



LICENSING COMMITTEE REPORT

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LICENSING COMMITTEE REPORT

Report of the Meeting Held June 18, 2014. **Note:** Several items from the June 18, 2014 Licensing Committee Meeting were heard during the Board of Pharmacy Meeting convened June 26, 2014.

a. **FOR DISCUSSION AND POSSIBLE ACTION: Development of a Policy Statement related to the Sale of Tobacco Products from Pharmacies, Pursuant to a Request from Pharmacists Planning Services, Incorporated**

Background

In February 2014, CVS announced that it would move to stop selling tobacco products from its stores in the fall. At the June meeting, the committee heard a presentation from Pharmacist Planning Services Inc. on eliminating tobacco product sales from pharmacies.

Committee Discussion and Action

The board's Executive Officer stated that the board does not have the statutory authority to restrict tobacco sales in pharmacies – such a move would require a legislative change. However, she noted that the board could create a policy statement regarding the adverse health effects of tobacco.

The Committee heard public comment in support of creating a policy. Steve Gray provided background on The California Pharmacist's Association's (CPhA) policy of supporting the restrictions of tobacco sales in any facility that houses a pharmacy and the American Pharmacist's Association' (APhA) policy which states that government should not allow a pharmacy that sells tobacco products to participate in government health networks (Medi-Cal, etc.). A representative of the California Society of Health System Pharmacists (CSHP) provided background into CSHP's policy supporting the elimination of tobacco sales from all California pharmacies and establishments that house a pharmacy.

A representative from the California Retailer's Association spoke in opposition to such a policy statement.

Committee Recommendation: Adopt a policy in support of eliminating tobacco and e-cigarette sales from California pharmacies.

b. FOR INFORMATION: Results of Continuing Education Audits of Pharmacists in California

Background

Periodically, the board reviews statistics regarding the status of continuing education (CE) audits conducted on pharmacists who state under penalty of perjury on their license renewals that they have earned 30 hours of CE as required.

Committee Discussion and Action

Ms. Herold stated approximately 20 percent of those who are audited are not able to provide proof they have completed 30 hours of CE. She also spoke of the need for Pharmacists to safely store their CE certificates for four years in case they are audited.

No action was taken on this item.

c. FOR DISCUSSION AND POSSIBLE ACTION: Reporting of Intern Hours Earned for Interns in ACPE Accredited Schools

Attachment 1

Background

In April 2014, the board determined it should revise its current process for the reporting of intern hours for purposes of qualifying to take the CPJE. The current requirements to apply for the pharmacist examination are specified in section 4209 of the Business and Professions Code (BPC), and additional requirements for examination are found in section 1728 of Title 16 of the California Code of regulations.

At the June committee meeting, the committee considered staff recommendations to amend section 4209 BPC to specify that an intern pharmacist who has graduated from an ACPE accredited school of pharmacy (on or after 1/1/16) shall be deemed to have complied with the 1,500 hours of pharmacy practice experience upon receipt of a certified transcript from the school of pharmacy which posts the PharmD degree, as well as recommended changes to 16 CCR section 1728 to incorporate the new statutory provisions. Existing provisions will remain for foreign-educated pharmacists who possess FPGEC certification, but need 1,500 hours of intern experience to qualify to take the CPJE.

To effect these changes, the committee recommends that the board seek statutory changes to section 4209 BPC during the 2015 legislative session and to also pursue changes to the boards regulation at section 1728 of Title 16 CCR.

The staff recommendations are as follows, and amended text (mock-up amendments) to section 4209 BPC and to 16 CCR section 1728 are provided in Attachment 1.

Staff Recommended Changes

For California Pharmacist Applicants who Graduated After June 2010:

- (a) If not licensed in any state in the US:
- Accept a certified copy of a transcript from the ACPE-approved school of pharmacy identifying that the student has fulfilled all requirements and earned a doctor of pharmacy degree
- OR
- Require a letter from the ACPE-approved school of pharmacy that the student has completed at least 1500 hours of intern experience while completing the PharmD curriculum.
- (b) If licensed for one year in any state in the US – **no change** – accept licensure for one year as fulfilling the intern hours requirement.
- (c) If a graduate of a foreign school of pharmacy, possessing FPGEC certification – **no change** – must submit intern hours on the intern hours affidavit forms. If hours earned outside California, must provide proof of licensure as an intern in that state and still require intern hours forms to total 1,500 hours. The state will not have to certify the forms nor collect the hours to transfer to CA.

