--|---|-----------------------------------|
| BUREAUS | Staffing | |
| | Number of Staff Positions Approved in Budget | Number of Non-Exempt Employees |
| Automotive Repair, Bureau of | 551.1 | 547.1 |
| Cemetery and Funeral Bureau | 19.3 | 16.3 |
| Electronic and Appliance Repair, Bureau of | 13.9 | 12.9 |
| Hearing Aid Dispensers Bureau | 1.9 | 0.9 |
| Home Furnishings and Thermal Insulation, Bureau of | 29 | 28 |
| Private Postsecondary and Vocational Education, Bureau for | 57.8 | 56.8 |
| Security and Investigative Services, Bureau of | 47.9 | 46.9 |
| Telephone Medical Advice Services Bureau | 1.0 | 1.0 |
| TOTAL | 674.0 | 663.0 |

| Structure and Description | | | | | | |
|---|-------------------------------|--------------------------------|--------------------------|--------------------------|--|--------------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Board Members | | | | Staffing | |
| | Total Number of Board Members | Number of Professional Members | Number of Public Members | Number of Board Meetings | Number of Staff Positions Approved in Budget | Number of Non-Exempt Employees |
| Accountancy, California Board of | 15 | 7 | 8 | 5 | 64.7 | 63.7 |
| Acupuncture Board | 9 | 2 | 4 | 5 | 9.4 | 8.4 |
| Architects Board, California | 10 | 5 | 5 | 4 | 18.2 | 17.2 |
| Athletic Commission, State | 6 | 0 | 6 | 5 | 8.2 | 7.2 |
| Barbering and Cosmetology, Board of | 9 | 4 | 5 | 10 ^a | 73.8 | 72.8 |
| Behavioral Sciences, Board of | 11 | 5 | 5 | 6 | 27.7 | 26.7 |
| Contractors State License Board | 15 | 6 | 9 | 4 | 373.9 | 372.9 |
| Court Reporters Board of California | 5 | 2 | 3 | 3 | 5.1 | 4.1 |
| Dental Auxiliaries, Committee on | 9 | 8 | 1 | 4 | 9.8 | 8.8 |
| Dental Board of California | 14 | 10 | 4 | 6 | 44.5 | 43.5 |
| Engineers and Land Surveyors, Board for Professional | 13 | 6 | 7 | 7 | 43.9 | 42.9 |
| Geologists and Geophysicists, State Board of Registration for | 7 | 3 | 4 | 4 | 3.2 | 2.2 |
| Guide Dogs for the Blind, State Board of | 7 | 0 | 7 | 4 | 1.1 | 0.1 |
| Landscape Architects Technical Committee | 5 | 5 | 0 | 4 | 3.8 | 3.8 |
| Medical Board of California | 21 | 12 | 9 | 4 | 259.7 | 258.7 |
| Occupational Therapy, California Board of | 7 | 4 | 3 | 5 | 4.7 | 3.7 |
| Optometry, State Board of | 11 | 6 | 5 | 4 | 7.5 | 6.5 |
| Osteopathic Medical Board of California | 7 | 5 | 2 | 2 | 4 | 3 |
| Pharmacy, California State Board of | 13 | 7 | 6 | 4 | 46.2 | 45.2 |
| Physical Therapy Board of California | 7 | 4 | 3 | 4 | 12.5 | 11.5 |
| Physicians Assistant Committee | 9 | 5 | 4 | 3 | 4.5 | 3.5 |

a) Includes Committee Meetings

continued on next page

Structure and Description (continued)

| BOARDS, COMMITTEES, AND COMMISSION | Board Members | | | | Staffing | |
|--|-------------------------------|--------------------------------|--------------------------|--------------------------|--|--------------------------------|
| | Total Number of Board Members | Number of Professional Members | Number of Public Members | Number of Board Meetings | Number of Staff Positions Approved in Budget | Number of Non-Exempt Employees |
| Podiatric Medicine, California Board of | 7 | 4 | 3 | 3 | 4.1 | 3.1 |
| Psychology, Board of | 9 | 5 | 4 | 4 | 11.8 | 10.8 |
| Registered Nursing, Board of | 9 | 6 | 3 | 4 | 81.4 | 80.4 |
| Respiratory Care Board of California | 9 | 5 | 4 | 2 | 17.9 | 16.9 |
| Speech-Language Pathology and Audiology Board | 9 | 6 | 3 | 4 | 4.7 | 3.7 |
| Structural Pest Control Board | 6 | 2 | 4 | 5 | 29.4 | 28.4 |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | 7 | 4 | 3 | 5 | 8.6 | 7.6 |
| Vocational Nursing and Psychiatric Technicians, Board of | 11 | 5 | 6 | 3 | 36.8 | 35.8 |
| TOTAL | 272 | 138 | 130 | 123 | 1,209 | 1,182 |

| Strategic Planning / Outreach and Education | | | | |
|--|-----------------------------|---|------------------------|-------------------------|
| BUREAUS | Strategic Planning | Outreach and Education for Consumers and Industry | | |
| | Date Strategic Plan Adopted | Number of Events and Speaking Engagements | Number of Publications | Number of Web Site Hits |
| Automotive Repair, Bureau of | 06/03 | 680 | 16 | 32,153,518 |
| Cemetery and Funeral Bureau | 12/02 | 11 | 49 | 299,336 |
| Electronic and Appliance Repair, Bureau of | 05/04 | 3 | 16 | 144,916 ^a |
| Hearing Aid Dispensers Bureau | 06/03 | 3 | 11 | 10,380 |
| Home Furnishings and Thermal Insulation, Bureau of | 03/04 | 17 | 4 | 247,780 |
| Private Postsecondary and Vocational Education, Bureau for | 02/03 | 0 | 0 | 505,972 ^a |
| Security and Investigative Services, Bureau of | 12/03 | 13 | 54 | 2,394,757 |
| TOTAL | n/a | 727 | 150 | 35,756,659 |

a) Projection based on three months of data.

| Strategic Planning / Outreach and Education | | | | |
|---|-----------------------------|---|------------------------|-------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Strategic Planning | Outreach and Education for Consumers and Industry | | |
| | Date Strategic Plan Adopted | Number of Events and Speaking Engagements | Number of Publications | Number of Web Site Hits |
| Accountancy, California Board of | 11/03 | 2 | 13 | 350,000 |
| Acupuncture Board | 6/04 | 6 | 17 | 356,234 |
| Architects Board, California | 3/04 | 10 | 15 | 822,325 |
| Athletic Commission, State | 3/03 | 2 | 26 | 277,399 |
| Barbering and Cosmetology, Board of | 8/04 | 3 | 19 | 1,376,869 |
| Behavioral Sciences, Board of | 5/04 | 6 | 10 | 2,190,762 |
| Contractors State License Board | 4/04 | 99 | 29 | 4,058,327 |
| Court Reporters Board of California | 6/04 | 17 | 9 | 37,138 |
| Dental Auxiliaries, Committee on | 11/01 | 0 | 0 | NDA ^a |
| Dental Board of California | 9/03 | 2 | 1 | 1,278,715 |
| Engineers and Land Surveyors, Board for Professional | 4/04 | 12 | 19 | 4,382,269 |
| Geologists and Geophysicists, State Board of Registration for | 5/03 | 12 | 2 | 272,915 |
| Guide Dogs for the Blind, State Board of | 3/04 | 0 | 0 | 9,371 |
| Landscape Architects Technical Committee | 5/04 | 5 | 12 | 198,296 |
| Medical Board of California | 5/03 | 51 | 58 | 5,815,325 |
| Occupational Therapy, California Board of | 6/04 | 12 | 1 | 59,171 |

a) Dental Auxiliaries did not capture the number of Web Site hits for Fiscal Year 2003-04. However, it is being captured this year.

continued on next page

| Strategic Planning / Outreach and Education (continued) | | | | |
|--|-----------------------------|---|------------------------|-------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Strategic Planning | Outreach and Education for Consumers and Industry | | |
| | Date Strategic Plan Adopted | Number of Events and Speaking Engagements | Number of Publications | Number of Web Site Hits |
| Optometry, State Board of | 4/04 | 0 | 1 | 50,000 ^a |
| Osteopathic Medical Board of California | 4/03 | 0 | 0 | 87,025 |
| Pharmacy, California State Board of | 4/04 | 26 | 21 | 4,124,430 |
| Physical Therapy Board of California | 5/04 | 10 | 10 | 520,714 |
| Physicians Assistant Committee | 10/04 | 19 | 2 | 248,452 |
| Podiatric Medicine, California Board of | 1/04 | 2 | 18 | 156,884 |
| Psychology, Board of | 5/04 | 3 | 10 | 1,136,784 |
| Registered Nursing, Board of | 4/04 | 8 | 7 | 2,200,000 ^a |
| Respiratory Care Board of California | 5/03 | 3 | 11 | 34 4,509 |
| Speech-Language Pathology and Audiology Board | 5/04 | 5 | 26 | 215,605 |
| Structural Pest Control Board | 1/04 | 9 | 6 | 133,131 |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | 4/03 | 10 | 4 | 75,809 |
| Vocational Nursing and Psychiatric Technicians, Board of | 2/04 | 27 | 13 | 333,968 |
| TOTAL | | 351 | 360 | 31,112,427 |

a) Estimate based on six months of data

| Field Offices | | | | | | | | | | | |
|--|-------------------------|--|--------------------|------------|--------------------|--------------------|---------------------|-----------------|--------------------|------------------------|-------|
| | Number of Field Offices | Number of Field Office Staff (All Field Offices) | Walk-in Assistance | Cashiering | Consumer Education | Licensee Education | License Application | License Renewal | Complaint Handling | Enforcement Activities | Exams |
| Automotive Repair, Bureau of | | | | | | | | | | | |
| Electronic and Appliance Repair, Bureau of | | | | | | | | | | | |
| Private Postsecondary and Vocational Education, Bureau for | | | | | | | | | | | |
| TOTAL | 13 | 312 | | | | | | | | | |

| Field Offices | | | | | | | | | | | |
|-------------------------------------|-------------------------|--|--------------------|------------|--------------------|--------------------|---------------------|-----------------|--------------------|------------------------|-------|
| | Number of Field Offices | Number of Field Office Staff (All Field Offices) | Walk-in Assistance | Cashiering | Consumer Education | Licensee Education | License Application | License Renewal | Complaint Handling | Enforcement Activities | Exams |
| Athletic Commission, State | | | | | | | | | | | |
| Barbering and Cosmetology, Board of | | | | | | | | | | | |
| Contractors State License Board | | | | | | | | | | | |
| Dental Board of California | | | | | | | | | | | |
| Medical Board of California | | | | | | | | | | | |
| Pharmacy, California State Board of | | | | | | | | | | | |
| Registered Nursing, Board of | | | | | | | | | | | |
| TOTAL | 26 | 363.1 | | | | | | | | | |

a) The California State Board of Pharmacy conducts business in Southern California from this office in Van Nuys.



BUDGET

ANNUAL REPORT
STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

| Revenue Sources | | | | | | | | | | |
|--|---|------------------------|---------------------|-------------------------------------|------------------|---------------------|--------------------|------------------|-------------------------------------|------------------------------|
| BUREAUS | Funding Sources | Initial Licensing Fees | Renewal Fees | Other Licensing and Regulatory Fees | Delinquent Fees | Fines and Penalties | Interest | Sales | Other (Total of Remaining Revenues) | Total Revenues and Transfers |
| Automotive Repair, Bureau of | Vehicle Inspection and Repair Fund | \$1,404,750 | \$7,359,094 | \$113,124,554 | \$276,288 | \$0 | \$654,540 | \$101,759 | -\$13,946,843 | \$108,974,142 |
| | High Polluter Repair or Removal Account | n/a | n/a | \$22,972,391 | n/a | \$0 | \$290,818 | \$0 | \$74,004 | \$23,337,213 |
| | TOTAL | \$1,404,750 | \$7,359,094 | \$136,096,945 | \$276,288 | \$0 | \$945,358 | \$101,759 | -\$13,872,839 | \$132,311,355 |
| Cemetery and Funeral Bureau | | \$236,804 | \$1,136,789 | \$1,838,187 | \$40,175 | \$222,932 | \$84,128 | \$334 | \$650 | \$3,559,999 |
| Electronic and Appliance Repair, Bureau of | | \$207,455 | \$1,479,358 | \$0 | \$46,176 | \$0 | \$26,628 | \$0 | \$1,655 | \$1,761,272 |
| Hearing Aid Dispensers Bureau | | \$45,545 | \$443,785 | \$64,098 | \$4,325 | \$0 | \$14,598 | \$0 | \$140 | \$572,491 |
| Home Furnishings and Thermal Insulation, Bureau of | | \$947,779 | \$2,567,251 | \$7,550 | \$71,595 | \$0 | \$33,363 | \$638 | \$3,203 | \$3,631,379 |
| Private Postsecondary and Vocational Education, Bureau for | Administration | \$5,214,449 | \$300 | \$161,725 | \$91,525 | \$0 | \$13,349 | \$2,350 | \$9,549 | \$5,493,247 |
| | Title 38 Veterans Education | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,104,532 | \$1,104,532 |
| | Student Tuition Recovery Fund | \$0 | \$0 | \$7,190,257 | \$0 | \$0 | \$34,551 | \$0 | \$430,654 | \$7,655,462 |
| | TOTAL | \$5,214,449 | \$300 | \$7,351,982 | \$91,525 | \$0 | \$47,900 | \$2,350 | \$1,544,735 | \$14,253,241 |
| Security and Investigative Services, Bureau of | Private Security Services | \$3,573,782 | \$3,723,480 | \$269,024 | \$100,465 | \$45,083 | \$75,523 | \$673 | -\$3,983,903 | \$3,804,127 |
| | Private Investigator Fund | \$145,832 | \$596,796 | \$6,022 | \$19,652 | \$13,954 | \$18,769 | \$60 | \$3,029 | \$804,114 |
| | TOTAL | \$3,719,614 | \$4,320,276 | \$275,046 | \$120,117 | \$59,037 | \$94,292 | \$733 | -\$3,980,874 | \$4,608,241 |
| Telephone Medical Advice Services Bureau | | \$7,500 | \$60,000 | n/a | \$0 | \$0 | \$3,255 | \$0 | \$0 | \$70,755 |
| TOTAL | | \$11,783,896 | \$17,366,853 | \$145,633,808 | \$650,201 | \$281,969 | \$1,249,522 | \$105,814 | -\$16,303,330 | \$160,768,733 |

| Revenue Sources | | | | | | | | | | |
|---|-----------------|------------------------------|------------------|---|--------------------|---------------------------|----------------|-----------------|--|---------------------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Funding Sources | Initial Licensing Fees | Renewal Fees | Other Licensing and Regulatory Fees | Delinquent Fees | Fines and Penalties | Interest | Sales | Other (Total of Remaining Revenues) | Total Revenues and Transfers |
| Accountancy, California Board of | | \$466,400 | \$6,217,100 | \$3,037,248 | \$280,275 | \$31,775 | \$114,448 | \$12,656 | -\$199,753 ^a | \$9,960,149 ^a |
| Acupuncture Board | | \$779,784 | \$982,097 | \$26,223 | \$7,100 | \$0 | \$28,213 | \$0 | -\$1,498,342 ^b | \$325,075 ^b |
| Architects Board, California | | \$63,300 | \$2,571,339 | \$300,435 | \$39,900 | \$0 | \$40,023 | \$0 | -\$1,798,920 ^c | \$1,216,077 ^c |
| Athletic Commission, State | Support | \$200,248 | \$704,588 | \$0 | \$0 | \$0 | \$7,608 | \$13,376 | \$925,820 | \$925,820 |
| | Neuro | \$0 | \$88,987 | \$0 | \$0 | \$1,208 | \$0 | \$0 | \$90,195 | \$90,195 |
| | Pension | \$0 | \$125,734 | \$0 | \$0 | \$2,800 | \$0 | \$0 | \$128,534 | \$128,534 |
| | TOTAL | \$200,248 | \$919,309 | \$0 | \$0 | \$4,008 | \$7,608 | \$13,376 | \$2,289,098 | \$1,144,549 |
| Barbering and Cosmetology, Board of | | \$2,279,609 | \$6,730,936 | \$47,260 | \$423,196 | \$1,250,715 | \$105,152 | \$501 | \$26,694 | \$10,864,063 |
| Behavioral Sciences, Board of | | \$160,656 | \$3,187,802 | \$1,898,797 | \$57,440 | \$9,000 | \$45,665 | \$0 | \$6,855 | \$5,366,215 |
| Contractors State License Board | | \$12,784,630 | \$30,890,850 | \$114,750 | \$1,327,175 | \$862,538 | \$296,362 | \$2,508 | \$11,413,917 ^d | \$57,692,730 ^d |
| Court Reporters Board of California | | \$35,270 | \$790,948 | \$20 | \$22,700 | \$5,250 | \$21,432 | \$0 | -\$1,449,740 ^e | -\$574,120 ^e |
| Dental Auxiliaries, Committee on | | \$453,116 | \$804,317 | \$7,580 | \$45,225 | \$0 | \$19,169 | \$0 | \$7,302 | \$1,336,709 |
| Dental Board of California | | \$620,591 | \$6,120,811 | \$57,732 | \$58,740 | \$34,167 | \$70,501 | \$280 | -\$5,347,203 ^f | \$1,615,619 ^f |
| Engineers and Land Surveyors, Board for Professional | | \$2,902,936 | \$3,516,686 | \$2,410 | \$43,765 | \$9,794 | \$46,693 | \$695 | \$5,977 | \$6,528,956 |
| Geologists and Geophysicists, State Board of Registration for | | \$195,926 | \$492,050 | \$72 | \$22,925 | \$9,750 | \$9,533 | \$0 | \$328 | \$730,584 |
| Guide Dogs for the Blind, State Board of | | \$3,500 | \$131,113 | \$6,900 | \$0 | \$0 | \$1,651 | \$0 | \$0 | \$143,165 |
| Landscape Architects Technical Committee | | \$33,088 | \$461,700 | \$177,119 | \$13,050 | \$500 | \$19,515 | \$0 | -\$1,224,958 ^g | -\$519,986 ^g |

a) Includes \$270,000 General Fund Loan.

b) Includes \$1.5 million loan to General Fund.

c) Includes \$1.8 million loan to General Fund (03/04).

d) Includes \$8.7 million General Fund loan (03/04), plus repayment of both \$11 m (02/03) and \$8.7m (03/04) General Fund loans, plus \$348,005 in interest.

e) Includes \$200,000 transfer to Transcript Reimbursement Fund and \$1,250,000 General Fund loan.

f) Includes \$5 million loan to General Fund and \$1 million transfer to Dentally Underserved Account.

g) Includes 1.225 million loan to General Fund.

continued on next page

Revenue Sources (continued)

| BOARDS, COMMITTEES, AND COMMISSION | Funding Sources | Initial Licensing Fees | Renewal Fees | Other Licensing and Regulatory Fees | Delinquent Fees | Fines and Penalties | Interest | Sales | Other (Total of Remaining Revenues) | Total Revenues and Transfers |
|---|--|------------------------------|----------------------|---|--------------------|---------------------------|--------------------|-----------------|--|---------------------------------------|
| Medical Board of California | Physicians and Surgeons and Research Psychoanalysts | \$4,702,986 | \$31,158,995 | \$142,000 | \$72,055 | \$162,845 | \$272,082 | \$5,509 | \$79,330 | \$35,595,802 |
| | Registered Dispensing Opticians | \$28,330 | \$116,950 | \$350 | \$4,750 | \$1,420 | \$3,156 | \$0 | \$942 | \$155,898 |
| | Midwives | \$6,300 | \$12,000 | \$125 | \$400 | \$0 | \$513 | \$0 | \$0 | \$19,338 |
| | Outpatient Settings | \$2,000 | \$56,100 | \$0 | \$0 | \$0 | \$1,115 | \$0 | \$0 | \$59,215 |
| | TOTAL | \$4,739,616 | \$31,344,045 | \$142,475 | \$77,205 | \$164,265 | \$276,866 | \$5,509 | \$35,910,525^h | \$35,830,253^h |
| Occupational Therapy, California Board of | | \$130,404 | \$1,153,144 | \$1,063 | \$9,750 | \$180 | \$14,242 | \$0 | -\$880,194 ⁱ | \$428,589 ⁱ |
| Optometry, State Board of | | \$40,900 | \$916,087 | \$49,169 | \$3,315 | \$0 | \$14,797 | \$0 | \$1,942 | \$1,026,000 |
| Osteopathic Medical Board of California | | \$150,581 | \$541,100 | \$25,130 | \$6,975 | \$850 | \$9,280 | \$1,059 | \$75 | \$735,050 |
| Pharmacy, California State Board of | | \$1,486,335 | \$4,085,549 | \$42,465 | \$69,243 | \$874,532 | \$70,306 | \$8,875 | \$13,206 | \$6,650,511 |
| Physical Therapy Board of California | | \$347,021 | \$1,341,845 | \$28,010 | \$16,420 | \$2,750 | \$23,044 | \$0 | \$1,245 | \$1,760,335 |
| Physicians Assistant Committee | | \$119,942 | \$708,600 | \$5,400 | \$3,050 | \$8,750 | \$24,794 | \$0 | \$0 | \$870,536 |
| Podiatric Medicine, California Board of | | \$71,050 | \$799,640 | \$0 | \$5,000 | \$2,350 | \$14,254 | \$0 | \$45 | \$892,339 |
| Psychology, Board of | | \$391,820 | \$2,485,364 | \$2,245 | \$14,150 | \$7,700 | \$20,969 | \$4,105 | \$2,277 | \$2,928,630 |
| Registered Nursing, Board of | | \$1,676,810 | \$11,106,971 | \$2,498,143 | \$246,490 | \$0 | \$136,305 | \$0 | \$56,782 | \$15,721,501 |
| Respiratory Care Board of California | | \$56,781 | \$1,589,091 | \$179,347 | \$43,695 | \$23,386 | \$18,765 | \$0 | \$23,821 | \$1,934,886 |
| Speech-Language Pathology and Audiology Board | | \$49,416 | \$577,665 | \$3,740 | \$13,125 | \$2,175 | \$7,478 | \$0 | \$356 | \$653,955 |
| Structural Pest Control Board (All 3 Funds) | | \$199,465 | \$200,590 | \$535,675 | \$8,475 | \$102,985 | \$50,643 | \$2,375 | \$2,709,975 ^j | \$3,810,183 ^j |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | | \$257,554 | \$1,398,639 | \$671 | \$13,825 | \$75 | \$14,973 | \$4,063 | \$32,264 | \$1,722,064 |
| Vocational Nursing and Psychiatric Technicians, Board of | Vocational Nurses | \$1,395,306 | \$3,096,961 | \$103,257 | \$92,223 | \$48,284 | \$43,045 | \$2,005 | -\$1,984,023 ^k | \$2,797,058 ^k |
| | Psychiatric Technicians | \$226,220 | \$1,040,609 | \$1,620 | \$21,640 | \$10,015 | \$19,779 | \$158 | -\$994,030 ^l | \$326,011 ^l |
| | TOTAL | \$1,621,526 | \$4,137,570 | \$104,877 | \$113,863 | \$58,299 | \$62,824 | \$2,163 | \$145,016 | \$3,123,069 |
| TOTAL REVENUE | | \$32,318,275 | \$126,202,958 | \$9,294,956 | \$2,986,072 | \$3,465,794 | \$1,585,505 | \$58,165 | \$40,248,590 | \$173,917,686 |

h) Includes \$11.5 million transfer to Medically Underserved Account.

i) Includes loan to General Fund of \$640,000 and final payment for program's General Fund start-up loan of \$241,058.

j) Includes \$2,706,073 in Wood Destroying Organisms (WDO) Filing Fees.

k) Includes \$2 million General Fund loan.

l) Includes \$1 million General Fund loan.

| Expenditure Categories | | | | | | |
|--|---|---------------------|---------------------|---------------------|-----------------------|----------------------|
| BUREAUS | Funding Sources | Personal Services | Operating Expenses | (-) Reimbursements | (-) Distributed Costs | Total Expenditures |
| Automotive Repair, Bureau of | Vehicle Inspection and Repair Fund | \$39,407,420 | \$52,071,491 | -\$750,977 | -\$71,000 | \$90,656,934 |
| | High Polluter Repair or Removal Account | \$2,722,839 | \$13,657,132 | \$0 | \$0 | \$16,379,971 |
| | TOTAL | \$42,130,259 | \$65,728,623 | -\$750,977 | -\$71,000 | \$107,036,905 |
| Cemetery and Funeral Bureau | | \$1,346,392 | \$1,659,434 | -\$7,112 | -\$115,000 | \$2,883,714 |
| Electronic and Appliance Repair, Bureau of | | \$1,078,705 | \$883,114 | -\$8,695 | \$0 | \$1,953,124 |
| Hearing Aid Dispensers Bureau | | \$120,444 | \$277,013 | -\$3,907 | \$0 | \$393,550 |
| Home Furnishings and Thermal Insulation, Bureau of | | \$1,921,283 | \$1,684,686 | -\$53,206 | \$0 | \$3,552,763 |
| Private Postsecondary and Vocational Education, Bureau for | Administration | \$3,488,481 | \$2,222,356 | -\$1,645 | -\$54,000 | \$5,655,192 |
| | Title 38 Veterans Education | \$871,784 | \$232,748 | \$0 | \$0 | \$1,104,532 |
| | Student Tuition Recovery Fund | \$55,372 | \$4,396,142 | \$0 | \$0 | \$4,451,514 |
| | TOTAL | \$4,415,637 | \$6,851,246 | -\$1,645 | -\$54,000 | \$11,211,238 |
| Security and Investigative Services, Bureau of | Private Security Services | \$2,718,248 | \$6,036,690 | -\$2,222,219 | -\$104,000 | \$6,428,719 |
| | Private Investigator Fund | \$218,065 | \$468,586 | -\$16,592 | \$0 | \$670,059 |
| | TOTAL | \$2,936,313 | \$6,505,276 | -\$2,238,811 | -\$104,000 | \$7,098,778 |
| Telephone Medical Advice Services Bureau | | \$74,236 | \$14,270 | n/a | n/a | \$88,506 |
| TOTAL | | \$54,023,269 | \$83,603,662 | -\$3,064,353 | -\$344,000 | \$134,218,578 |

| Expenditure Categories | | | | | | |
|--|--|----------------------|-----------------------|-----------------------|--------------------------|-----------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Funding Sources | Personal Services | Operating Expenses | (-) Reimbursements | (-) Distributed Costs | Total Expenditures |
| Accountancy, California Board of | | \$3,925,017 | \$3,963,446 | -\$90,320 | \$0 | \$7,798,143 |
| Acupuncture Board | | \$562,851 | \$1,519,181 | -\$41,676 | \$0 | \$2,040,356 |
| Architects Board, California | | \$1,147,964 | \$1,343,417 | -\$22,759 | -\$26,000 | \$2,422,622 |
| Athletic Commission, State | Support | \$453,546 | \$174,189 | \$0 | \$0 | \$627,735 |
| | Neurological Exam Account | \$56,553 | \$13,670 | \$0 | \$0 | \$70,223 |
| | Pension | \$25,035 | \$38,952 | \$0 | \$0 | \$63,987 |
| | TOTAL | \$535,134 | \$226,811 | \$0 | \$0 | \$761,945 |
| Barbering and Cosmetology, Board of | | \$4,240,213 | \$7,444,747 | -\$176,485 | \$0 | \$11,508,475 |
| Behavioral Sciences, Board of | | \$1,647,499 | \$2,615,860 | -\$52,072 | \$0 | \$4,211,287 |
| Contractors State License Board | | \$24,305,602 | \$21,430,129 | -\$455,133 | \$0 | \$45,280,598 |
| Court Reporters Board of California | | \$313,012 | \$315,740 | -\$8,800 | \$0 | \$619,952 |
| Dental Auxiliaries, Committee on | | \$537,995 | \$813,191 | \$13,003 | \$0 | \$1,338,183 |
| Dental Board of California | | \$3,148,577 | \$3,877,849 | -\$217,616 | \$0 | \$6,808,810 |
| Engineers and Land Surveyors, Board for Professional | | \$2,404,855 | \$4,620,501 | -\$56,621 | \$0 | \$6,968,735 |
| Geologists and Geophysicists, State Board of Registration for | | \$250,131 | \$458,079 | -\$705 | \$0 | \$707,505 |
| Guide Dogs for the Blind, State Board of | | \$82,274 | \$32,884 | \$0 | \$0 | \$115,158 |
| Landscape Architects Technical Committee | | \$244,927 | \$401,922 | -\$1,685 | \$0 | \$645,164 |
| Medical Board of California | Physicians and Surgeons and Research Psychoanalysts | \$19,461,178 | \$19,982,532 | -\$2,325,559 | -\$641,698 | \$36,476,453 |
| | Registered Dispensing Opticians | \$42,073 | \$89,514 | -\$14,800 | \$0 | \$116,787 |
| | Midwives | \$0 | \$0 | \$0 | \$0 | \$0 |
| | Outpatient Settings | \$0 | \$0 | \$0 | \$0 | \$0 |
| | TOTAL | \$19,503,251 | \$20,072,046 | -\$2,340,359 | -\$641,698 | \$36,593,240 |

continued on next page

| Expenditure Categories (continued) | | | | | | |
|---|-------------------------|----------------------|-----------------------|-----------------------|--------------------------|-----------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Funding Sources | Personal Services | Operating Expenses | (-) Reimbursements | (-) Distributed Costs | Total Expenditures |
| Occupational Therapy, California Board of | | \$312,452 | \$256,574 | -\$27,152 | \$0 | \$541,874 |
| Optometry, State Board of | | \$493,924 | \$584,559 | -\$78,234 | \$0 | \$1,000,249 |
| Osteopathic Medical Board of California | | \$247,372 | \$502,255 | -\$70,349 | \$0 | \$679,278 |
| Pharmacy, California State Board of | | \$3,678,829 | \$3,137,938 | -\$252,538 | \$0 | \$6,564,229 |
| Physical Therapy Board of California | | \$779,865 | \$1,463,009 | -\$127,762 | \$0 | \$2,115,112 |
| Physicians Assistant Committee | | \$319,702 | \$512,169 | -\$41,584 | \$0 | \$790,287 |
| Podiatric Medicine, California Board of | | \$309,681 | \$524,392 | -\$48,504 | \$0 | \$785,569 |
| Psychology, Board of | | \$807,061 | \$1,544,713 | -\$105,533 | \$0 | \$2,246,241 |
| Registered Nursing, Board of | | \$5,192,218 | \$12,100,231 | -\$993,828 | \$0 | \$16,298,621 |
| Respiratory Care Board of California | | \$1,122,668 | \$1,100,211 | -\$237,892 | \$0 | \$1,984,987 |
| Speech-Language Pathology and Audiology Board | | \$293,669 | \$211,236 | \$16,914 | \$0 | \$487,991 |
| Structural Pest Control Board | | \$1,705,272 | \$1,738,078 | -\$30,080 | \$0 | \$3,413,270 |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | | \$581,637 | \$1,211,921 | -\$112,727 | \$0 | \$1,680,831 |
| Vocational Nursing and Psychiatric Technicians, Board of | Vocational Nurses | \$2,016,534 | \$2,402,021 | -\$197,576 | -\$37,000 | \$4,183,979 |
| | Psychiatric Technicians | \$405,947 | \$731,795 | -\$32,179 | \$0 | \$1,105,563 |
| | TOTAL | \$2,422,481 | \$3,133,816 | -\$229,755 | -\$37,000 | \$5,289,542 |
| TOTAL EXPENDITURES | | \$81,116,133 | \$97,156,905 | -\$5,790,252 | -\$704,698 | \$171,698,254 |

| Fund Condition ^a | | | | | | | |
|--|---|-----------------------|------------------------------|----------------------|----------------------|---------------------|-----------------------------|
| BUREAUS | Funding Sources | Total Reserves July 1 | Total Revenues and Transfers | Total Resources | Total Expenditures | Reserve June 30 | Estimated Months of Reserve |
| Automotive Repair, Bureau of | Vehicle Inspection and Repair Fund | \$27,062,000 | \$108,974,142 | \$136,036,142 | \$101,871,203 | \$34,164,939 | 3.9 |
| | High Polluter Repair or Removal Account | \$8,202,319 | \$23,337,213 | \$31,539,532 | \$16,379,971 | \$15,159,561 | 11.1 |
| | TOTAL | \$35,264,319 | \$132,311,355 | \$167,575,674 | \$118,251,174 | \$49,324,500 | |
| Cemetery and Funeral Bureau | | \$5,110,000 | \$3,559,999 | \$8,669,999 | \$2,883,714 | \$5,786,285 | 19.9 |
| Electronic and Appliance Repair, Bureau of | | \$1,664,379 | \$1,761,272 | \$3,425,651 | \$1,953,124 | \$1,472,527 | 8.8 |
| Hearing Aid Dispensers Bureau | | \$926,879 | \$572,491 | \$1,499,370 | \$393,679 | \$1,105,691 | 19.9 |
| Home Furnishings and Thermal Insulation, Bureau of | | \$2,254,717 | \$3,631,379 | \$5,886,096 | \$3,552,892 | \$2,333,204 | 7.5 |
| Private Postsecondary and Vocational Education, Bureau for | Administration | \$826,000 | \$5,493,247 | \$6,319,247 | \$5,655,192 | \$664,055 | 1.4 |
| | Title 38 Veterans Education | \$0 | \$1,104,532 | \$1,104,532 | \$1,104,532 | \$0 | n/a |
| | Student Tuition Recovery Fund | \$241,383 | \$7,655,462 | \$7,896,845 | \$4,451,514 | \$3,445,331 | 9.3 |
| | TOTAL | \$1,067,383 | \$14,253,241 | \$15,320,624 | \$11,211,238 | \$4,109,386 | |
| Security and Investigative Services, Bureau of | Private Security Services | \$4,340,715 | \$3,804,127 | \$8,144,842 | \$6,428,848 | \$1,715,994 | 2.9 |
| | Private Investigator Fund | \$975,326 | \$804,114 | \$1,779,440 | \$670,188 | \$1,109,252 | 21.2 |
| | TOTAL | \$5,316,041 | \$4,607,944 | \$9,924,282 | \$7,099,036 | \$2,825,246 | |
| Telephone Medical Advice Services Bureau | | \$216,768 | \$70,755 | \$287,523 | \$88,506 | \$199,017 | 18.1 |
| TOTAL | | \$51,820,486 | \$160,768,436 | \$212,589,219 | \$145,433,363 | \$67,155,856 | |

a) Fund condition statements include, where applicable: prior year adjustments; State Controller's Office charges, Board of Control claims, and/or Rural Health Program expenditures that are not included in Month 13 year-end expenditure reports, and General Fund loans amounts and/ or loan repayments. Supporting detail for these items is on record and is available upon request.

| Fund Condition ^a | | | | | | | |
|--|--|--------------------------|---------------------------------|---------------------|-----------------------|---------------------|-----------------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Funding Sources | Total Reserves July 1 | Total Revenues and Transfers | Total Resources | Total Expenditures | Reserve June 30 | Estimated Months of Reserve |
| Accountancy, California Board of | | \$6,763,231 | \$9,960,149 | \$16,723,380 | \$7,798,272 | \$8,925,108 | 11.6 |
| Acupuncture Board | | \$2,463,441 | \$325,075 | \$2,788,516 | \$2,040,485 | \$748,031 | 4.0 |
| Architects Board, California | | \$2,455,780 | \$1,216,077 | \$3,671,857 | \$2,442,751 | \$1,229,106 | 5.2 |
| Athletic Commission, State | Support | n/a | \$925,820 | n/a | \$627,735 | n/a | n/a |
| | Neuro | \$105,185 | \$90,195 | \$195,380 | \$70,352 | \$125,028 | 14.2 |
| | Pension | \$134,460 | \$128,534 | \$262,994 | \$63,987 | \$199,007 | 26.0 |
| | TOTAL | \$239,645 | \$1,144,549 | \$458,374 | \$762,074 | \$324,035 | |
| Barbering and Cosmetology, Board of | | \$3,978,252 | \$10,864,063 | \$14,842,315 | \$11,510,452 | \$3,331,863 | 3.2 |
| Behavioral Sciences, Board of | | \$1,852,970 | \$5,366,215 | \$7,219,185 | \$4,211,416 | \$3,007,769 | 7.9 |
| Contractors State License Board | | \$10,682,573 | \$57,692,730 | \$68,375,303 | \$45,284,219 | \$23,091,084 | 5.7 |
| Court Reporters Board of California | | \$1,790,085 | -\$574,120 | \$1,215,965 | \$620,081 | \$595,884 | 10.9 |
| Dental Auxiliaries, Committee on | | \$979,169 | \$1,336,709 | \$2,315,878 | \$1,338,312 | \$977,566 | 6.9 |
| Dental Board of California | | \$5,553,848 | \$1,615,619 | \$7,169,467 | \$6,808,939 | \$360,528 | \$1 |
| Engineers and Land Surveyors, Board for Professional | | \$1,723,981 | \$6,528,956 | \$8,252,937 | \$6,968,944 | \$1,283,993 | 2.0 |
| Geologists and Geophysicists, State Board of Registration for | | \$560,704 | \$730,584 | \$1,291,288 | \$707,634 | \$583,654 | 8.9 |
| Guide Dogs for the Blind, State Board of | | \$143,350 | \$143,165 | \$286,515 | \$115,287 | \$171,228 | 13.5 |
| Landscape Architects Technical Committee | | \$1,554,817 | -\$519,986 | \$1,034,831 | \$645,293 | \$389,538 | 5.2 |
| Medical Board of California | Physicians and Surgeons and Research Psychoanalysts | \$12,369,476 | \$35,445,802 | \$47,815,278 | \$36,477,874 | \$11,337,404 | 3.3 |
| | Opticians, Registered Dispensing | \$173,554 | \$155,898 | \$329,452 | \$116,916 | \$212,536 | 10.2 |
| | Midwives | \$23,189 | \$19,338 | \$42,527 | \$129 | \$42,398 | n/a |
| | Outpatient Clinics | \$54,274 | \$59,215 | \$113,489 | \$129 | \$113,360 | 59.0 |
| | TOTAL | \$12,620,493 | \$35,680,253 | \$48,300,746 | \$36,595,048 | \$11,705,698 | 3.5 |

a) Fund condition statements include, where applicable: prior year adjustments; State Controller's Office charges, Board of Control claims, and/or Rural Health Program expenditures that are not included in Month 13 year-end expenditure reports, and General Fund loans amounts and/ or loan repayments. Supporting detail for these items is on record and is available upon request.

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| Fund Condition ^a (continued) | | | | | | | |
|---|-------------------------|--------------------------|---------------------------------|----------------------|-----------------------|---------------------|-----------------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Funding Sources | Total Reserves July 1 | Total Revenues and Transfers | Total Resources | Total Expenditures | Reserve June 30 | Estimated Months of Reserve |
| Occupational Therapy, California Board of | | \$730,674 | \$428,589 | \$1,159,263 | \$542,003 | \$617,260 | 10.5 |
| Optometry, State Board of | | \$885,286 | \$1,026,210 | \$1,911,496 | \$1,001,378 | \$911,118 | 7.9 |
| Osteopathic Medical Board of California | | \$436,528 | \$735,050 | \$1,171,578 | \$679,407 | \$492,171 | 5.7 |
| Pharmacy, California State Board of | | \$4,787,544 | \$6,650,511 | \$11,438,055 | \$6,564,358 | \$4,873,697 | 7.6 |
| Physical Therapy Board of California | | \$1,444,892 | \$1,760,335 | \$3,205,227 | \$2,115,241 | \$1,089,986 | 6.3 |
| Physicians Assistant Committee | | \$1,492,200 | \$870,536 | \$2,362,736 | \$790,416 | \$1,572,320 | 21.2 |
| Podiatric Medicine, California Board of | | \$889,077 | \$892,339 | \$1,781,416 | \$785,698 | \$995,718 | 10.8 |
| Psychology, Board of | | \$907,086 | \$2,928,630 | \$3,835,716 | \$2,246,370 | \$1,589,346 | 6.6 |
| Registered Nursing, Board of | | \$8,112,564 | \$15,721,501 | \$23,834,065 | \$16,300,023 | \$7,534,042 | 5.0 |
| Respiratory Care Board of California | | \$1,324,837 | \$1,934,886 | \$3,259,723 | \$1,985,116 | \$1,274,607 | 6.1 |
| Speech-Language Pathology and Audiology Board | | \$377,354 | \$653,955 | \$1,031,309 | \$488,120 | \$543,189 | 11.9 |
| Structural Pest Control Board | | \$3,550,591 | \$3,810,183 | \$7,360,774 | \$3,413,657 | \$3,947,117 | 79.6, 22.1, 8.9 |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | | \$898,697 | \$1,722,064 | \$2,620,761 | \$1,680,960 | \$939,801 | 6.9 |
| Vocational Nursing and Psychiatric Technicians, Board of | Vocational Nurses | \$2,760,204 | \$2,797,058 | \$5,557,262 | \$4,184,108 | \$1,373,154 | 3.1 |
| | Psychiatric Technicians | \$1,435,386 | \$326,011 | \$1,761,397 | \$1,105,692 | \$655,705 | 6.8 |
| | TOTAL | \$4,195,590 | \$3,123,069 | \$7,318,659 | \$5,289,800 | \$2,028,859 | |
| TOTAL | | \$83,395,259 | \$173,767,896 | \$256,237,335 | \$171,731,754 | \$85,134,316 | |

a) Fund condition statements include, where applicable: prior year adjustments; State Controller's Office charges, Board of Control claims, and/or Rural Health Program expenditures that are not included in Month 13 year-end expenditure reports, and General Fund loans amounts and/ or loan repayments. Supporting detail for these items is on record and is available upon request.



LICENSING

ANNUAL REPORT
STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

Breakdown and Activity

| BUREAUS | License Category | Number of License Types per Category | Number of Licenses by License Status | | Number of Licenses Issued | | Frequency of License Renewal |
|--|----------------------------|--------------------------------------|--|-------------------|---|---|------------------------------|
| | | | Active Licenses / Certificates / Permits | Inactive Licenses | Initial Licenses / Certificates / Permits | Renewal Licenses / Certificates / Permits | |
| Automotive Repair, Bureau of | Licenses and Registrations | 16 | 63,846 | 14,343 | 17,778 | 46,636 | Every 1, 2, or 4 Years |
| | Certificates and Permits | 1 | 1,106 | n/a | 106 | n/a | n/a |
| Cemetery and Funeral Bureau | Licenses and Registrations | 12 | 10,188 | n/a | 2,259 | 7,143 | Every year |
| | Certificates and Permits | 1 | 420 | n/a | n/a | n/a | n/a |
| Electronic and Appliance Repair, Bureau of | Licenses and Registrations | 5 | 11,455 | 500 | 1,530 | 11,450 | Every year |
| Hearing Aid Dispensers Bureau | Licenses and Registrations | 4 | 2,030 | 124 | 214 | 1,955 | Every year |
| Home Furnishings and Thermal Insulation, Bureau of | Licenses and Registrations | 10 | 20,842 | 1,089 | 2,535 | 8,935 | Every 2 years |
| Private Postsecondary and Vocational Education, Bureau for | Licenses and Registrations | 5 | 449 | n/a | 173 | 0 | n/a |
| | Certificates and Permits | 7 | 23,310 | n/a | 6,042 | 0 | Every 1-3 Years |
| | Approvals | 3 | 2,576 | n/a | 166 | 885 | Every 3-5 Years |
| Security and Investigative Services, Bureau of | Licenses and Registrations | 21 | 230,505 | 39 | 63,252 | 74,849 | Varies |
| | Certificates and Permits | 2 | 103,564 | 0 | n/a | n/a | Every 2 years |
| Telephone Medical Advice Services Bureau | Licenses and Registrations | 1 | 36 | 0 | 1 | 8 | Every 2 years |

| | | | | | | | |
|----------------------------------|-----------------------------------|-----------|----------------|---------------|---------------|----------------|--|
| TOTAL BY LICENSE CATEGORY | LICENSES AND REGISTRATIONS | 74 | 339,351 | 16,095 | 87,742 | 150,968 | |
| | CERTIFICATES AND PERMITS | 11 | 128,400 | 0 | 6,148 | 0 | |
| | APPROVALS | 3 | 2,576 | 0 | 166 | 885 | |

| Breakdown and Activity (continued) | | | | | | | |
|--|----------------------------|--|---|----------------------|------------------------------|---------------------|---------------------------------|
| BOARD, COMMITTEES, AND COMMISSION | License Category | Number of License Types per Category | Number of Licenses by License Status | | Number of Licenses Issued | | Frequency of License Renewal |
| | | | Active Licenses | Inactive Licenses | Initial Licenses | Renewal Licenses | |
| Accountancy, California Board of | Licenses and Registrations | 5 | 45,970 | 18,830 | 3,253 | 31,273 | Every 2 years |
| | Approvals | 24 | 24 | 0 | 1 | 15 | Every 2 Years |
| Acupuncture Board | Licenses and Registrations | 1 | 7,090 | 1,441 | 643 | 3,152 | Every 2 years |
| | Approvals | 1 | 31 | n/a | 1 | n/a | n/a |
| Architects Board, California | Licenses and Registrations | 1 | 21,588 | 5,605 | 384 | 11,718 | Odd Years |
| Athletic Commission, State | Licenses and Registrations | 18 | 1,577 | n/a | 1577 | 1,499 | Annual |
| | Certificates and Permits | 1 | 21 | n/a | 1 | 20 | Annual |
| Barbering and Cosmetology, Board of | Licenses and Registrations | 10 | 373,574 | 71,705 | 24,051 | 164,431 | Every 2 years |
| | Approvals | 3 | 226 | 65 | n/a ^a | n/a ^a | n/a |
| Behavioral Sciences, Board of | Licenses and Registrations | 6 | 61,446 | 14,690 | 5,643 ^b | 33,652 ^b | (b) |
| Contractors State License Board | Licenses and Registrations | 44 ^c | 237,377 | 61,162 | 29,231 | 116,857 | Every 2 years |
| | Certificates and Permits | 3 ^d | 152,290 | 21,245 | 4,879 | | n/a |
| Court Reporters Board of California | Licenses and Registrations | 1 | 7,835 | 1,064 | 110 | 7,725 | Every year |
| | Approvals | 17 | n/a | n/a | n/a | n/a | n/a |
| Dental Auxiliaries, Committee on | Licenses and Registrations | 5 | 47,732 | 13,282 | 2,386 | 23,717 | Every 2 Years |
| Dental Board of California | Licenses and Registrations | 1 | 32,285 | 3,847 | 1,542 | 15,069 | Every 2 years |
| | Certificates and Permits | 9 | 7,409 | 958 | 3,345 | 3,345 | Every 2 Years |
| Engineers and Land Surveyors, Board for Professional | Licenses and Registrations | 19 | 87,170 | 45,975 | 2,363 | 17,451 | Every 2 years |
| | Certificates and Permits | 4 | 20,458 | 756 | 2,971 | 668 | Every 2 Years |

a) Apprentice licenses are not renewable.

b) Every 2 Years: Marriage and Family Therapist (MFT), Licensed Clinical Social Workers (LCSW), Licensed Educational Psychologists (LEP);
Yearly: Intern Marriage and Family Therapist (IMF), Associate Clinical Social Worker (ASW)

c) 43 License types and 1 registration

d) Permits do not apply and certificates are not license types but are issued in combination with Licenses

continued on next page

| Breakdown and Activity (continued) | | | | | | | |
|---|----------------------------|--|---|----------------------|------------------------------|---------------------|---------------------------------|
| BOARD, COMMITTEES, AND COMMISSION | License Category | Number of License Types per Category | Number of Licenses by License Status | | Number of Licenses Issued | | Frequency of License Renewal |
| | | | Active Licenses | Inactive Licenses | Initial Licenses | Renewal Licenses | |
| Geologists and Geophysicists, State Board of Registration for | Licenses and Registrations | 4 | 7,197 | 0 | 177 | 3,452 | Every 2 years |
| Guide Dogs for the Blind, State Board of | Licenses and Registrations | 1 ^e | 106 | 4 | 14 | 92 | Every year |
| | Approvals | 1 ^e | 3 | n/a | n/a | n/a | n/a |
| Landscape Architects Technical Committee | Licenses and Registrations | 1 | 3,189 | 165 | 147 | 1,539 | Every 2 years |
| Medical Board of California | Licenses and Registrations | 7 | 120,031 | 12,353 | 5,405 | 60,064 | Every 2 years |
| | Certificates and Permits | 2 | 9,836 | 0 | 1,181 | 3,773 | Every 2 years |
| | Approvals | 1 | 4 | 0 | 0 | 4 | Every 3 years |
| Occupational Therapy, California Board of | Licenses and Registrations | 1 | 7,493 | 493 | 727 | 7,085 | Every year |
| | Certificates and Permits | 3 | 1,360 | 347 | 296 | 1,213 | Every year |
| Optometry, State Board of | Licenses and Registrations | 4 | 1,644 | 6,388 | 258 | 3,129 | Every 2 years |
| | Certificates and Permits | 4 ^f | 846 | | 81 | 798 | Every year |
| Osteopathic Medical Board of California | Licenses and Registrations | 1 | 3,218 | 758 | 430 | 1,615 | Every 2 years |
| | Certificates and Permits | 1 | 277 | 0 | 66 | 230 | Every year |
| Pharmacy, California State Board of | Licenses and Registrations | 3 | 74,233 | 2,075 | 10,459 | 27,953 | Every 2 years |
| | Certificates and Permits | 24 | 11,425 | 585 | 1,440 | 9,376 | Every year |
| Physical Therapy Board of California | Licenses and Registrations | 4 | 23,666 | 26,572 | 1,254 | 11,201 | Every 2 years |
| Physicians Assistant Committee | Licenses and Registrations | 1 | 5,317 | 669 | 538 | 2,362 | Every 2 years |
| Podiatric Medicine, California Board of | Licenses and Registrations | 3 | 1,924 | 458 | 127 | 1,097 | Every 2 years |
| | Certificates and Permits | 1 | 376 | 228 | 24 | 160 | Every 2 years |
| | Approvals ^g | 7 ^g | n/a | n/a | n/a ^h | n/a ^h | n/a |

e) Apprentices who initially failed test were retested and passed.

f) Licenses and registrations = OD, SOL, BOL, Corps. Certificates and permits = FNP, Wall Certs., TPA, and DPA.

g) Approvals only. No Lic/Reg issued/renewed.

h) Frequency of EL-Resident's license renewal is 1 year for up to 4 years maximum.

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| Breakdown and Activity (continued) | | | | | | | |
|---|-----------------------------------|--|---|----------------------|------------------------------|---------------------|---------------------------------|
| BOARD, COMMITTEES, AND COMMISSION | License Category | Number of License Types per Category | Number of Licenses by License Status | | Number of Licenses Issued | | Frequency of License Renewal |
| | | | Active Licenses | Inactive Licenses | Initial Licenses | Renewal Licenses | |
| Psychology, Board of | Licenses | 1 | 14,608 | 2,474 | 568 | 7,454 | Every 2 years |
| | Registrations ⁱ | 2 ⁱ | 1,781 | 1,836 | 907 | 997 | (i) |
| Registered Nursing, Board of | Licenses and Registrations | 1 | 289,445 | 104,926 | 18,585 | 141,596 | Every 2 years |
| | Certificates and Permits | 10 | 68,986 | 11,684 | 3,283 | 5,920 | Every 2 years |
| | Approvals ^j | (j) | 102 | (j) | (j) | (j) | (j) |
| Respiratory Care Board of California | Licenses and Registrations | 1 | 14,495 | 853 | 624 | 6,931 | Every 2 years |
| Speech-Language Pathology and Audiology Board | Licenses and Registrations | 6 | 11,588 | 1,301 | 1,270 | 5,156 | Every 2 years |
| | Approvals | 2 | 134 | 0 | 13 | 64 | Every 2 Years |
| Structural Pest Control Board | Licenses and Registrations | 5 | 26,600 | 1,691 | 4,072 | 3,615 | Every 3 years |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | Licenses and Registrations | 4 | 12,971 | 4,996 | 644 | 6,336 | Every 2 years |
| | Certificates and Permits | 1 | 2,577 | 260 | 126 | 2,589 | Every year |
| Vocational Nursing and Psychiatric Technicians, Board of | Licenses and Registrations | 2 | 78,231 | 29,482 | 5,469 | 334,441 | Every 2 years |
| | Certificates and Permits | 1 | NDA | NDA | NDA | NDA | NDA |
| | Approvals | 1 | NDA | NDA | NDA | NDA | NDA |
| TOTAL BY LICENSE CATEGORY | LICENSES AND REGISTRATIONS | 163 | 1,621,381 | 435,095 | 122,858 | 1,052,659 | |
| | CERTIFICATES AND PERMITS | 64 | 275,861 | 36,063 | 17,693 | 28,092 | |
| | APPROVALS | 57 | 422 | 65 | 15 | 83 | |

i) Registered psychologists are a one-time non-renewable registration and Registered Psychological Assistants are renewed January 31 of each year.

j) BRN does not consider Approvals to be a license type. There were a total of 30 re-approvals for FY 2003-04. Existing program re-approval is normally conducted every 5 years, but can be sooner if there is an issue within the program.

| Background Checking Requirements | | | | | | | |
|--|-------------------------------------|---------------------------|----------------------|-------|----------------------------|----------------------|-------|
| BUREAUS | Fingerprinting | Verification of Education | | | Verification of Experience | | |
| | Number of Criminal Records Received | Candidate's Statement | Official Transcripts | Audit | Candidate's Statement | Official Transcripts | Audit |
| Automotive Repair, Bureau of | n/a | No | Yes | No | Yes | No | No |
| Cemetery and Funeral Bureau | 85 | n/a | Yes | n/a | Yes | n/a | Yes |
| Electronic and Appliance Repair, Bureau of | 26 | No | No | No | No | No | No |
| Hearing Aid Dispensers Bureau | NDA | Yes | No | Yes | Yes | No | Yes |
| Private Postsecondary and Vocational Education, Bureau for | NDA | Yes | Yes | No | Yes | Yes | No |
| Security and Investigative Services, Bureau of | 9,344 | No | Yes | No | Yes | Yes | No |
| TOTAL | 9,455 | | | | | | |

| Background Checking Requirements | | | | | | | |
|---|-------------------------------------|---------------------------|----------------------|------------------|----------------------------|----------------------|------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Fingerprinting | Verification of Education | | | Verification of Experience | | |
| | Number of Criminal Records Received | Candidate's Statement | Official Transcripts | Audit | Candidate's Statement | Official Transcripts | Audit |
| Accountancy, California Board of | 140 | No | Yes | No | No ^a | No ^a | No ^a |
| Acupuncture Board | 36 | No | Yes | No | n/a | n/a | n/a |
| Architects Board, California | n/a | n/a ^b | Yes ^b | n/a ^b | Yes ^b | No ^b | n/a ^b |
| Athletic Commission, State | 89 | No | No | No | Yes | No | No |
| Barbering and Cosmetology, Board of | No | No ^c | Yes ^c | No ^c | No ^d | Yes ^d | No ^d |
| Behavioral Sciences, Board of | 223 | No | Yes | No | Yes | No | No |
| Contractors State License Board | n/a | Yes | Yes | Yes | Yes | Yes | Yes |
| Court Reporters Board of California | 2 | No | Yes | No | Yes | No | No |
| Dental Auxiliaries, Committee on | 489 | No | No | No | No | No | No |
| Dental Board of California | 1,483 | Yes | Yes | Yes | Yes | Yes | Yes |
| Geologists and Geophysicists, State Board of Registration for | n/a | No | Yes | No | Yes | No | No |
| Guide Dogs for the Blind, State Board of | 0 | Yes | Yes | No | Yes | Yes | No |
| Landscape Architects Technical Committee | 0 | Yes | Yes | Yes | Yes | Yes | Yes |
| Medical Board of California | | | | | | | |
| Physicians and Surgeons | NDA | Yes | Yes | No | n/a | n/a | n/a |
| Specialty Faculty Permit | NDA | Yes | No | No | Yes | No | No |
| Midwives | NDA | Yes | Yes | No | n/a | n/a | n/a |
| Research Psychoanalysts | NDA | Yes | Yes | No | n/a | n/a | n/a |

- a) The applicant's current or former employer(s) submits a Certificate of Experience.
b) Verification by candidate and employer.
c) Verification by candidate and employer.
d) Verification of Education - A Proof of Training document is signed by the graduating school stating the course of study and number of hours completed.

continued on next page

Background Checking Requirements (continued)

| BOARDS, COMMITTEES, AND COMMISSION | Fingerprinting | Verification of Education | | | Verification of Experience | | |
|---|--|---------------------------|-------------------------|-------|----------------------------|-------------------------|-------|
| | Number of Criminal Records Received | Candidate's Statement | Official Transcripts | Audit | Candidate's Statement | Official Transcripts | Audit |
| Occupational Therapy, California Board of | 58 | Yes | Yes | No | Yes | Yes | No |
| Optometry, State Board of | 1 | n/a | 283 | n/a | n/a | n/a | n/a |
| Osteopathic Medical Board of California | 17 | Yes | Yes | No | Yes | Yes | No |
| Pharmacy, California State Board of | 2,132 | No | Yes | Yes | Yes | Yes | Yes |
| Physical Therapy Board of California | 109 | No | Yes | No | No | (e) | No |
| Physicians Assistant Committee | 18 | No | Yes | No | No | No | No |
| Podiatric Medicine, California Board of | 7 | Yes | Yes | No | Yes | Yes | No |
| Psychology, Board of | 15 | Yes | Yes | Yes | Yes | Yes | Yes |
| Registered Nursing, Board of | 1,724 | No | Yes | No | No | No | No |
| Respiratory Care Board of California | 135 | Yes | Yes | No | n/a | n/a | n/a |
| Speech-Language Pathology and Audiology Board | 12 | Yes | Yes | No | Yes | Yes | No |
| Structural Pest Control Board | 672 | n/a | n/a | n/a | n/a | n/a | n/a |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | 44 | Yes | No | No | Yes | No | No |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | |
| Vocational Nurses | 528 | No | Yes | No | No | n/a | (e) |
| Psychiatric Technicians | 91 | No | Yes | No | No | n/a | (e) |
| TOTAL | 7,936 | | | | | | |

e) Verification of Experience - Verification of (state or country) applicant either through work experience or certification from the licensing state. Out-of-State applicants must provide verification of licensure from an outside evaluation company.

| Continuing Education Requirements | | | | | | | |
|--|---------------------------------------|---|----------------------------|-------------------|-------|--|----------------------------------|
| BUREAUS REQUIRING CONTINUING EDUCATION | License Types | Number of Required Hours of CE for Each Renewal Cycle | Methods of CE Verification | | | Number of CE Providers for This License Type | Number of Audits of CE Providers |
| | | | Self-Certification | Instructor Report | Audit | | |
| Automotive Repair, Bureau of | Smog Check Technician - Advanced (EA) | 8-16 hours | No | Yes | No | 106 | 80 |
| | Smog Check Technician - Basic (EB) | 8-16 hours | No | Yes | No | 106 | 80 |
| Hearing Aid Dispensers Bureau | Hearing Aid Dispenser | 9 | Yes | Yes | Yes | 36 | 0 |
| Private Postsecondary and Vocational Education, Bureau for | Financial Aid Director | n/a ^a | Yes | No | No | n/a ^b | n/a ^b |
| | Financial Aid Officer | n/a ^a | Yes | No | No | n/a ^b | n/a ^b |
| Security and Investigative Services, Bureau of | Various | 0 | No | No | No | 0 | 0 |

a) CE requirements are not specified in law by hours.

b) Student Aid Commission has oversight over the CE Program.

| Continuing Education Requirements | | | | | | | |
|--|---|---|----------------------------|-------------------|------------------|--|----------------------------------|
| BOARDS AND COMMITTEES REQUIRING CONTINUING EDUCATION | License Types | Number of Required Hours of CE for Each Renewal Cycle | Methods of CE Verification | | | Number of CE Providers for This License Type | Number of Audits of CE Providers |
| | | | Self-Certification | Instructor Report | Audit | | |
| Accountancy, California Board of | Certified Public Accountant (CPA) | 80 | Yes | No | Yes | 1 | 0 |
| | Public Accountant (PA) | 80 | Yes | No | Yes | 1 | 0 |
| | Accountancy Corporation (COR) | n/a | n/a | n/a | n/a ^c | n/a ^d | n/a |
| | Accountancy Partnership (PAR) | n/a | n/a | n/a | n/a ^c | n/a ^d | n/a |
| | Fictitious Name Permit (FNP) | n/a | n/a | n/a | n/a ^c | n/a ^d | n/a |
| | Professional Conduct and Ethics (PC and E) Provider | n/a | n/a | n/a | n/a ^c | n/a ^d | n/a |
| Acupuncture Board | Acupuncture License | 30 | Yes | Yes | Yes | 298 | 0 |
| Barbering and Cosmetology, Board of | Cosmetology Instructor | 30 | No | No | Yes | 28 | 0 |
| | Barber Instructor | 30 | No | No | Yes | 28 | 0 |

c) The CE audit has been temporarily suspended due to staffing constraints.

d) See FY 2003-04 Licensing Breakdown and Activity Chart - Approvals.

continued on next page

| Continuing Education Requirements (continued) | | | | | | | |
|--|---|---|----------------------------|----------------------|-------|---|---|
| BOARDS AND COMMITTEES REQUIRING CONTINUING EDUCATION | License Types | Number of Required Hours of CE for Each Renewal Cycle | Methods of CE Verification | | | Number of CE Providers for This License Type | Number of Audits of CE Providers |
| | | | Self- Certification | Instructor Report | Audit | | |
| Behavioral Sciences, Board of | Marriage and Family Therapy | 36 | Yes | No | Yes | 2,204 | 204 |
| | Licensed Clinical Social Worker | 36 | Yes | No | Yes | 2,204 | 121 |
| Dental Auxiliaries, Committee on | Registered Dental Assistant | 25 | Yes | No | n/a | NDA | NDA |
| | Registered Dental Assistant in Extended Functions | 25 | Yes | No | n/a | NDA | NDA |
| | Registered Dental Hygienist | 25 | Yes | No | n/a | NDA | NDA |
| | Registered Dental Hygienist in Extended Functions | 25 | Yes | No | n/a | NDA | NDA |
| | Registered Dental Hygienist in Alternative Functions | 25 | Yes | No | n/a | NDA | NDA |
| Dental Board of California | Dental License | 50 | Yes | n/a | n/a | 984 | 0 |
| | OMS | 50 | Yes | n/a | n/a | 984 | 0 |
| | General Anesthesia | 15 | Yes | n/a | n/a | 984 | 0 |
| | SP | 25 | Yes | n/a | n/a | 984 | 0 |
| | OCS | 7 | Yes | n/a | n/a | 984 | 0 |
| | Conscious Sedation | 7 | Yes | n/a | n/a | 984 | 0 |
| Guide Dogs for the Blind, State Board of | Guide Dog Instructor | 8 on blindness, 1 on dog training, dog health + 2 other or 16 hours consumer information | No | No | No | No | No |
| Medical Board of California | Physician and Surgeon | 50 ^c | Yes | No | Yes | n/a ^d | n/a |
| | Licensed Midwife | 36 ^c | Yes | No | Yes | n/a ^d | n/a |
| Optometry, State Board of | Optometrist - Therapeutic Certified | 50 | Yes | No | Yes | 148 | 144 |
| | Optometrist - Diagnostic and No. Certification | 40 | Yes | No | Yes | 148 | 144 |

c) Some licensees may have been granted a waiver of the CME requirements.

d) Business and Profession Code sections 2190.3 and 2190.5 require geriatric, pain management, and end-of-life care courses for specified licensees.

continued on next page

| Continuing Education Requirements (continued) | | | | | | | |
|--|-------------------------------------|---|----------------------------|-------------------|-------|--|----------------------------------|
| BOARDS AND COMMITTEES REQUIRING CONTINUING EDUCATION | License Types | Number of Required Hours of CE for Each Renewal Cycle | Methods of CE Verification | | | Number of CE Providers for This License Type | Number of Audits of CE Providers |
| | | | Self-Certification | Instructor Report | Audit | | |
| Osteopathic Medical Board of California | Osteopathic Physician and Surgeon | 150 hours each 3-year reporting period | No | Yes | Yes | NDA | NDA |
| Pharmacy, California State Board of | Pharmacist | 30 | Yes | No | No | No | No |
| Podiatric Medicine, California Board of | E-Permanent | 50 | Yes | No | Yes | Information Not Trackable | n/a |
| | EFE-Fee Exempt ^e | n/a | n/a | n/a | n/a | | n/a |
| | EL-Resident's | n/a | n/a | n/a | n/a | | n/a |
| Psychology, Board of | Psychologist | 36 | No | No | Yes | 336 | 34 |
| Registered Nursing, Board of | Registered Nurse | 30 | Yes | No | Yes | 3,402 | 0 |
| Respiratory Care Board of California | Respiratory Care Practitioner | 15 | Yes | No | Yes | n/a | n/a |
| Speech-Language Pathology and Audiology Board | Speech-Language Pathologist | 24 | Yes | No | Yes | 173 | NDA |
| | Audiologist | 24 | Yes | No | Yes | 173 | NDA |
| | Speech-Language Pathology Assistant | 24 | Yes | No | Yes | NDA | n/a |
| Structural Pest Control Board | Field Representative and Operator | NDA | Yes | Yes | Yes | 75 | 3 |
| | Branch 1 | 16 | NDA | NDA | NDA | NDA | NDA |
| | Branch 2 | 20 | NDA | NDA | NDA | NDA | NDA |
| | Branch 3 | 24 | NDA | NDA | NDA | NDA | NDA |
| Veterinary Medical Board | Veterinarian | 36 | Yes | Yes | Yes | NDA | NDA |
| Vocational Nursing and Psychiatric Technicians, Board of | Vocational Nurse | 30 | Yes | No | Yes | 41 | n/a |
| | Psychiatric Technician | 30 | Yes | No | Yes | 0 | n/a |

e) EFE - Retired licensees without permanent CE waivers are subject to CE requirements.

| Examinations | | | | | | | | |
|--|---------------------------------------|-------------|-----|-----------|--------------------------------------|--------|-------|----------|
| BUREAUS REQUIRING EXAMINATIONS | Examination Data | | | | | | | |
| | License Type and Exam Title | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | National | CA | | Passed | Failed | Total | % Passed |
| Automotive Repair, Bureau of | Smog Check Technician - Advanced (EA) | No | Yes | Written | 2,702 | 2,790 | 5,492 | 49% |
| | Smog Check Technician - Basic (EB) | No | Yes | Written | 68 | 38 | 106 | 64% |
| | Brake Adjuster - Class A | No | Yes | Written | 75 | 73 | 148 | 51% |
| | Brake Adjuster - Class B | No | Yes | Written | 2 | 12 | 14 | 14% |
| | Brake Adjuster - Class C | No | Yes | Written | 299 | 140 | 439 | 68% |
| | Lamp Adjuster - Class A | No | Yes | Written | 284 | 159 | 443 | 64% |
| | Brake Adjuster - Class A | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| | Brake Adjuster - Class B | | | | | | | |
| | Brake Adjuster - Class C | | | | | | | |
| | Lamp Adjuster - Class A | | | | | | | |
| Cemetery and Funeral Bureau | Cemetery Broker | No | Yes | Written | 20 | 3 | 23 | 87% |
| | Crematory Manager | No | Yes | Written | 22 | 2 | 24 | 92% |
| | Cemetery Manager | No | Yes | Written | 30 | 5 | 35 | 86% |
| | Funeral Director | No | Yes | Written | 80 | 45 | 125 | 64% |
| | Embalmer | No | Yes | Written | 45 | 27 | 72 | 63% |
| Hearing Aid Dispensers Bureau | Hearing Aid Dispenser | No | Yes | Written | 96 | 92 | 188 | 51% |
| | | No | Yes | Practical | 71 | 36 | 107 | 66% |
| Security and Investigative Services, Bureau of | Alarm Company Operator (ACQ) | No | Yes | Written | 89 | 98 | 187 | 48% |
| | Private Investigator (PIQ) | No | Yes | Written | 459 | 245 | 704 | 65% |
| | Private Patrol Operator (PPQ) | No | Yes | Written | 185 | 216 | 401 | 46% |
| | Repossessor (RAQ) | No | Yes | Written | 21 | 22 | 43 | 49% |

| Examinations | | | | | | | | | |
|---|-----------------------------------|---|-------------|----|---|--------------------------------------|--------------------|------------------|------------------|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed |
| Accountancy, California Board of | Certified Public Accountant (CPA) | Uniform Certified Public Accountant Examination | X | | Written and Computer Based ^a | 2,391 | 7,977 ^b | 10,368 | 23% ^c |
| Acupuncture Board | Acupuncture License | California Acupuncture License Exam | | X | Written | 629 | 437 | 1,066 | 59% |
| Architects Board, California | Architect | Building Planning | X | | Written | 440 | 265 | 705 ^d | 62% |
| | | Building Technology | X | | Written | 405 | 293 | 698 ^d | 58% |
| | | Construction Docs | X | | Written | 596 | 201 | 797 ^d | 75% |
| | | General Structures | X | | Written | 477 | 256 | 733 ^d | 65% |
| | | Lateral Forces | X | | Written | 494 | 108 | 602 ^d | 82% |
| | | Materials / Methods | X | | Written | 635 | 279 | 914 ^d | 69% |
| | | Mech / Electrical | X | | Written | 464 | 300 | 764 ^d | 61% |
| | | Pre-Design | X | | Written | 530 | 279 | 809 ^d | 66% |
| | | Site Planning | X | | Written | 472 | 217 | 689 ^d | 69% |
| | | Supplemental | | X | Oral | 398 | 473 | 871 ^d | 46% |

- a) In April 2004 the Board converted its CPA Exam from a paper and pencil exam to a computer-based exam. Therefore, FY 2003/04 CPA Exam data is composed of one November 2003 paper and pencil exam and then the first computer-based testing (CBT) window during April and May 2004.
- b) The CPA Exam consists of four parts and under computerized testing, the candidate must pass all four sections within an 18-month period to pass the exam. This number/percentage reflects the candidates who successfully passed the CPA Exam during FY 2003-04. The "Failed" column indicates all tests not completed.
- c) In FY 2003/04 the average per part passage rate for the November 2003 paper and pencil exam was 36%, and 48% for the computerized exam during April - May 2004.
- d) Total numbers of exams does not represent the total number of candidates

continued on next page

| Examinations (continued) | | | | | | | | | |
|---|-----------------------------------|--|-------------|-----------|--------------------------|--------------------------------------|--------------------|---------------------|----------|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed |
| Barbering and Cosmetology, Board of | Barber | | | X | Written and Practical | 667 | 241 | 908 ^e | 74% |
| | Barber Instructor | | | X | Written | 1 | 5 | 6 ^e | 17% |
| | Cosmetologist | | | X | Written | 7,861 | 2,848 | 10,709 ^e | 73% |
| | | | | X | Practical | 10,636 | 3,525 | 14,161 ^e | 75% |
| | Cosmetology Instructor | | | X | Written | 41 | 7 | 48 ^e | 85% |
| | | | | X | Practical | 63 | 80 | 143 ^e | 44% |
| | Electrologist | | | X | Written | 19 | 4 | 23 ^e | 83% |
| | | | | X | Practical | 33 | 4 | 37 ^e | 89% |
| Esthetician | | | X | Written | 2,905 | 2,208 | 5,113 ^e | 57% | |
| | | | X | Practical | 5,012 | 497 | 5,509 ^e | 91% | |
| Manicurist | | | X | Written | 6,151 | 1,428 | 7,579 ^e | 81% | |
| | | | X | Practical | 8,101 | 1,553 | 9,654 ^e | 84% | |
| Behavioral Sciences, Board of | Marriage and Family Therapy | MFT Standard Written | | X | Written | 1,659 | 867 | 2,526 | 66% |
| | | MFT Clinical Vignette Written | | | | | | | |
| | | MFT Oral Exam ^f | | | | | | | |
| | Licensed Clinical Social Worker | LCS Standard Written | | X | Written | 939 | 500 | 1,439 | 65% |
| | | LCS Clinical Vignette Written | | | | | | | |
| | | LCS Oral Exam ^f | | | | | | | |
| | Licensed Educational Psychologist | LEP Written Exam | | X | Written | 80 | 21 | 101 | 79% |

e) Differences in Numbers from FY 2002-03 to FY 2003-04 reports are due to reporting changes as a result of the implementation of computer-based testing.

f) MFT and LCSW Oral Exam: The BBS continued administering the Oral examinations in November 2003.

continued on next page

| Examinations (continued) | | | | | | | | | |
|---|-----------------------------------|---|-------------|---------|--------------|--------------------------------------|--------|--------|----------|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed |
| Contractors State License Board | A | General Engineering | | X | Written | 784 | 482 | 1,266 | 62% |
| | B | General Building | | X | Written | 7,600 | 5,188 | 12,788 | 59% |
| | C-2 | Insulation and Acoustical | | X | Written | 42 | 73 | 115 | 37% |
| | C-4 | Boiler, Hot Water Heating, and Steam Fitting | | X | Written | 21 | 21 | 42 | 50% |
| | C-5 | Framing and Rough Carpentry | | X | Written | 131 | 167 | 298 | 44% |
| | C-6 | Cabinet, Millwork, and Finish Carpentry | | X | Written | 383 | 429 | 812 | 47% |
| | C-7 | Low Voltage Systems | | X | Written | 546 | 190 | 736 | 74% |
| | C-8 | Concrete | | X | Written | 479 | 235 | 714 | 67% |
| | C-9 | Drywall | | X | Written | 217 | 324 | 541 | 40% |
| | C-10 | Electrical (General) | | X | Written | 1,640 | 1,734 | 3,374 | 49% |
| | C-11 | Elevator | | X | Written | 24 | 22 | 46 | 52% |
| | C-12 | Earthwork and Paving | | X | Written | 144 | 81 | 225 | 64% |
| | C-13 | Fencing | | X | Written | 127 | 76 | 203 | 63% |
| | C-15 | Flooring and Floor Covering | | X | Written | 495 | 649 | 1,144 | 43% |
| | C-16 | Fire Protection | | X | Written | 90 | 202 | 292 | 31% |
| | C-17 | Glazing | | X | Written | 202 | 137 | 339 | 60% |
| | C-20 | Warm Air Heating, Ventilating, and Air Conditioning | | X | Written | 790 | 542 | 1,332 | 59% |
| | C-21 | Building Moving and Demolition | | X | Written | 73 | 73 | 146 | 50% |
| | C-23 | Ornamental Metal | | X | Written | 67 | 86 | 153 | 44% |
| | C-27 | Landscaping | | X | Written | 817 | 750 | 1,567 | 52% |
| C-28 | Lock and Security Equipment | | X | Written | 33 | 16 | 49 | 67% | |
| C-29 | Masonry | | X | Written | 189 | 273 | 462 | 41% | |
| C-31 | Construction Zone Traffic Control | | X | Written | 3 | 17 | 20 | 15% | |
| C-32 | Parking and Highway Improvement | | X | Written | 29 | 69 | 98 | 30% | |
| C-33 | Painting and Decorating | | X | Written | 1,278 | 890 | 2,168 | 59% | |
| C-34 | Pipeline | | X | Written | 24 | 10 | 34 | 71% | |

continued on next page

| Examinations (continued) | | | | | | | | | |
|---|---|--|-------------|---------|------------------------|--------------------------------------|--------|-------|----------|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed |
| Contractors State License Board | C-35 | Lathing and Plastering | | X | Written | 108 | 203 | 311 | 35% |
| | C-36 | Plumbing | | X | Written | 889 | 682 | 1,571 | 57% |
| | C-38 | Refrigeration | | X | Written | 80 | 60 | 140 | 57% |
| | C-39 | Roofing | | X | Written | 372 | 272 | 644 | 58% |
| | C-42 | Sanitation System | | X | Written | 35 | 58 | 93 | 38% |
| | C-43 | Sheet Metal | | X | Written | 79 | 79 | 158 | 50% |
| | C-45 | Electrical Sign | | X | Written | 38 | 124 | 162 | 24% |
| | C-46 | Solar | | X | Written | 23 | 31 | 54 | 43% |
| | C-47 | General Manufactured Housing | | X | Written | 19 | 54 | 73 | 26% |
| | C-50 | Reinforcing Steel | | X | Written | 17 | 50 | 67 | 25% |
| | C-51 | Structural Steel | | X | Written | 97 | 35 | 132 | 74% |
| | C-53 | Swimming Pool | | X | Written | 265 | 115 | 380 | 70% |
| | C-54 | Tile (Ceramic and Mosaic) | | X | Written | 550 | 514 | 1,064 | 52% |
| | C-55 | Water Conditioning | | X | Written | 17 | 19 | 36 | 47% |
| | C-57 | Well Drilling (Water) | | X | Written | 32 | 30 | 62 | 52% |
| C-60 | Welding | | X | Written | 87 | 65 | 152 | 57% | |
| C-61 | Limited Specialty ^g | | X | n/a | n/a | n/a | n/a | n/a | |
| Court Reporters Board of California | Certified Shorthand Reporter | | | X | Written | 286 | 161 | 447 | 64% |
| | | | | X | Practical | 102 | 429 | 531 | 19% |
| Dental Auxiliaries, Committee on | Registered Dental Assistant | | | X | Practical / Written | 2,188 | 1,264 | 3,452 | 63% |
| | Registered Dental Assistant in Extended Functions | | | X | Clinical | 88 | 30 | 118 | 75% |
| | Registered Dental Hygienist | | X | X | Clinical | 552 | 204 | 756 | 73% |
| | Registered Dental Hygienist in Extended Functions | | | X | Clinical | 2 | 0 | 2 | 100% |
| | Registered Dental Hygienist in Alternative Functions | | | X | Written | 32 | 0 | 32 | 100% |

g) Written exam for C-61 Limited Specialty License has been eliminated.

continued on next page

| Examinations (continued) | | | | | | | | | |
|--|---------------------------------|--|-------------|----|--|--------------------------------------|--------|--------|----------|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed |
| Dental Board of California | DDS | Restorative Technique | | X | Practical | 85 | 164 | 249 | 34% |
| | | Clinical | | X | Written, Clinical, and Practical | 910 | 324 | 1,234 | 74% |
| Engineers and Land Surveyors, Board for Professional | Agricultural Engineer | | X | | Written | 0 | 1 | 1 | 0% |
| | Chemical Engineer | | X | | Written | 40 | 30 | 70 | 57% |
| | Civil Engineer | | X | X | Written | 4,538 | 8,117 | 12,655 | 36% |
| | Control System Engineer | | X | | Written | 7 | 6 | 13 | 54% |
| | Electrical Engineer | | X | | Written | 168 | 318 | 486 | 35% |
| | Fire Protection Engineer | | X | | Written | 11 | 16 | 27 | 41% |
| | Geotechnical Engineer | | | X | Written | 19 | 44 | 63 | 30% |
| | Industrial Engineer | | X | | Written | 7 | 2 | 9 | 78% |
| | Land Surveyor | | X | X | Written | 206 | 544 | 750 | 28% |
| Engineers and Land Surveyors, Board for Professional | Manufacturing Engineer | | X | | Written | 1 | 2 | 3 | 33% |
| | Mechanical Engineer | | X | | Written | 236 | 243 | 479 | 49% |
| | Metallurgical Engineer | | X | | Written | 1 | 2 | 3 | 33% |
| | Nuclear Engineer | | X | | Written | 1 | 0 | 1 | 100% |
| | Petroleum Engineer | | X | | Written | 4 | 7 | 11 | 36% |
| | Structural Engineer | | | X | Written | 78 | 212 | 290 | 27% |
| | Traffic Engineer | | | X | Written | 78 | 31 | 109 | 72% |
| | Engineer-in-training (EIT) | | X | | Written | 2,726 | 2,884 | 5,610 | 49% |
| | Land Surveyor-in-training | | X | | Written | 119 | 334 | 453 | 26% |
| Geologists and Geophysicists, State Board of Registration for | Registered Geologist | | X | X | Written | 126 | 239 | 365 | 35% |
| | Registered Geophysicist | | | X | Written | 3 | 0 | 3 | 100% |
| | Certified Engineering Geologist | | | X | Written | 37 | 33 | 70 | 53% |
| | Certified Hydrogeologist | | | X | Written | 11 | 26 | 37 | 30% |

continued on next page

| Examinations (continued) | | | | | | | | | |
|--|--|--|-------------|----|-----------|--------------------------------------|----------------|-------|----------|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed |
| Guide Dogs for the Blind, State Board of | Guide Dog Instructor | | | X | Oral | 14 | 0 ^h | 14 | 100% |
| | | | | X | Written | 14 | 0 ^h | 14 | 100% |
| | | | | X | Practical | 14 | 0 ^h | 14 | 100% |
| Landscape Architects Technical Committee | Section A - Legal and Administration | | X | | Written | NDA | NDA | NDA | NDA |
| | Section B - Analytical | | X | | Written | NDA | NDA | NDA | NDA |
| | Section C - Planning and Site Design | | X | | Written | 97 | 158 | 296 | 33% |
| | Section D - Structural and Consideration Materials and Methods of Construction | | X | | Written | NDA | NDA | NDA | NDA |
| | Section E - Grading, Drainage, and Storm Water Management | | X | | Written | 86 | 237 | 323 | 27% |
| | California Supplemental Examination | | | X | Written | 147 | 0 | 147 | 100% |
| Medical Board of California | Physician and Surgeon | U.S. Medical License Exam | X | | Written | NDA | NDA | NDA | NDA |
| | Contact Lens Dispenser | National Contact Lens Examiners Exam | X | | Written | NDA | NDA | NDA | NDA |
| | Spectacle Lens | American Board of Opticianry Competency Exam | X | | Written | NDA | NDA | NDA | NDA |
| | Licensed Midwife | North American Registry of Midwives | X | | Written | NDA | NDA | NDA | NDA |
| Occupational Therapy, California Board of | Licensed Occupational Therapist | NBCOT-OTR | X | | Written | 259 | 95 | 354 | 73% |
| | Certified Occupational Therapy Assistant | NBCOT/COTA | X | | Written | 26 | 9 | 35 | 74% |
| Optometry, State Board of | Optometrist | Jurisprudence | | X | Written | 290 | 23 | 313 | 93% |
| | | Basic Science | X | | Written | NDA | NDA | NDA | NDA |
| | | Clinical Science | X | | Written | NDA | NDA | NDA | NDA |
| | | Patient Assessment | X | | Written | NDA | NDA | NDA | NDA |
| | | Clinical Skills | X | | Practical | NDA | NDA | NDA | NDA |
| Osteopathic Medical Board of California | Osteopathic Physician and Surgeon | | X | | Written | NDA | NDA | NDA | NDA |
| Pharmacy, California State Board of | RPH North America | | X | | Written | 507 | 10 | 517 | 98% |
| | RPH California | | | X | Written | 484 | 89 | 573 | 85% |

h) Apprentices who initially failed test were retested and passed.

continued on next page

| Examinations (continued) | | | | | | | | | | |
|---|----------------------------------|--|-------------|----|-------------------|--------------------------------------|--------|--------|----------|-----|
| BOARDS AND COMMITTEES REQUIRING EXAMINATIONS | Examination Data | | | | | | | | | |
| | License Type | Exam Title (If Different from License Type) | Exam Source | | Exam Type | Data Combined for All Exams per Year | | | | |
| | | | National | CA | | Passed | Failed | Total | % Passed | |
| Physical Therapy Board of California | Physical Therapist | National Practice Exam | X | | Written | 612 | 852 | 1,464 | 42% | |
| | Physical Therapist Assistant | National Practice Exam | X | | Written | 140 | 89 | 229 | 61% | |
| | Kinesiological Electromyographer | Specialty KEMG | | X | Written | 0 | 0 | 0 | 0% | |
| | Electroneuromyographer | Specialty KEMG | | X | Written | 0 | 0 | 0 | 0% | |
| | All PTs and Ats | California Law Exam | | X | Written | 1,280 | 217 | 1,497 | 86% | |
| Physicians Assistant Committee | Physician Assistant | National Certifying Examination | X | | Written | NDA | NDA | NDA | NDA | |
| Podiatric Medicine, California Board of | E-Permanent | National Board of Podiatric Medicine Examiners (NBPME) | Part I | X | | Written | NDA | NDA | NDA | NDA |
| | | | Part II | X | | Written | NDA | NDA | NDA | NDA |
| | | | Part III | X | | Written | 50 | 7 | 57 | 88% |
| | EL-Resident's | National Board of Podiatric Medicine Examiners (NBPME) | Part I | X | | Written | NDA | NDA | NDA | NDA |
| | | | Part II | X | | Written | NDA | NDA | NDA | NDA |
| Psychology, Board of | Psychologist | Examination for Professional Practice in Psychology | X | | Written | 526 | 382 | 908 | 58% | |
| | Psychologist | CA Jurisprudence and Professional Ethics Exam | | X | Written | 773 | 137 | 910 | 85% | |
| Registered Nursing, Board of | Registered Nurse | NCLEX-RN | X | | Written | 10,690 | 11,768 | 22,458 | 48% | |
| Respiratory Care Board of California | Respiratory Care Practitioner | Certified Respiratory Therapist Exam | X | | Computer Based | 400 | 631 | 1,031 | 39% | |
| Speech-Language Pathology and Audiology Board | Speech-Language Pathology | The Praxis Series | X | | Written | 341 | 69 | 410 | 83% | |
| | Audiology | The Praxis Series | X | | Written | 46 | 10 | 56 | 82% | |
| Structural Pest Control Board | Applicator | Applicator | | X | Written | 2,702 | 2,013 | 4,715 | 57% | |
| | Field Representative | Field Representative | | X | Written | 1,742 | 4,114 | 5,856 | 30% | |
| | Operator | Operator | | X | Written | 259 | 735 | 994 | 26% | |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | Veterinarian | NAVLE | X | | Written | 189 | 46 | 235 | 80% | |
| | | CSB | | X | Written | 281 | 192 | 473 | 59% | |
| | | VLE | | X | Written | 269 | 0 | 269 | 100% | |
| | Veterinary Reciprocity | VLE | | X | Written | 80 | 0 | 80 | 100% | |
| | Registered Veterinary Technician | n/a | | X | Written | 176 | 42 | 218 | 81% | |
| Vocational Nursing and Psychiatric Technicians, Board of | Vocational Nurse | Nat'l Council Licensure Examination for Practical Nurses | X | | Written | 4,652 | 3,732 | 8,384 | 56% | |
| | Psychiatric Technician | California Psychiatric Technician Licensure Exam | | X | Written | 495 | 483 | 978 | 51% | |



ENFORCEMENT

ANNUAL REPORT
STATISTICAL APPENDIX

FISCAL YEAR 2003–2004

Complaints Received by Source

| BUREAUS | Public | Government / Law Enforcement | Licensed Professional Groups | Internal (Board, Committee, Staff) | Other or Anonymous | Total Received |
|--|---------------|------------------------------------|------------------------------------|---|-----------------------|-------------------|
| Automotive Repair, Bureau of | 20,216 | 0 | 12 | 2 | 4 | 20,235 |
| Cemetery and Funeral Bureau | 320 | 28 | 27 | 300 | 7 | 682 |
| Electronic and Appliance Repair, Bureau of | 1,193 | 0 | 0 | 0 | 4 | 1,197 |
| Hearing Aid Dispensers Bureau | 40 | 3 | 26 | 2 | 16 | 87 |
| Home Furnishings and Thermal Insulation, Bureau of | 549 | 13 | 0 | 49 | 2 | 613 |
| Private Postsecondary and Vocational Education, Bureau for | 708 | 12 | 0 | 95 | 84 | 899 |
| Security and Investigative Services, Bureau of | 950 | 58 | 0 | 1,578 | 293 | 2,879 |
| Telephone Medical Advice Services Bureau | 27 | 0 | 0 | 0 | 0 | 27 |
| TOTAL | 24,003 | 114 | 65 | 2,026 | 410 | 26,619 |

| Complaints Received by Source | | | | | | |
|---|--------|------------------------------------|------------------------------------|---|-----------------------|-------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Public | Government / Law Enforcement | Licensed Professional Groups | Internal (Board, Com- mittee, Staff) | Other or Anonymous | Total Received |
| Accountancy, California Board of | 326 | 11 | 24 | 98 | 11 | 470 |
| Acupuncture Board | 41 | 70 | 3 | 33 | 12 | 159 |
| Architects Board, California | 140 | 8 | 51 | 26 | 25 | 250 |
| Athletic Commission, State | 161 | 0 | 5 | 0 | 11 | 177 |
| Barbering and Cosmetology, Board of | 1,196 | 18 | 137 | 1,357 | 479 | 3,187 |
| Behavioral Sciences, Board of | 454 | 80 | 22 | 384 | 0 | 943 |
| Contractors State License Board | 16,544 | 105 | 253 | 3,181 | 0 | 20,083 |
| Court Reporters Board of California | 75 | 133 | 21 | 22 | 6 | 257 |
| Dental Auxiliaries, Committee on | 2,032 | 318 | 80 | 157 | 166 | 118 |
| Dental Board of California | | | | | | 2,890 |
| Engineers and Land Surveyors, Board for Professional | 144 | 48 | 74 | 127 | NDA ^a | 393 |
| Geologists and Geophysicists, State Board of Registration for | 11 | 9 | 6 | 2 | 1 | 29 |
| Guide Dogs for the Blind, State Board of | 3 | 0 | 0 | 0 | 0 | 3 |
| Landscape Architects Technical Committee | 39 | 0 | 5 | 5 | 2 | 51 |
| Medical Board of California | | | | | | |
| Physicians and Surgeons | 4,797 | 899 | 283 | 694 | 327 | 8,240 |
| Opticians, Registered Dispensing | 40 | 16 | 12 | 8 | 3 | 80 |
| Midwives | 7 | 0 | 1 | 3 | 0 | 11 |
| Occupational Therapy, California Board of | 14 | 43 | 5 | 50 | 3 | 115 |
| Optometry, State Board of | 127 | 20 | 1 | 15 | 29 | 195 |
| Osteopathic Medical Board of California | 119 | 16 | 11 | 16 | 2 | 187 |
| Pharmacy, California State Board of | 644 | 157 | 188 | 752 | 312 | 2,053 |

a) The Board for Professional Engineers and Land Surveyors does not track complaints from "other" sources separately from "internal" complaints; therefore, the number listed under "Internal" includes "Other."

continued on next page

Complaints Received by Source (continued)

| BOARDS, COMMITTEES, AND COMMISSION | Public | Government / Law Enforcement | Licensed Professional Groups | Internal (Board, Com- mittee, Staff) | Other or Anonymous | Total Received |
|---|---------------|------------------------------------|------------------------------------|---|-----------------------|-------------------|
| Physical Therapy Board of California | 113 | 148 | 29 | 104 | 13 | 411 |
| Physician Assistant Committee | 88 | 28 | 3 | 27 | 6 | 159 |
| Podiatric Medicine, California Board of | 124 | 10 | 12 | 6 | 6 | 177 |
| Psychology, Board of | 346 | 24 | 20 | 44 | 11 | 448 |
| Registered Nursing, Board of | 331 | 167 | 535 | 1,821 | 95 | 2,993 |
| Respiratory Care Board of California | 81 | 137 | 141 | 158 | 4 | 521 |
| Speech-Language Pathology and Audiology Board | 7 | 14 | 7 | 18 | 1 | 47 |
| Structural Pest Control Board | 1,083 | 0 | 84 | 18 | 0 | 1,185 |
| Veterinary Medical Board | 464 | 24 | 52 | 67 | 30 | 649 |
| Veterinary Technician Committee, Registered | 1 | 3 | 0 | 4 | 0 | 8 |
| Vocational Nursing and Psychiatric Technicians, Board of Vocational Nurses | 265 | 65 | 0 | 624 | 47 | 1,001 |
| Psychiatric Technicians | 111 | 10 | 0 | 129 | 4 | 254 |
| TOTAL | 29,928 | 2,581 | 2,065 | 9,950 | 1,606 | 47,744 |

Complaints Closed Without Going to Formal Investigation

| Complaints Closed by Category | | | | | | | | | | | | | | | |
|--|--------------|--|--------------|---|---------------------------|---------------------------|-------------------|--|---------------------------------------|------------------------------------|--------------------------------|--------------------|------------|---------------|---------------|
| BUREAUS | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompetence | Product Service / Quality | Sexual Misconduct | Unprofessional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non-Jurisdictional | Other | Total Closed | Total Pending |
| Automotive Repair, Bureau of | 2,444 | 0 | 2,162 | 0 | 11,968 | 86 | n/a | 2 | n/a | 826 | 3,113 | 15 | 48 | 20,664 | 2,168 |
| Cemetery and Funeral Bureau | 192 | 0 | 13 | 0 | 17 | 2 | 2 | 367 | 0 | 26 | 3 | 11 | 8 | 641 | 292 |
| Electronic and Appliance Repair, Bureau of | 256 | 0 | 1 | 0 | 182 | 49 | 0 | 1 | 0 | 208 | 1 | 5 | 0 | 703 | 140 |
| Hearing Aid Dispensers Bureau | 0 | 0 | 5 | 0 | 4 | 0 | 0 | 75 | 0 | 1 | 0 | 0 | 1 | 86 | 13 |
| Home Furnishings and Thermal Insulation, Bureau of | 371 | 0 | 21 | 0 | 33 | 60 | 0 | 1 | 0 | 90 | 35 | 38 | 1 | 650 | 107 |
| Private Postsecondary and Vocational Education, Bureau for | 376 | 0 | 228 | 0 | 32 | 0 | 0 | 30 | 0 | 283 | 17 | 27 | 27 | 1,020 | 335 |
| Security and Investigative Services, Bureau of | 328 | 0 | 85 | 0 | 51 | 15 | 0 | 1,930 | 0 | 264 | 17 | 10 | 15 | 2,715 | 958 |
| Telephone Medical Advice Services Bureau | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 27 | 0 | 27 | 0 |
| TOTAL | 3,967 | 0 | 2,515 | 0 | 12,287 | 212 | 2 | 2,406 | 0 | 1,698 | 3,186 | 133 | 100 | 26,506 | 4,013 |

Complaints Closed Without Going to Formal Investigation

| Complaints Closed by Category | | | | | | | | | | | | | | | |
|--|-------------|---|-------|---|-----------------------------------|---------------------------------|---------------------------|--|--|--|--------------------------------------|-----------------------------|-------|-----------------|------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompe- tence | Product Service / Quality | Sexual Mis- conduct | Unprof- essional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non- Jurisdic- tional | Other | Total Closed | Total Pending |
| | | | | | | | | | | | | | | | |
| Accountancy, California Board of | 0 | 0 | 2 | 0 | 28 | 0 | 0 | 78 | 0 | 130 | n/a | 30 | 80 | 348 | 140 |
| Acupuncture Board | n/a | 51 | 6 | 0 | 7 | n/a | 4 | 46 | 1 | 20 | 2 | 4 | 5 | 146 | 110 |
| Architects Board, California | 6 | 4 | 0 | 0 | 14 | 0 | 0 | 61 | 0 | 149 | 0 | 2 | 0 | 236 | 319 |
| Athletic Commission, State | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 10 |
| Barbering and Cosmetology, Board of | 11 | 925 | 211 | n/a | 215 | 3 | 6 | 70 | n/a | 817 | 834 | 186 | n/a | 3,278 | 2,603 |
| Behavioral Sciences, Board of | 0 | 371 | 9 | 0 | 37 | 0 | 9 | 172 | 5 | 45 | 0 | 242 | 1 | 891 | 172 |
| Contractors State License Board | 222 | 0 | 140 | 0 | 5,770 | 0 | 0 | 2,363 | 0 | 1,713 | 192 | 853 | 249 | 11,502 | 2,154 |
| Court Reporters Board of California | 9 | 0 | 0 | n/a | 0 | 23 | 0 | 175 | 0 | 22 | 0 | 16 | 2 | 247 | 10 |
| Dental Auxiliaries, Committee on | n/a | 144 | 58 | 38 | 1,853 | n/a | 7 | 404 | 3 | 132 | 93 | 348 | 73 | 3,153 | 69 |
| Dental Board of California | | | | | | | | | | | | | | 0 | 853 |
| Geologists and Geophysicists, State Board of Registration for | 1 | 0 | 0 | n/a | 0 | 0 | n/a | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Guide Dogs for the Blind, State Board of | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 0 |
| Landscape Architects Technical Committee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 2 | 0 | 8 | 24 |
| Medical Board of California | n/a | 265 | 271 | 28 | 2,856 | n/a | 42 | 1,169 | 288 | 174 | 30 | 1,706 | 8 | 6,837 | 1,566 |
| Physicians and Surgeons | | | | | | | | | | | | | | | |
| Opticians, Registered Dispensing | | | | | | | | | | | | | | | |
| Midwives | n/a | 0 | 0 | 0 | 2 | n/a | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 4 | 5 |
| Occupational Therapy, California Board of | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Optometry, State Board of | 0 | 11 | 0 | 0 | 9 | 0 | 1 | 59 | n/a | 28 | 0 | 18 | 32 | 158 | NDA |
| Osteopathic Medical Board of California | n/a | 0 | 0 | 0 | 0 | n/a | 0 | 0 | 0 | 0 | 0 | 11 | 0 | 11 | 0 |
| Pharmacy, California State Board of | 0 | 87 | 6 | 0 | 129 | 0 | 0 | 100 | 6 | 221 | 1 | 102 | 172 | 824 | 221 |
| Physical Therapy Board of California | 0 | 133 | 22 | 16 | 31 | 0 | 6 | 19 | 46 | 101 | 0 | 6 | 63 | 443 | 146 |
| Physician Assistant Committee | 0 | 6 | 1 | 1 | 53 | 0 | 1 | 13 | 7 | 3 | 0 | 13 | 0 | 98 | 39 |
| Podiatric Medicine, California Board of | 0 | 5 | 19 | 3 | 98 | 0 | 5 | 30 | 0 | 5 | 0 | 8 | 2 | 175 | 67 |

continued on next page

Complaints Closed Without Going to Formal Investigation (continued)

Complaints Closed by Category

| BOARDS, COMMITTEES AND COMMISSION | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompe- tence | Product Service / Quality | Sexual Mis- conduct | Unprofes- sional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non- Jurisdic- tional | Other | Total Closed | Total Pending |
|---|-------------|---|------------|---|-----------------------------------|---------------------------------|---------------------------|--|--|--|--------------------------------------|-----------------------------|------------|-----------------|------------------|
| | | | | | | | | | | | | | | | |
| Psychology, Board of | n/a | 10 | 11 | 3 | 45 | n/a | 5 | 189 | 0 | 33 | 0 | 23 | 6 | 325 | 220 |
| Registered Nursing, Board of | 0 | 819 | 12 | 389 | 33 | 0 | 8 | 373 | 106 | 18 | 0 | 1 | 5 | 1,764 | 1,127 |
| Respiratory Care Board of California | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Speech-Language Pathology and Audiology Board | 0 | 18 | 1 | 0 | 2 | 0 | 0 | 8 | 0 | 5 | 0 | 0 | 21 | 55 | 16 |
| Structural Pest Control Board | 697 | 0 | 5 | n/a | 50 | 0 | n/a | 0 | 0 | 7 | 0 | 21 | 29 | 809 | 111 |
| Veterinary Medical Board | n/a | 21 | 0 | 3 | 337 | n/a | 0 | 182 | 15 | 87 | 19 | 26 | 2 | 692 | 367 |
| Veterinary Technician Committee, Registered | n/a | 1 | 0 | 0 | 1 | n/a | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 6 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | | | | | | | | | |
| Vocational Nurses | n/a | 368 | 30 | 87 | 45 | n/a | 2 | 205 | 8 | 26 | 1 | 0 | 32 | 804 | 2,102 |
| Psychiatric Technicians | n/a | 80 | 1 | 8 | 6 | n/a | 2 | 80 | 3 | 0 | 0 | 0 | 11 | 191 | 557 |
| TOTAL | 957 | 3,322 | 811 | 576 | 11,627 | 26 | 98 | 5,858 | 0 | 3,768 | 0 | 3,632 | 794 | 33,129 | 12,994 |

| Informal Actions by Type | | | | | Petitions to Compel Exams | | |
|--|---|--------------------------------------|---|------------------------|---|--------------------|--------------------|
| BUREAUS | Warning / Cease and Desist Letters Issued | Office Conference / Informal Hearing | Reprimand / Violation / Education Letter Issued | Total Informal Actions | Filed | Granted | Denied |
| | | | | | Automotive Repair, Bureau of ^a | 5,727 ^b | 1,036 ^c |
| Cemetery and Funeral Bureau | 175 ^e | 35 | n/a | 210 | | | |
| Electronic and Appliance Repair, Bureau of | n/a | 3 | 864 | 867 | | | |
| Hearing Aid Dispensers Bureau | 0 | 0 | 25 | 25 | 0 | 0 | 0 |
| Home Furnishings and Thermal Insulation, Bureau of | 0 | 0 | 3 | 3 | | | |
| Private Postsecondary and Vocational Education, Bureau for | 4 ^f | 0 | 0 | 4 | | | |
| Security and Investigative Services, Bureau of | 187 | 3 | 71 | 261 | | | |
| TOTAL | 6,093 | 1,077 | 10,468 | 17,638 | 0 | 0 | 0 |

a) Informal Actions may be a result from complaints, inspections or investigations.

b) Warning/Cease and Desist letters are sent from BAR's Registration Enforcement Unit.

c) As a result of complaints 302 office conferences were held, 455 office conferences resulted from investigations, and 279 were from probations.

d) On January 15, 2003, BAR began issuing verbal warnings for confirmed violations and discontinued the Notice of Violation.

e) Does not include "Generic" warnings.

f) Orders of Abatement.

| Informal Actions by Type | | | | | Petitions to Compel Exams | | |
|---|---|---|---|------------------------------|----------------------------------|---------|--------|
| BOARDS, COMMITTEES, AND COMMISSION | Warning / Cease and Desist Letters Issued | Office Conference / Informal Hearing | Reprimand / Violation / Education Letter Issued | Total Informal Actions | Filed | Granted | Denied |
| | | | | | Accountancy, California Board of | 64 | 23 |
| Acupuncture Board | 13 | 1 | 0 | 14 | | | |
| Architects Board, California | 97 | 12 | 6 | 115 | | | |
| Athletic Commission, State | 2 | 0 | 0 | 2 | | | |
| Barbering and Cosmetology, Board of | 1,357 | n/a | 643 | 2,000 | | | |
| Behavioral Sciences, Board of | 32 | 3 | 0 | 35 | 1 | 1 | 0 |
| Contractors State License Board | 4,100 | n/a | n/a | 4,100 | | | |
| Court Reporters Board of California | 27 | 10 | n/a | 37 | | | |
| Dental Auxiliaries, Committee on | 20 | 0 | 0 | 20 | | | |
| Dental Board of California | 111 | 11 | 4 | 126 | | | |
| Engineers and Land Surveyors, Board for Professional | 9 | 1 | 0 | 10 | | | |
| Geologists and Geophysicists, State Board of Registration for | 4 | 8 | 4 | 16 | | | |
| Landscape Architects Technical Committee | 3 | 0 | 0 | 3 | 0 | 0 | 0 |
| Medical Board of California | | | | | | | |
| Physicians and Surgeons | 6 | 47 | 0 | 53 | 11 | 11 | |
| Opticians,Registered Dispensing | 3 | 1 | 0 | 4 | 0 | 0 | 0 |
| Occupational Therapy, California Board of | 16 | 0 | 0 | 16 | | | |
| Optometry, State Board of | 6 | 0 | 13 | 19 | | | |
| Osteopathic Medical Board of California | 29 | 0 | 1 | 30 | 4 | 4 | 0 |
| Pharmacy, California State Board of | 0 | 21 | 149 | 170 | 0 | 0 | 0 |
| Physical Therapy Board of California | 4 | 21 | n/a | 25 | 1 | 0 | 0 |
| Physicians Assistant Committee | 0 | 0 | 0 | 0 | | | |

continued on next page

| Informal Actions by Type (continued) | | | | | Petitions to Compel Exams | | |
|--|---|---|---|------------------------------|---------------------------|-----------|----------|
| BOARDS, COMMITTEES, AND COMMISSION | Warning / Cease and Desist Letters Issued | Office Conference / Informal Hearing | Reprimand / Violation / Education Letter Issued | Total Informal Actions | | | |
| | | | | | Filed | Granted | Denied |
| Podiatric Medicine, California Board of | 1 | 6 | 6 | 13 | 0 | 0 | 0 |
| Psychology, Board of | 26 ^g | 0 | 1 | 27 | | | |
| Registered Nursing, Board of | 0 | 0 | 0 | 0 | 11 | 13 | 0 |
| Respiratory Care Board of California | 88 | 1 | 160 | 249 | 1 | 1 | 0 |
| Speech-Language Pathology and Audiology Board | 1 | 9 | 18 | 28 | 0 | 0 | 0 |
| Structural Pest Control Board | 9 | 0 | 0 | 9 | | | |
| Veterinary Medical Board | 36 | 7 | 115 | 158 | | | |
| Veterinary Technician Committee, Registered | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | |
| Vocational Nurses | 244 | 7 | 0 | 251 | 1 | 1 | 0 |
| Psychiatric Technicians | 78 | 2 | 0 | 80 | 0 | 0 | 0 |
| TOTAL | 6,386 | 191 | 1,130 | 7,707 | 30 | 31 | 0 |

g) Includes 10 Educational Letters.

| Diversion ^a | | | | |
|--|---|--------------------|--|---|
| BOARDS AND COMMITTEES | Referral to Program During Fiscal Year | | Total Number of Participants (Entered and Newly Entered) | Successful Completions This Fiscal Year |
| | Voluntary Self-Referral | Board Referrals | | |
| Dental Auxiliaries, Committee on | 0 | 1 | 5 | 3 |
| Dental Board of California | 14 | 2 | 61 | 19 |
| Medical Board of California Physicians and Surgeons | 25 | 21 | 410 | 37 |
| Osteopathic Medical Board of California | 1 | 4 | 13 | 1 |
| Pharmacy, California State Board of | 14 | 11 | 70 | 7 |
| Physical Therapy Board of California | 2 | 5 | 13 | 1 |
| Physician Assistant Committee | 1 | 2 | 8 | 3 |
| Registered Nursing, Board of | 92 | 81 | 426 | 67 |
| Speech-Language Pathology and Audiology Board | 0 | 1 | 1 | 1 |
| Veterinary Medical Board | 1 | 0 | 6 | 0 |
| TOTAL | 150 | 128 | 1,013 | 139 |

a) Not all Bureaus or Boards have Diversion Programs.

Complaints Referred to Sworn Investigators for Formal Investigation

| BUREAUS | Investigations Opened | Investigations Closed by Category | | | | | | | | | | | | | | Total Pending |
|--|-----------------------|-----------------------------------|--|----------|---|---------------------------|---------------------------|-------------------|--|---------------------------------------|------------------------------------|--------------------------------|--------------------|----------|--------------|---------------|
| | | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompetence | Product Service / Quality | Sexual Misconduct | Unprofessional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non-Jurisdictional | Other | Total Closed | |
| Hearing Aid Dispensers Bureau | 12 | 0 | 0 | 3 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 7 | 13 |
| Security and Investigative Services, Bureau of | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 12 | 0 | 0 | 3 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 7 | 13 |

Complaints Referred to Sworn Investigators for Formal Investigation ^a

| BOARDS, COMMITTEES AND COMMISSION | Investigations Opened | Investigations Closed by Category | | | | | | | | | | | | | | Total Pending |
|---|-----------------------|-----------------------------------|--|-------|---|---------------------------|---------------------------|-------------------|--|---------------------------------------|------------------------------------|--------------------------------|--------------------|-------|--------------|---------------|
| | | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompetence | Product Service / Quality | Sexual Misconduct | Unprofessional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non-Jurisdictional | Other | Total Closed | |
| Accountancy, California Board of | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | n/a | 0 | 0 | 3 | 2 |
| Acupuncture Board | 19 | n/a | 3 | 1 | 0 | 1 | n/a | 2 | 11 | 0 | 1 | 0 | 0 | 0 | 19 | 19 |
| Architects Board, California | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Athletic Commission, State | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Barbering and Cosmetology, Board of ^b | 82 | 0 | 2 | 8 | n/a | 43 | 0 | 0 | 0 | n/a | 9 | 0 | 2 | n/a | 64 | 82 |
| Behavioral Sciences, Board of | 11 | 0 | 1 | 2 | 0 | 6 | 0 | 3 | 11 | 0 | 1 | 0 | 2 | 0 | 26 | 9 |
| Contractors State License Board | 20,083 | 50 | 0 | 208 | 0 | 3,226 | 0 | 0 | 1,304 | 0 | 4,342 | 252 | 131 | 686 | 10,199 | 2,961 |
| Court Reporters Board of California | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Dental Auxiliaries, Committee on | 601 | n/a | 76 | 20 | 35 | 203 | n/a | 7 | 48 | 3 | 85 | 4 | 4 | 34 | 58 | 39 |
| Dental Board of California | | | | | | | | | | | | | | | 461 | 380 |
| Geologists and Geophysicists, State Board of Registration for | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

a) Due to the nature of the database, the numbers may have been collected from different fiscal years and cannot be combined for summary data.

b) Complaints sent to Board Inspectors are not considered formal investigations.

continued on next page

Complaints Referred to Sworn Investigators for Formal Investigation ^a (continued)

| BOARDS, COMMITTEES, AND COMMISSION | Investi- gations Opened | Investigations Closed by Category | | | | | | | | | | | | | | Total Pending |
|---|-------------------------------|-----------------------------------|---|------------|---|--|---------------------------------|---------------------------|--|--|--|--------------------------------------|-----------------------------|------------|-----------------|------------------|
| | | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negli- gence / Incompe- tence | Product Service / Quality | Sexual Mis- conduct | Unprof- essional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicen- sed / Unreg- istered Activity | Unsafe / Unsanitary Conditions | Non- Jurisdic- tional | Other | Total Closed | |
| Medical Board of California | | | | | | | | | | | | | | | | |
| Physicians and Surgeons | 1,812 | n/a | 113 | 51 | 81 | 1,042 | n/a | 92 | 457 | 6 | 136 | 1 | 0 | 62 | 2,041 | 1,005 |
| Opticians, Registered Dispensing | 13 | n/a | 0 | 2 | 0 | 0 | 0 | 0 | 10 | 0 | 3 | 0 | 1 | 0 | 16 | 0 |
| Midwives | 6 | n/a | 0 | 2 | 0 | 1 | n/a | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 6 | 6 |
| Occupational Therapy, California Board of | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 6 |
| Optometry, State Board of | 14 | 0 | 0 | 3 | 0 | 5 | 0 | 11 | 5 | n/a | 0 | 0 | 0 | 4 | 10 | 42 |
| Osteopathic Medical Board of California | 35 | n/a | 3 | 1 | 11 | 7 | n/a | 3 | 11 | 0 | 0 | 0 | 0 | 0 | 36 | 12 |
| Physical Therapy Board of California | 83 | 0 | 7 | 9 | 1 | 6 | 0 | 8 | 9 | 0 | 43 | 0 | 0 | 9 | 92 | 79 |
| Physician Assistant Committee | 45 | 0 | 6 | 4 | 6 | 14 | 0 | 0 | 5 | 0 | 7 | 0 | 0 | 1 | 43 | 23 |
| Podiatric Medicine, California Board of | 22 | 0 | 1 | 3 | 3 | 9 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 21 | 18 |
| Psychology, Board of | 103 | n/a | 6 | 3 | 3 | 10 | n/a | 9 | 28 | 1 | 10 | 0 | 0 | 35 | 105 | 49 |
| Registered Nursing, Board of ^b | 1,132 | 0 | 27 | 7 | 341 | 177 | 0 | 12 | 327 | 7 | 27 | 0 | 0 | 21 | 946 | 1,394 |
| Respiratory Care Board of California | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| Speech-Language Pathology and Audiology Board | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 7 | 6 |
| Structural Pest Control Board | 3 | 0 | n/a | 0 | n/a | 0 | 0 | n/a | n/a | 0 | 1 | 0 | 0 | 0 | 1 | 3 |
| Veterinary Medical Board | 47 | n/a | 2 | 0 | 2 | 3 | n/a | 0 | 7 | 0 | 7 | 3 | 0 | 0 | 24 | 48 |
| Veterinary Technician Committee, Registered | 0 | n/a | 0 | 0 | 0 | 0 | n/a | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | | | | | | | | | | |
| Vocational Nurses | 143 | n/a | 1 | 10 | 57 | 29 | n/a | 1 | 61 | 0 | 9 | 0 | 0 | 1 | 169 | 261 |
| Psychiatric Technicians | 24 | n/a | 3 | 0 | 3 | 1 | n/a | 2 | 15 | 0 | 0 | 0 | 0 | 0 | 24 | 51 |
| TOTAL | 24,290 | 51 | 252 | 335 | 544 | 4,780 | 0 | 143 | 2,312 | 17 | 4,685 | 260 | 140 | 850 | 14,379 | 6,497 |

a) Due to the nature of the database, the numbers may have been collected from different fiscal years and cannot be combined for summary data.

b) The tracking system does not permit data separation between *Sworn* and *Non-Sworn Investigators* for investigations.

Complaints Referred to Non-Sworn Investigators for Formal Investigation

| BUREAUS | Investigations Opened | Investigations Closed by Category ^b | | | | | | | | | | | | | | Total Pending |
|--|-----------------------|--|--|------------|---|---------------------------|---------------------------|-------------------|--|---------------------------------------|------------------------------------|--------------------------------|--------------------|------------|--------------|---------------|
| | | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompetence | Product Service / Quality | Sexual Misconduct | Unprofessional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non-Jurisdictional | Other | Total Closed | |
| Automotive Repair, Bureau of ^a | 1,339 | 16 | 0 | 376 | 1 | 518 | 0 | n/a | 5 | n/a | 31 | 0 | 0 | 410 | 1,357 | 363 |
| Cemetery and Funeral Bureau | 222 | 50 | 0 | 12 | 0 | 13 | 0 | 1 | 95 | 0 | 14 | 3 | 0 | 3 | 191 | 252 |
| Electronic and Appliance Repair, Bureau of | 511 | 123 | 0 | 54 | 0 | 174 | 54 | 0 | 4 | 0 | 77 | 2 | 8 | 17 | 513 | 255 |
| Home Furnishings and Thermal Insulation, Bureau of | 65 | 23 | 0 | 8 | 0 | 1 | 12 | 0 | 0 | 0 | 12 | 9 | 0 | 0 | 65 | 18 |
| Security and Investigative Services, Bureau of | 2,685 | 90 | 0 | 73 | 1,436 | 39 | 6 | 0 | 443 | 0 | 250 | 17 | 1 | 15 | 2,370 | 897 |
| TOTAL | 4,822 | 302 | 0 | 523 | 1,437 | 745 | 72 | 1 | 547 | 0 | 384 | 31 | 9 | 445 | 4,496 | 1,785 |

- a) BAR complaints do not necessarily initiate a formal investigation. If a pattern of violations of the Automotive Repair Act is revealed or allegations of fraud are involved, complaints may be used to support the opening of a formal investigation. BAR primarily uses complaint trends and allegations, smog emission analyzer test data, and follow-up inspections to determine the need for formal investigation.
- b) Investigations closed may be referred to the Attorney General, the District Attorney, or Civil Attorney (represents the number of cases, not measured by license). Investigations with lesser violations may be referred for office conferences and/or citations.

Complaints Referred to Non-Sworn Investigators for Formal Investigation

| BOARDS, COMMITTEES, AND COMMISSION | Investigations Opened | Investigations Closed by Category | | | | | | | | | | | | | | Total Pending |
|--|--------------------------|-----------------------------------|---|-----------|---|-----------------------------------|---------------------------------|---------------------------|--|--|--|--------------------------------------|-----------------------------|------------|-----------------|------------------|
| | | Contractual | Criminal Charges / Conviction of a Crime | Fraud | Substance Abuse or Mental / Physical Impairment | Negligence / Incompe- tence | Product Service / Quality | Sexual Mis- conduct | Unprofes- sional Conduct or Personal Conduct | Discipline by Another State or Agency | Unlicensed / Unregistered Activity | Unsafe / Unsanitary Conditions | Non- Jurisdic- tional | Other | Total Closed | |
| Accountancy, California Board of | 110 | 0 | 0 | 0 | 2 | 10 | 0 | n/a | 78 | 0 | 9 | n/a | 0 | 6 | 105 | 69 |
| Architects Board, California | 86 | 2 | 0 | 1 | 0 | 12 | 0 | 0 | 46 | 0 | 14 | 0 | 1 | 1 | 77 | 89 |
| Athletic Commission, State | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Court Reporters Board of California | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Engineers and Land Surveyors, Board for Professional ^a | 393 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 246 | 556 |
| Geologists and Geophysicists, State Board of Registration for | 28 | 4 | 0 | 4 | n/a | 10 | 1 | n/a | 0 | 0 | 11 | 0 | 4 | 0 | 34 | 58 |
| Landscape Architects Technical Committee | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 3 |
| Medical Board of California Physicians and Surgeons | 75 | n/a | 0 | 0 | 0 | 0 | n/a | 0 | 0 | 76 | 0 | 0 | 0 | 0 | 76 | 0 |
| Occupational Therapy, California Board of | 109 | 0 | 78 | 1 | 1 | 1 | 0 | 0 | 7 | 0 | 1 | 0 | 0 | 0 | 89 | 29 |
| Osteopathic Medical Board of California | 108 | n/a | 15 | 0 | 1 | 76 | n/a | 2 | 63 | 4 | 0 | 0 | 0 | 1 | 162 | 63 |
| Pharmacy, California State Board of | 0 | 0 | 3 | 22 | 11 | 615 | 0 | 0 | 207 | 3 | 199 | 9 | 9 | 386 | 1,464 | 160 |
| Physical Therapy Board of California | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Psychology, Board of | 5 | n/a | 1 | 0 | 0 | 0 | n/a | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 5 | 1 |
| Respiratory Care Board of California | 521 | 0 | 372 | 7 | 20 | 46 | 0 | 2 | 27 | 1 | 135 | 1 | 0 | 0 | 611 | 244 |
| Structural Pest Control Board | 377 | 382 | n/a | 0 | n/a | 44 | 0 | n/a | n/a | 0 | 25 | 0 | 0 | 0 | 451 | 216 |
| TOTAL | 1,815 | 388 | 469 | 35 | 35 | 814 | 1 | 4 | 429 | 85 | 395 | 10 | 14 | 397 | 3,322 | 1,488 |

- a) The Board for Professional Engineers and Land Surveyors does not distinguish between "complaints" and "investigations"; the two terms are synonymous and interchangeable. All "complaints" are investigated by Board staff. Some complaints are referred to the Division of Investigation (DOI) to assist with the investigation; however, they are then returned to Board staff for further action.

| Referrals and Formal Actions Filed | | | | | | | |
|---|------------------|------------------|---|---------------------------------|------------------------------|---------------------------|--|
| BUREAUS | Referred | | Accusations / Petitions to Revoke Probation Filed | Statement of Issues Filed | Criminal Actions Filed | Civil Actions Filed | Restraining Orders / Interim Suspension Orders Issued |
| | To AG | To DA / CA | | | | | |
| Automotive Repair, Bureau of ^a | 151 ^b | 100 ^b | 327 | 35 | 97 | 18 | 0 |
| Cemetery and Funeral Bureau | 61 | 0 | 17 | 20 | 0 | 0 | 0 |
| Electronic and Appliance Repair, Bureau of | 1 | 4 | 1 | 3 | 3 | 1 | 0 |
| Hearing Aid Dispensers Bureau | 2 | 5 | 1 | 0 | 0 | 0 | 0 |
| Home Furnishings and Thermal Insulation, Bureau of | 6 | 1 | 0 | 0 | 0 | 0 | 0 |
| Private and Postsecondary and Vocational Education, Bureau for | 0 | 0 | 1 | 10 | 0 | 0 | 0 |
| Security and Investigative Services, Bureau of | 72 | 4 | 490 | 32 | 0 | 0 | 0 |
| TOTAL | 293 | 114 | 836 | 90 | 100 | 19 | 0 |

- a) Attorney General actions and formal compliance action results involve the filing and adjudication of legal actions against individual licenses. As a result, these actions are measured by license.
- b) Investigations closed may be referred to the Attorney General, the District Attorney, or Civil Attorney. This number represents the number of cases, not measured by license. Investigations with lesser violations may be referred for office conferences and/or citations.

| Referrals and Formal Actions Filed | | | | | | | |
|---|-----------------|-----------------|---|---------------------------|------------------------|---------------------|---|
| BOARDS, COMMITTEES, AND COMMISSION | Referred | | Accusations / Petitions to Revoke Probation Filed | Statement of Issues Filed | Criminal Actions Filed | Civil Actions Filed | Restraining Orders / Interim Suspension Orders Issued |
| | To AG | To DA / CA | | | | | |
| Accountancy, California Board of | 43 | 0 | 33 | 1 | 0 | 1 | 0 |
| Acupuncture Board | 9 | 0 | 11 | 2 | 0 | n/a | 1 |
| Architects Board, California | 6 | 1 | 1 | 0 | 1 | 0 | 0 |
| Athletic Commission | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Barbering and Cosmetology, Board of | 357 | 11 | 163 | 81 | 2 | 0 | 0 ^a |
| Behavioral Sciences, Board of | 12 | 2 | 22 | 4 | 2 | 0 | 1 |
| Contractors State License Board | 847 | 1,210 | 247 | 70 | 120 | n/a | 1 |
| Court Reporters Board of California | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Dental Auxiliaries, Committee on | 23 | 2 | 15 | 8 | 0 | 0 | 0 |
| Dental Board of California | 111 | 36 | 45 | 22 | 38 | 0 | 0 |
| Engineers and Land Surveyors, Board for Professional | 52 ^b | 12 ^b | 24 | 1 | 11 | 0 | 0 |
| Geologists and Geophysicists, State Board of Registration for | 10 | 5 | 2 | 0 | 0 | 1 | 1 |
| Medical Board of California | | | | | | | |
| Physicians and Surgeons | 580 | 37 | 288 | 7 | 25 | 1 | 57 |
| Opticians, Registered Dispensing | 10 | 0 | 0 | 0 | 0 | 0 | 0 |
| Midwives | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Occupational Therapy, California Board of | 8 | 0 | 2 | 5 | 0 | 0 | 0 |
| Optometry, State Board of | 9 | 1 | 13 | 1 | 2 | 0 | 0 |

a) Increase in the number of Accusations/Petitions to Revoke Probation filed is due to the additional funding for Attorney General.

b) The Board for Professional Engineers and Land Surveyors does not track closed complaints/investigations by the type of violation initially alleged. They track closed complaints/investigations by the reason for the closure (such as no violation, compliance, referred to the Attorney General, etc.).

continued on next page

| Referrals and Formal Actions Filed (continued) | | | | | | | |
|--|--------------|--------------|---|---------------------------|------------------------|---------------------|---|
| BOARDS, COMMITTEES, AND COMMISSION | Referred | | Accusations / Petitions to Revoke Probation Filed | Statement of Issues Filed | Criminal Actions Filed | Civil Actions Filed | Restraining Orders / Interim Suspension Orders Issued |
| | To AG | To DA / CA | | | | | |
| Osteopathic Medical Board of California | 15 | 2 | 12 | 0 | 2 | 0 | 3 |
| Pharmacy, California State Board of | 71 | 0 | 110 | 1 | 2 | 0 | 6 |
| Physical Therapy Board of California | 55 | 6 | 31 | 0 | 1 | n/a | 1 |
| Physician Assistant Committee | 17 | 0 | 14 | 3 | 0 | 0 | 0 |
| Podiatric Medicine, California Board of | 14 | 2 | 11 | 0 | 1 | 0 | 2 |
| Psychology, Board of | 31 | 5 | 0 ^c | 0 | 0 | 0 | 4 |
| Registered Nursing, Board of | 391 | 24 | 368 | 30 | 15 | 0 | 0 |
| Respiratory Care Board of California | 55 | 0 | 114 | 17 | 0 | 0 | 4 |
| Speech-Language Pathology and Audiology Board | 3 | 0 | 5 | 0 | 0 | 0 | 0 |
| Structural Pest Control Board | 53 | 0 | 46 | 8 | 0 | 0 | 0 |
| Veterinary Medical Board | 14 | 6 | 9 | 0 | 6 | 0 | 1 |
| Veterinary Technician Committee, Registered | 2 | 0 | 1 | 0 | 0 | 0 | 0 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | |
| Vocational Nurses | 182 | 28 | 112 | 8 | 28 | 0 | 1 |
| Psychiatric Technicians | 33 | 0 | 33 | 0 | 0 | 0 | 0 |
| TOTAL | 3,014 | 1,390 | 1,733 | 270 | 256 | 3 | 83 |

c) Includes 1 Penal Code 23 Order.

Administrative Outcomes Against Licensees

| BUREAUS | Revocation | Voluntary Surrender | Probation with Suspension | Suspension Only | Probation Only | Public Reprimand | Licenses Denied | Other Decisions | Withdrawn / Dismissed |
|--|--------------|---------------------|---------------------------|-----------------|----------------|------------------|-----------------|-----------------|-----------------------|
| Automotive Repair, Bureau of | 304 | 19 | 109 | 2 | 73 | 0 | 85 | 4 | 38 |
| Cemetery and Funeral Bureau | 3 | 3 | 2 | 0 | 9 | 0 | 5 | 13 | 9 |
| Electronic and Appliance Repair, Bureau of | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Hearing Aid Dispensers Bureau | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 |
| Home Furnishings and Thermal Insulation, Bureau of | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Private Postsecondary and Vocational Education, Bureau for | 0 | 0 | 0 | 0 | 3 | 0 | 7 | 0 | 0 |
| Security and Investigative Services, Bureau of | 723 | 2 | 34 | 69 | 28 | 1 | 14 | 1 | 75 |
| TOTAL | 1,033 | 25 | 146 | 71 | 113 | 1 | 113 | 20 | 122 |

| Administrative Outcomes Against Licensees | | | | | | | | | |
|---|------------|----------------------|---------------------------|-----------------|----------------|------------------|-----------------|-----------------|-----------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Revocation | Surrender of License | Probation with Suspension | Suspension Only | Probation Only | Public Reprimand | Licenses Denied | Other Decisions | Withdrawn / Dismissed |
| Accountancy, California Board of | 10 | 1 | 6 | 0 | 2 | n/a | 1 | 0 | 1 |
| Acupuncture Board | 2 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 2 |
| Architects Board, California | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Athletic Commission, State | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 |
| Barbering and Cosmetology, Board of ^a | 50 | 1 | 46 | 0 | 13 | 0 | 31 | 9 ^b | 14 |
| Behavioral Sciences, Board of | 10 | 7 | 1 | 0 | 5 | 0 | 1 | 0 | 1 |
| Contractors State License Board | 772 | n/a | n/a | 617 | n/a | n/a | 280 | 3 | 125 |
| Court Reporters Board of California | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dental Auxiliaries, Committee on | 12 | 2 | 1 | 0 | 10 | 1 | 0 | 0 | 0 |
| Dental Board of California | 4 | 8 | 13 | 0 | 6 | 3 | 30 | 1 | 10 |
| Engineers and Land Surveyors, Board for Professional | 3 | 1 | 5 | 0 | 6 | 0 | 0 | 0 | 0 |
| Geologists and Geophysicists, State Board of Registration for | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 1 | 0 |
| Landscape Architects Technical Committee | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Medical Board of California Physicians and Surgeons | 37 | 65 | 31 | 2 | 98 | 51 | 2 | 41 | 66 |
| Occupational Therapy, California Board of | 0 | 0 | 0 | 0 | 5 | 0 | 1 | 0 | 0 |
| Optometry, State Board of | 3 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 |
| Osteopathic Medical Board of California | 2 | 4 | 0 | 1 | 7 | 1 | 1 | 0 | 0 |
| Pharmacy, California State Board of | 42 | 22 | 5 | 0 | 16 | 6 | 13 | 15 | 32 |
| Physical Therapy Board of California | 4 | 0 | 1 | 0 | 5 | 2 | 0 | 5 | 28 |

a) Increase in the Administrative Outcomes is due to additional Attorney General funding.

b) The decrease in FY 2003-04 is the result of the Board closing Bureau-initiated complaints, due to lack of funding, in FY 2002-03 that were sent to the AG prior to filing an Accusation.

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Administrative Outcomes Against Licensees (continued)

| BOARDS, COMMITTEES, AND COMMISSION | Revocation | Surrender of License | Probation with Suspension | Suspension Only | Probation Only | Public Reprimand | Licenses Denied | Other Decisions | Withdrawn / Dismissed |
|--|--------------|----------------------|---------------------------|-----------------|----------------|------------------|-----------------|-----------------|-----------------------|
| Physician Assistant Committee | 2 | 7 | 8 | 0 | 3 | 0 | 1 | 2 | 2 |
| Podiatric Medicine, California Board of | 3 | 2 | 2 | 0 | 4 | 0 | 0 | 0 | 0 |
| Psychology, Board of | 2 | 6 | 1 | 0 | 11 | 1 | 1 | 0 | 7 |
| Registered Nursing, Board of | 117 | 49 | 2 | 0 | 168 | 12 | 0 | 0 | 19 |
| Respiratory Care Board of California | 26 | 10 | 3 | 0 | 36 | 50 | 2 | 0 | 0 |
| Speech-Language Pathology and Audiology Board | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| Structural Pest Control Board | 16 | 1 | 14 | 0 | 1 | 0 | 8 | 0 | 0 |
| Veterinary Medical Board | 2 | 0 | 2 | 0 | 3 | 0 | 1 | 4 | 0 |
| Veterinary Technician Committee, Registered | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | | | |
| Vocational Nurses | 53 | 7 | 0 | 0 | 28 | 0 | 5 | 2 | 2 |
| Psychiatric Technicians | 12 | 2 | 0 | 0 | 7 | 0 | 0 | 1 | 1 |
| TOTAL | 1,187 | 196 | 146 | 622 | 436 | 132 | 381 | 86 | 310 |

| Petitions for Penalty Relief | | | | |
|--|--|----------|--|-----------|
| BUREAUS | Petition for Modification / Termination of Probation | | Petition for Reinstatement of Revoked Licenses / Registrations | |
| | Granted | Denied | Granted | Denied |
| Automotive Repair, Bureau of | 0 | 0 | 9 | 40 |
| Cemetery and Funeral Bureau | 0 | 0 | 0 | 1 |
| Electronic and Appliance Repair, Bureau of | 0 | 0 | 0 | 1 |
| Security and Investigative Services, Bureau of | 0 | 0 | 1 | 0 |
| TOTAL | 0 | 0 | 10 | 42 |

| Petitions for Penalty Relief | | | | |
|--|--|--------|--|--------|
| BOARDS AND COMMITTEES | Petition for Modification / Termination of Probation | | Petition for Reinstatement of Revoked Licenses / Registrations | |
| | Granted | Denied | Granted | Denied |
| Accountancy, California Board of | 0 | 1 | 0 | 5 |
| Acupuncture Board | 0 | 0 | 0 | 1 |
| Barbering and Cosmetology, Board of | 0 | 0 | 3 | 9 |
| Behavioral Sciences, Board of | 1 | 0 | 0 | 0 |
| Court Reporters Board of California | 0 | 0 | 0 | 1 |
| Dental Auxiliaries, Committee on | 0 | 0 | 1 | 0 |
| Dental Board of California | 5 | 2 | 2 | 1 |
| Engineers and Land Surveyors, Board for Professional | 3 | 1 | 1 | 1 |

continued on next page

| Petitions for Penalty Relief (continued) | | | | |
|---|--|-----------|--|-----------|
| BOARDS AND COMMITTEES | Petition for Modification / Termination of Probation | | Petition for Reinstatement of Revoked Licenses / Registrations | |
| | Granted | Denied | Granted | Denied |
| Geologists and Geophysicists, State Board of Registration for | 0 | 0 | 0 | 1 |
| Medical Board of California | | | | |
| Physicians and Surgeons | 21 | 12 | 9 | 7 |
| Opticians, Registered Dispensing | 0 | 0 | 0 | 0 |
| Optometry, State Board of | 1 | 2 | 2 | 0 |
| Osteopathic Medical Board of California | 1 | 1 | 0 | 0 |
| Pharmacy, California State Board of | 8 | 1 | 0 | 2 |
| Physical Therapy Board of California | 0 | 0 | 3 | 0 |
| Podiatric Medicine, California Board of | 1 | 1 | 0 | 0 |
| Psychology, Board of | 1 | 4 | 0 | 2 |
| Registered Nursing, Board of | 3 | 3 | 0 | 7 |
| Respiratory Care Board of California | 6 | 0 | 3 | 0 |
| Structural Pest Control Board | 0 | 0 | 3 | 6 |
| Veterinary Medical Board | 0 | 0 | 1 | 1 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | |
| Vocational Nurses | 4 | 0 | 1 | 3 |
| Psychiatric Technicians | 0 | 0 | 2 | 0 |
| TOTAL | 55 | 28 | 31 | 47 |

| Inspection Data | | | | |
|--|-----------------------------|-----------------------------|---------------------|-----------------------------|
| BUREAUS | Total Number of Inspections | Notices of Violation Issued | Compliance Verified | Inspection Citations Issued |
| Automotive Repair, Bureau of | 27,113 | 6,923 | 7,206 | 10 |
| Cemetery and Funeral Bureau | 480 | n/a | n/a | 160 |
| Electronic and Appliance Repair, Bureau of | 411 | NDA | n/a | n/a |
| Hearing Aid Dispensers Bureau | 0 | 0 | 0 | 0 |
| Home Furnishings and Thermal Insulation, Bureau of | 2,023 | 539 | n/a | n/a |
| Private Postsecondary and Vocational Education, Bureau for | 197 | 0 | 197 | 0 |
| Security and Investigative Services, Bureau of | 161 | 0 | NDA | 8 |
| TOTAL | 30,385 | 7,462 | 7,403 | 178 |

| Inspection Data | | | | |
|--|-----------------------------|-----------------------------|---------------------|-----------------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Total Number of Inspections | Notices of Violation Issued | Compliance Verified | Inspection Citations Issued |
| Athletic Commission, State | 0 | 0 | 0 | 0 |
| Barbering and Cosmetology, Board of | 7,848 | n/a | 7,436 | 9,944 |
| Dental Auxiliaries, Committee on | 4 | 0 | 23 | 1 |
| Dental Board of California | 88 | 23 | 152 | 26 |
| Guide Dogs for the Blind, State Board of | 3 | 0 | 3 | 0 |
| Osteopathic Medical Board of California | 0 | 0 | 0 | 0 |
| Pharmacy, California State Board of | 2,864 | n/a | 0 | n/a |
| Structural Pest Control Board | 497 | 198 | 287 | 245 |
| Veterinary Medical Board | 230 | NDA | NDA | 6 |
| TOTAL | 11,534 | 221 | 7,901 | 10,222 |

Timeline for Disposition of Complaints

| BUREAUS | Investigations | | | | | | | AG Cases | | | | | | Total AG Cases Pending |
|--|----------------|----------------|--------------------|--------------|--------------|--------------|-----------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|------------------------|
| | Up to 90 Days | 91 to 180 Days | 180 Days to 1 Year | 1 to 2 Years | 2 to 3 Years | Over 3 Years | Total Investigations Closed | Up to 1 Year | 1 to 2 Years | 2 to 3 Years | 3 to 4 Years | Over 4 Years | Total AG Cases Closed | |
| Automotive Repair, Bureau of | 942 | 198 | 127 | 73 | 17 | 0 | 1,357 | 67 | 111 | 35 | 4 | 2 | 219 | 316 |
| Cemetery and Funeral Bureau | NDA | NDA | NDA | NDA | NDA | NDA | 191 | 42 | 31 | 3 | 0 | 0 | 38 | 38 |
| Electronic and Appliance Repair, Bureau of | 303 | 144 | 57 | 8 | 1 | 0 | 513 | 2 | 1 | 0 | 0 | 0 | 3 | 11 |
| Hearing Aid Dispensers Bureau | 1 | 0 | 2 | 2 | 0 | 2 | 7 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| Home Furnishings and Thermal Insulation, Bureau of | 1 | 0 | 24 | 2 | 2 | 1 | 30 | 11 | 0 | 0 | 0 | 0 | 1 | 10 |
| Security and Investigative Services, Bureau of | 267 | 125 | 51 | 0 | 0 | 0 | 449 | 298 | 404 | 106 | 13 | 6 | 827 | 81 |
| TOTAL | 1,514 | 467 | 261 | 85 | 20 | 3 | 2,547 | 420 | 547 | 144 | 18 | 8 | 1,089 | 456 |

| Timeline for Disposition of Complaints | | | | | | | | | | | | | | |
|---|----------------|----------------|--------------------|--------------|--------------|--------------|-----------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|------------------------|
| BOARDS AND COMMITTEES | Investigations | | | | | | | AG Cases | | | | | | Total AG Cases Pending |
| | Up to 90 Days | 91 to 180 Days | 180 Days to 1 Year | 1 to 2 Years | 2 to 3 Years | Over 3 Years | Total Investigations Closed | Up to 1 Year | 1 to 2 Years | 2 to 3 Years | 3 to 4 Years | Over 4 Years | Total AG Cases Closed | |
| Accountancy, California Board of | 46 | 12 | 26 | 17 | 4 | 0 | 105 | 11 | 9 | 0 | 0 | 0 | 20 | 46 |
| Acupuncture Board | 0 | 2 | 4 | 15 | 5 | 4 | 30 | 4 | 5 | 4 | 0 | 1 | 14 | 32 |
| Architects Board, California | 38 | 10 | 8 | 9 | 12 | 0 | 77 | 1 | 0 | 0 | 0 | 0 | 2 | 7 |
| Barbering and Cosmetology, Board of | 4 | 11 | 24 | 22 | 1 | 2 | 64 | 16 | 40 | 15 | 6 | 14 | 91 | 349 |
| Behavioral Sciences, Board of | 0 | 0 | 12 | 11 | 3 | 0 | 26 | 20 | 10 | 2 | 0 | 0 | 32 | 24 |
| Contractors State License Board | 12,143 | 5,580 | 3,097 | 881 | n/a | n/a | 21,701 | 105 | 143 | 42 | 8 | 4 | 302 | 454 |
| Court Reporters Board of California | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 2 | 0 |
| Dental Auxiliaries, Committee on | 139 | 93 | 126 | 127 | 28 | 7 | 57 | 29 | 29 | 13 | 1 | 1 | 24 | 30 |
| Dental Board of California | | | | | | | 463 | | | | | | 49 | |
| Engineers and Land Surveyors, Board for Professional | 84 | 37 | 54 | 41 | 27 | 3 | 246 | NDA | NDA | NDA | NDA | NDA | 17 | 37 |
| Geologists and Geophysicists, State Board of Registration for | 11 | 4 | 8 | 4 | 2 | 3 | 35 | 0 | 1 | 0 | 0 | 0 | 1 | 10 |
| Guide Dogs for the Blind, State Board of | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Landscape Architects Technical Committee | 11 | 1 | 2 | 1 | 1 | 0 | 16 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Medical Board of California | | | | | | | | | | | | | | |
| Physicians and Surgeons | 715 | 316 | 603 | 450 | 32 | 1 | 2,117 | 177 | 143 | 80 | 24 | 16 | 440 | 537 |
| Opticians, Registered Dispensing | 13 | 0 | 0 | 2 | 0 | 1 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| Midwives | 2 | 1 | 1 | 2 | 0 | 0 | 6 | 0 | 1 | 0 | 0 | 0 | 1 | 3 |
| Occupational Therapy, California Board of | 59 | 19 | 10 | 3 | 0 | 0 | 91 | 4 | 0 | 0 | 0 | 0 | 4 | 9 |
| Optometry, State Board of | 0 | 2 | 5 | 5 | 5 | 3 | 20 | 3 | 2 | 1 | 1 | 1 | NDA | NDA |
| Osteopathic Medical Board of California | 8 | 9 | 13 | 14 | 1 | 0 | 45 | 7 | 10 | 3 | 1 | 0 | 20 | 22 |
| Pharmacy, California State Board of | 134 | 334 | 777 | 208 | 4 | 8 | 1,465 | 40 | 16 | 18 | 4 | 5 | 123 | 145 |
| Physical Therapy Board of California | 32 | 34 | 92 | 120 | 44 | 29 | 351 | 107 | 106 | 45 | 14 | 6 | 278 | 53 |
| Physician Assistant Committee | 9 | 13 | 7 | 12 | 2 | 0 | 43 | 10 | 13 | 7 | 0 | 0 | 25 | 24 |
| Podiatric Medicine, California Board of | 4 | 2 | 5 | 9 | 1 | 0 | 21 | 8 | 6 | 1 | 1 | 0 | 16 | 16 |
| Psychology, Board of | 48 | 13 | 29 | 18 | 2 | 0 | 110 | 16 | 13 | 5 | 0 | 0 | 34 | 36 |

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Timeline for Disposition of Complaints (continued)

| BOARDS AND COMMITTEES | Investigations | | | | | | | AG Cases | | | | | | Total AG Cases Pending |
|--|----------------|----------------|--------------------|--------------|--------------|--------------|-----------------------------|--------------|--------------|--------------|--------------|--------------|-----------------------|------------------------|
| | Up to 90 Days | 91 to 180 Days | 180 Days to 1 Year | 1 to 2 Years | 2 to 3 Years | Over 3 Years | Total Investigations Closed | Up to 1 Year | 1 to 2 Years | 2 to 3 Years | 3 to 4 Years | Over 4 Years | Total AG Cases Closed | |
| Registered Nursing, Board of | 47 | 89 | 224 | 321 | 163 | 99 | 943 | 131 | 194 | 78 | 21 | 10 | 434 | 503 |
| Respiratory Care Board of California | 0 | 0 | 0 | 3 | 1 | 0 | 4 | 93 | 24 | 1 | 1 | 2 | 121 | 104 |
| Speech-Language Pathology and Audiology Board | 1 | 0 | 3 | 2 | 0 | 1 | 7 | 1 | 1 | 0 | 0 | 0 | 2 | 11 |
| Structural Pest Control Board | 84 | 109 | 141 | 97 | 16 | 5 | 452 | 13 | 13 | 4 | 1 | 0 | 31 | 25 |
| Veterinary Medical Board | 3 | 4 | 4 | 9 | 3 | 1 | 24 | 3 | 4 | 1 | 3 | 1 | 12 | 27 |
| Veterinary Technician Committee, Registered | NDA | NDA | NDA | NDA | NDA | NDA | NDA | 1 | NDA | NDA | NDA | NDA | 1 | 1 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | | | | | | | | |
| Vocational Nurses | 1 | 10 | 40 | 74 | 30 | 26 | 181 | 24 | 63 | 17 | 1 | 9 | 114 | 215 |
| Psychiatric Technicians | 0 | 1 | 7 | 7 | 2 | 6 | 23 | 6 | 15 | 1 | 0 | 2 | 24 | 56 |
| TOTAL | 13,637 | 6,706 | 5,322 | 2,484 | 389 | 199 | 28,743 | 831 | 862 | 338 | 87 | 72 | 2,235 | 2,926 |

| Citations and Fines | | | | | | | |
|--|------------------------|------------------------------|---------------------|---------------------|----------------|---------------|-----------------|
| BUREAUS | Total Citations Issued | Citations Issued with a Fine | Citations Withdrawn | Citations Dismissed | Fines Assessed | Fines Reduced | Fines Collected |
| Automotive Repair, Bureau of | 629 ^a | 317 | 1 | 4 | 241,500 | 5,350 | 232,650 |
| Cemetery and Funeral Bureau | 202 | 174 | 3 | 0 | 165,652 | 11,615 | 131,727 |
| Electronic and Appliance Repair, Bureau of | 44 | 44 | 2 | 1 | 18,545 | 500 | 4,200 |
| Hearing Aid Dispensers Bureau | 2 | 2 | 0 | 0 | 1,000 | 0 | 1,000 |
| Home Furnishings and Thermal Insulation, Bureau of | 18 | 18 | 2 | 0 | 12,500 | 0 | 7,500 |
| Private Postsecondary and Vocational Education, Bureau for | 4 | 2 | 5 | 0 | 7,000 | 0 | 2,500 |
| Security and Investigative Services, Bureau of | 37 | 37 | 3 | 1 | 84,835 | 0 | 28,961 |
| TOTAL | 936 | 594 | 16 | 6 | 531,032 | 17,465 | 408,538 |

a) There were 312 Technician Citations Issued (No Fines Included)

| Citations and Fines | | | | | | | |
|---|------------------------|------------------------------|---------------------|---------------------|----------------|--------------------------|-----------------|
| BOARDS, COMMITTEES, AND COMMISSION | Total Citations Issued | Citations Issued with a Fine | Citations Withdrawn | Citations Dismissed | Fines Assessed | Fines Reduced | Fines Collected |
| Accountancy, California Board of | 13 | 19 ^a | 0 | 0 | \$17,770 | \$800 | \$30,575 |
| Acupuncture Board | 3 | 3 | 0 | 0 | \$8,500 | \$0 | \$1,500 |
| Architects Board, California | 29 | 24 | 0 | 5 | \$19,500 | \$0 | \$16,750 |
| Athletic Commission, State ^b | 86 | 86 | 0 | 0 | \$86 | \$0 | \$13,376 |
| Barbering and Cosmetology, Board of | 9,944 | 9,944 | 26 | 15 | \$2,840,425 | \$1,263,450 | \$1,031,910 |
| Behavioral Sciences, Board of | 19 | 19 | 1 | 0 | \$16,200 | \$0 | \$8,300 |
| Contractors State License Board | 2,274 | 2,274 | 46 | 2 | \$2,753,300 | \$155,550 | \$887,900 |
| Court Reporters Board of California | 22 | 13 | 1 | 0 | \$14,500 | \$5,000 | \$5,250 |
| Dental Auxiliaries, Committee on | 5 | 5 | 0 | 0 | \$2,250 | \$0 | \$0 |
| Dental Board of California | 40 | 35 | 1 | 0 | \$30,700 | \$250 | \$19,950 |
| Engineers and Land Surveyors, Board for Professional | 22 | 22 ^c | n/a | 0 | \$16,650 | n/a | \$9,650 |
| Geologists and Geophysicists, State Board of Registration for | 10 | 10 | 2 | 0 | \$20,000 | \$9,750 | \$14,750 |
| Landscape Architects Technical Committee | 1 | 1 | 0 | 0 | \$500 | \$0 | \$500 |
| Medical Board of California | | | | | | | |
| Physicians and Surgeons | 423 | 96 | 144 | 1 | \$3,430,650 | \$6,195,900 ^d | \$76,770 |
| Opticians, Registered Dispensing | 3 | 3 | 0 | 0 | \$7,500 | \$2,250 | \$850 |
| Occupational Therapy, California Board of | 2 | 2 | 0 | 0 | \$200 | \$0 | \$0 |

a) Total Citations Issued with a Fine is greater than Total Citations Issued due to the fact that a citation can be issued for more than one violation.

b) Fines are issued at boxing events. No citations are issued.

c) Citations cannot be "withdrawn" they can only be "dismissed." A fine is not considered "assessed" until the citation is final; a citation is not final until the appeal process is finished. Once a citation is final, the amount of the fine cannot be reduced. The amount of the fine can only be reduced during the appeal process, and we do not track this information.

d) \$62,700 amount reduced due to citation withdrawn, \$6,133,200 amount reduced due to citation modified

continued on next page

| Citations and Fines (continued) | | | | | | | |
|--|------------------------|------------------------------|---------------------|---------------------|---------------------|--------------------|--------------------|
| BOARDS, COMMITTEES, AND COMMISSION | Total Citations Issued | Citations Issued with a Fine | Citations Withdrawn | Citations Dismissed | Fines Assessed | Fines Reduced | Fines Collected |
| Optometry, State Board of | 8 | 8 | 1 | 0 | \$34,750 | \$1 | \$15,000 |
| Osteopathic Medical Board of California | 0 | 0 | 0 | 0 | \$0 | \$0 | \$850 |
| Pharmacy, California State Board of | 1,410 | 1,020 | 1 | 165 | \$939,259 | \$158,550 | \$852,707 |
| Physical Therapy Board of California | 47 | 1 | 7 | 0 | \$47,330 | \$20,920 | \$24,110 |
| Physician Assistant Committee | 10 | 10 | 0 | 0 | \$15,500 | \$13,500 | \$6,750 |
| Podiatric Medicine, California Board of | 1 | 1 | 0 | 0 | \$2,500 | \$2,250 | \$2,250 |
| Psychology, Board of | 36 | 36 | 8 | 0 | \$12,500 | \$1,400 | \$7,700 |
| Registered Nursing, Board of | 17 | 15 | 0 | 0 | \$33,750 | \$0 | \$5,100 |
| Respiratory Care Board of California | 68 | 68 | 0 | 0 | \$50,050 | \$1,550 | \$23,386 |
| Speech-Language Pathology and Audiology Board | 16 | 16 | 0 | 1 | \$6,250 | \$1,025 | \$3,175 |
| Structural Pest Control Board | 245 | 244 | 6 | 0 | \$206,091 | \$2 | \$158,632 |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | 63 | 63 | 4 | 2 | \$29,016 | \$1 | \$20,059 |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | |
| Vocational Nurses | 147 | 147 | 2 | 0 | \$93,936 | \$0 | \$52,949 |
| Psychiatric Technicians | 22 | 22 | 0 | 0 | \$13,667 | \$1 | \$12,465 |
| TOTAL | 14,981 | 14,207 | 250 | 191 | \$10,663,330 | \$7,832,150 | \$3,303,164 |

| Cost Recovery | | | | | | | |
|--|---------------------------------|------------------------|--|--------------------------|---------------------------------|---|--------------------------------|
| BUREAUS | Cost Recovery to DCA | | Consumer Restitution / Refunds / Savings | | | | |
| | Amount of Cost Recovery Ordered | Total Amount Collected | Amount of Restitution Ordered to Consumers | Refunded to Consumers | Rework - No Charge to Consumers | Adjustments in Money Owed / Product Return-Exchange | Savings Achieved for Consumers |
| Automotive Repair, Bureau of | \$1,118,981 | \$638,386 | \$294,293 | \$2,518,479 | \$1,502,374 | \$932,698 | \$4,953,551 |
| Cemetery and Funeral Bureau | \$44,208 | NDA | \$3,270,121 ^a | \$17,948 ^a | \$9,459 ^a | \$24,932 ^a | \$52,339 ^a |
| Electronic and Appliance Repair, Bureau of | \$0 | \$0 | \$239,958 | \$114,085 | \$15,259 | \$110,614 | \$239,958 |
| Hearing Aid Dispensers Bureau | \$3,800 | \$0 | \$4,000 | \$3,341 | \$12,790 | \$3,140 | \$23,271 |
| Home Furnishings and Thermal Insulation, Bureau of | \$15,827 | \$10,411 | \$0 | \$67,000 | \$49,000 | \$40,000 | \$156,000 |
| Private Postsecondary and Vocational Education, Bureau for | \$0 | \$0 | \$0 | \$2,755,511 ^b | \$0 | \$0 | \$2,755,511 |
| Security and Investigative Services, Bureau of | \$62,157 | \$21,982 | \$525 | \$20,705 | \$1,699 | \$37,187 | \$59,591 |
| TOTAL | \$1,244,973 | \$670,779 | \$3,808,897 | \$5,497,069 | \$1,590,581 | \$1,148,571 | \$8,240,221 |

- a) Consumer Restitution Ordered includes restitution ordered by disciplinary actions and ordered to consumer trust funds through Bureau audits of trust fund reports. Due to trust issues, the Bureau independently identifies the deficiency and obtains compliance from the licensee (by contribution to the trust fund).
- b) Includes claim payments made, not claim payments encumbered.

| Cost Recovery | | | | | | | |
|---|---------------------------------|------------------------|--|-----------------------|---------------------------------|---|--------------------------------|
| BOARDS AND COMMITTEES | Cost Recovery to DCA | | Consumer Restitution / Refunds / Savings | | | | |
| | Amount of Cost Recovery Ordered | Total Amount Collected | Amount of Restitution Ordered to Consumers | Refunded to Consumers | Rework - No Charge to Consumers | Adjustments in Money Owed / Product Return-Exchange | Savings Achieved for Consumers |
| Accountancy, California Board of | \$95,522 | \$62,561 | \$0 | \$0 | n/a | n/a | \$0 |
| Acupuncture Board | \$55,921 | \$31,878 | n/a | n/a | n/a | n/a | n/a |
| Architects Board, California | \$0 | \$1,494 | \$0 | \$4,000 | \$0 | \$0 | \$4,000 |
| Barbering and Cosmetology, Board of | \$141,613 | \$136,997 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Behavioral Sciences, Board of | \$25,498 | \$20,600 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Contractors State License Board | \$592,625 | \$212,768 | NDA | \$28,885,539 | n/a | n/a | \$28,885,499 |
| Court Reporters Board of California | \$4,788 | \$2,259 | \$0 | \$522 | \$0 | \$0 | \$522 |
| Dental Auxiliaries, Committee on | \$5,682 | \$5,460 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Dental Board of California | \$157,788 | \$88,483 | n/a | \$46,093 | \$0 | \$7,828 | \$53,921 |
| Engineers and Land Surveyors, Board for Professional ^a | \$57,929 | \$4,134 | \$58,980 ^b | n/a ^b | n/a ^b | n/a ^b | \$58,980 ^b |
| Geologists and Geophysicists, State Board of Registration for | \$0 | \$0 | \$1,180 | \$500 | \$5,000 | \$0 | \$6,680 |
| Medical Board of California | | | | | | | |
| Physicians and Surgeons | \$2,436,385 | \$1,769,498 | \$13,280 | n/a | n/a | n/a | n/a |
| Opticians, Registered Dispensing | \$4,790 | \$570 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Occupational Therapy, California Board of | \$1,428 | \$180 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Optometry, State Board of | \$35,029 | \$58,699 | n/a | \$4,950 | n/a | n/a | \$4,950 |
| Osteopathic Medical Board of California | \$56,074 | \$37,537 | \$0 | n/a | n/a | n/a | n/a |
| Pharmacy, California State Board of | \$263,162 | \$171,694 | \$0 | \$0 | \$0 | \$0 | \$0 |

a) Cost Recoveries to Board – Total amount collected: Respondents are allowed to make payments during the period of probation.

b) Consumer Restitution/Refunds/Savings: Amount of restitution ordered to consumers and Total savings achieved for consumers: One decision ordered restitution be paid in an amount to be determined by the civil court settlement; therefore, we do not have the actual dollar amount.

continued on next page

| Cost Recovery (continued) | | | | | | | |
|--|---------------------------------|------------------------|--|-----------------------|---------------------------------|---|--------------------------------|
| BOARDS AND COMMITTEES | Cost Recovery to DCA | | Consumer Restitution / Refunds / Savings | | | | |
| | Amount of Cost Recovery Ordered | Total Amount Collected | Amount of Restitution Ordered to Consumers | Refunded to Consumers | Rework - No Charge to Consumers | Adjustments in Money Owed / Product Return-Exchange | Savings Achieved for Consumers |
| Physical Therapy Board of California | \$37,875 | \$33,498 | n/a | n/a | n/a | n/a | n/a |
| Physician Assistant Committee | \$63,245 | \$34,829 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Podiatric Medicine, California Board of | \$42,993 | \$26,613 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Psychology, Board of | \$122,877 | \$32,882 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Registered Nursing, Board of | \$518,487 | \$274,065 | n/a | n/a | n/a | n/a | n/a |
| Respiratory Care Board of California | \$195,443 | \$230,505 | n/a | n/a | n/a | n/a | n/a |
| Speech-Language Pathology and Audiology Board | \$4,760 | \$868 | n/a | \$0 | \$0 | \$0 | \$0 |
| Structural Pest Control Board | \$54,529 | \$17,434 | \$0 | \$50,844 | \$528,968 | \$0 | \$579,812 |
| Veterinary Medical Board | \$152,464 | \$89,403 | \$0 | n/a | n/a | n/a | n/a |
| Vocational Nursing and Psychiatric Technicians, Board of | | | | | | | |
| Vocational Nurses | \$207,235 | \$79,605 | n/a | n/a | n/a | n/a | n/a |
| Psychiatric Technicians | \$70,794 | \$27,402 | n/a | n/a | n/a | n/a | n/a |
| TOTAL | \$5,404,935 | \$3,451,917 | \$73,440 | \$28,992,448 | \$533,968 | \$7,828 | \$29,594,364 |



OTHER PROGRAMS

**ANNUAL REPORT
STATISTICAL APPENDIX**

FISCAL YEAR 2003–2004

| Consumer Information Center | | | | | | | |
|--|-------------------|---------------|-------------------|---------------------------|----------------------------------|----------------------------|-----------------------|
| CLIENT | General Inquiries | Licensing | Complaint-Related | Sub-total Program Actions | Calls Not Qualified ^a | Language Line ^b | Total Program Actions |
| Acupuncture | 119 | 6 | 25 | 150 | 12 | 0 | 162 |
| Automotive Repair | 139,627 | 30,749 | 20,878 | 191,254 | 15,723 | 164 | 207,141 |
| Barbering and Cosmetology | 132,746 | 15,555 | 11,800 | 160,101 | 13,162 | 137 | 173,400 |
| Cemetery and Funeral | 373 | 95 | 115 | 583 | 48 | 1 | 632 |
| Electronic and Appliance Repair ^c | 1,039 | 0 | 0 | 1,039 | 85 | 1 | 1,125 |
| Hearing Aid Dispensers | 59 | 8 | 12 | 79 | 6 | 0 | 85 |
| Home Furnishings and Thermal Insulation | 55 | 76 | 389 | 520 | 43 | 0 | 563 |
| Respiratory Care | 18 | 0 | 2 | 20 | 2 | 0 | 22 |
| Security and Investigative Services | 18,033 | 1,583 | 1,212 | 20,828 | 1,712 | 18 | 22,558 |
| Arbitration Certification Program | 1,508 | 0 | 104 | 1,612 | 133 | 1 | 1,746 |
| Privacy Protection, Office of | 337 | 0 | 0 | 337 | 28 | 0 | 365 |
| General / Non-Board, Non-Bureau | 73,361 | 0 | 0 | 73,361 | 6,031 | 63 | 79,455 |
| TOTAL CENTER ACTIONS | 367,275 | 48,072 | 34,537 | 449,884 | 36,984 | 386 | 487,254 |

a) CALLS NOT QUALIFIED - These calls were not categorized by subject matter by the Consumer Information Center (CIC) agents. The total of these non-qualified codes were distributed proportionally among the clients, based on their sub-total program action counts.

b) LANGUAGE LINE - These calls were qualified as using the Language Line Services and were distributed proportionally among the clients, based on their sub-total program action counts.

c) Bureau of Electronic and Appliance Repair (BEAR) - all BEAR-related calls were captured under one qualification code in Fiscal Year 2003-04.

Bureau of Automotive Repair – Consumer Assistance Program

| PROGRAM OPTION As of June 30, 2004 | Program Participation | | | | | |
|---------------------------------------|-----------------------|-----------------------|---------------------|----------------------|---------------------------------|-----------------------------------|
| | Applications Received | Applications Approved | Applications Denied | Applications Pending | Total Number of Gross Polluters | Total Vehicles Repaired / Retired |
| Repair Assistance | 62,736 | 47,040 | 6,325 | 5,954 ^b | 12,742 | 37,888 |
| Vehicle Retirement ^a | 75 | n/a | n/a | n/a | n/a | n/a |

a) The Vehicle Retirement Program was suspended 01/01/02.

b) This figure is any application that is pending a determination or in a deficient status waiting for additional information from the applicant.

| PROGRAM OPTION As of June 30, 2004 | Average Costs | | | | Program Disbursements | Program Administrative Costs |
|---------------------------------------|--|--|------------------------------|---------------------------|--|------------------------------------|
| | Total Stations / Dismantlers Participating | Average State Repair / Retirement Cost | Average Consumer Repair Cost | Total Average Repair Cost | Total Program Disbursements ^b | Total Program Administrative Costs |
| Repair Assistance | 534 | \$327 | \$83 | \$410 | \$12,195,462 | \$4,184,509 |
| Vehicle Retirement ^a | n/a | n/a | n/a | n/a | n/a | |

a) The Vehicle Retirement Program was suspended 01/01/02.

b) Program disbursements are based on vehicles repaired or retired and invoiced by the station or dismantler.

| PROGRAM OPTION As of June 30, 2004 | Total Estimated Emissions Reduction | | | |
|---------------------------------------|-------------------------------------|-----------------------|------------------|--|
| | Carbon (in tons) | HydroCarbon (in tons) | Noxide (in tons) | Total Estimated Emissions Reduction ^b |
| Repair Assistance | 3,337.1 | 239.1 | 155.5 | 3,731.7 |
| Vehicle Retirement ^a | n/a | n/a | n/a | n/a |

a) The Vehicle Retirement Program was suspended 01/01/02.

b) Gross benefit calculation attributed to CAP does not take into consideration the emissions benefit that would have taken place in the absence of CAP.

| Family Support | | | |
|---|---|-----------------------|-----------------------------------|
| BUREAUS | Total for Fiscal Year 2003-04 (if applies) | | |
| | 150-day Temporary License / Notice of Intent to Suspend | Denials / Suspensions | Notice of SLMS Receipt of Release |
| Automotive Repair, Bureau of | 371 | 207 | 271 |
| Cemetery and Funeral Bureau | 28 | 13 | 22 |
| Electronic and Appliance Repair, Bureau of | 24 | 16 | 15 |
| Hearing Aid Dispensers Bureau | 2 | 2 | 3 |
| Home Furnishings and Thermal Insulation, Bureau of | 7 | 6 | 6 |
| Private Postsecondary and Vocational Education, Bureau of | 22 | 18 | 17 |
| Security and Investigative Services, Bureau of | 3,812 | 2,627 | 2,469 |
| Telephone Medical Advice Services Bureau | 0 | 0 | 0 |
| TOTAL | 4,266 | 2,889 | 2,803 |

| Family Support | | | |
|---|---|-----------------------|-----------------------------------|
| BOARDS, COMMITTEES AND COMMISSIONS | Total for Fiscal Year 2003-04 (if applies) | | |
| | 150-day Temporary License / Notice of Intent to Suspend | Denials / Suspensions | Notice of SLMS Receipt of Release |
| Accountancy, California Board of | 12 | 8 | 14 |
| Acupuncture Board | 2 | 2 | 3 |
| Architects Board, California | 14 | 9 | 14 |
| Athletic Commission, California State | 30 | 18 | 13 |
| Barbering and Cosmetology, Board of | 717 | 439 | 581 |
| Behavioral Sciences, Board of | 15 | 7 | 12 |
| Contractors State License Board | 2,359 | 1,380 | 1,679 |
| Court Reporters Board of California | 11 | 5 | 37 |
| Dental Auxiliaries, Committee on | 22 | 8 | 32 |
| Dental Board of California | 23 | 17 | 34 |
| Engineers and Land Surveyors, Board for Professional | 26 | 9 | 17 |
| Geologists and Geophysicists, State Board of Registration for | 0 | 1 | 2 |
| Guide Dogs for the Blind, State Board of | 0 | 0 | 1 |
| Medical Board of California | 59 | 30 | 57 |

continued on next page

| Family Support (continued) | | | |
|--|---|-----------------------|-----------------------------------|
| BOARDS, COMMITTEES AND COMMISSIONS | Total for the Year (if applies) | | |
| | 150-day Temporary License / Notice of Intent to Suspend | Denials / Suspensions | Notice of SLMS Receipt of Release |
| Occupational Therapy, California Board of | 2 | 1 | 4 |
| Optometry, State Board of | 2 | 3 | 1 |
| Osteopathic Medical Board of California | 8 | 0 | 5 |
| Pharmacy, California State Board of | 96 | 52 | 66 |
| Physical Therapy Board of California | 5 | 2 | 3 |
| Physicians Assistant Committee | 6 | 3 | 6 |
| Podiatric Medicine, California Board of | 2 | 2 | 1 |
| Psychology, Board of | 3 | 1 | 3 |
| Registered Nursing, Board of | 98 | 44 | 71 |
| Respiratory Care Board of California | 37 | 21 | 31 |
| Speech-Language Pathology and Audiology Board | 0 | 0 | 8 |
| Structural Pest Control Board | 474 | 269 | 216 |
| Veterinary Medical Board and Veterinary Technician Committee, Registered | 2 | 0 | 8 |
| Vocational Nursing and Psychiatric Technicians, Board of | 189 | 97 | 144 |
| TOTAL | 4,214 | 2,428 | 3,063 |