There was no public comment.

Committee Recommendation: Sponsor amendments to section 4209 of the Business and Professions Code, as proposed, in the 2015 legislative session.

Committee Recommendation: Amend section 1728 of Title 16 of the California Code of Regulations, as proposed.

d. FOR DISCUSSION AND POSSIBLE ACTION: Questions on Applications to Collect Prior Conviction Information

Attachment 2

Background

At the request of the DCA legal office, the committee in December 2013 began a discussion to revise the 'conviction questions' on the board's individual applications. This was

requested by the department in an effort to provide uniformity throughout the boards and bureaus.

Unlike other professions, working in a pharmacy or drug wholesaler gives individuals direct access to dangerous drugs, including controlled substances. The board needs to determine how it will address prior convictions involving drugs.

Committee Discussion and Action

The committee discussed information and opinions from various attorneys regarding the proposed changes to the conviction question. The committee discussed whether or not at some point the board should develop a regulation to define those crimes which the board feels are substantially related to the duties and functions of a licensee. The committee also discussed adding question #2 from the Pharmacy Technician application to other personal applications.

Dr. Steve Gray suggested that the application be updated to further explain the definition of an 'infraction' for the benefit of applicants and limit the period of inquiry to five years.

Attachment 2 contains the committee's recommended language which was refined slightly (technical amendments/code section references) by the board's AG counsel. Attachment 2 also contains the text of question #2 from the Pharmacy Technician application.

Committee Recommendation:

Amend question #7 on the Pharmacy Technician Application (17A-5) Rev. 01/11; and question #19 on the Pharmacist application, as proposed.

Committee Recommendation:

Add question #2 from the Pharmacy Technician Application (17A-5) to the Pharmacist, Intern Pharmacist, and Designated Representative Applications.

e. FOR INFORMATION: Competency Committee Report

California Practice Standards and Jurisprudence Examination for Pharmacists (CPJE)

Effective April 1, 2014, the board instituted a quality assurance review of the California Practice Standards and Jurisprudence Examination for Pharmacists (CPJE). The results of this quality assurance were released July 9, 2014. This process is done periodically to ensure the reliability of the examination.

Examination Development

The Competency Committee workgroups continue to meet throughout 2014 for examination development. Both Competency Committee workgroups will meet for the annual meeting in August to discuss examination development.

1. Recruitment of New Members for the Board's Competency Committee

The board's Competency Committee develops and oversees the administration of the California Pharmacist Jurisprudence Examination or CPJE. This exam consists of 90 multiple-choice items that assess minimal competency in patient communication skills, pharmacy law and clinical knowledge in practice situations in California.

The board is looking to recruit new members for the Northern Competency Committee who are specialized in Institutional settings.

Besides the main functions of the committee described above, related duties of the committee include the oversight of a job analysis of the pharmacist profession every five years to assure that the exam remains valid for entry-level pharmacist practice. From this analysis, the committee develops the content outline for the examination. Appointment to the committee is an honor, but the work required is demanding. There are three two day meetings annually in the north annually. Attendance at the committee meetings is a necessity.

The board's president appoints all committee members to terms of four years, with reappointment possible. Practicing California pharmacists who have been licensed within the last five years are especially encouraged to apply. Applications must include a curriculum vitae, a cover letter describing the pharmacist's area of pharmacy experience or practice, and three letters of reference from pharmacists who are familiar with the pharmacist's work.

2. Job Analysis Design of the California Pharmacist Practice for the Practice Standards and Jurisprudence Examination (CPJE) for 2015-2020

The committee has developed a job analysis survey to be used to complete an occupational analysis with the board's contracted psychometric firm. Pursuant to Business and Professions Code section 139, the board is required to complete an occupational analysis periodically which serves as the basis for the examination. We released this survey to a random sample of pharmacists June 12, 2014. The information learned from this survey will determine if changes are necessary to the content outline of the CPJE. Pharmacists who complete the job analysis survey will be awarded three hours of CE credit.

f. **FOR REVIEW: Licensing Statistics July 1, 2013-June 30, 2014 and Three Year Comparison Data**

Attachment 3

Licensing Statistics for July 2013-June 2014

During the 2013/14 fiscal year the board received over 17,200 applications and issued over 12,300 licenses. The number of applications received increased less than 10% and the number of licenses issued decreased over 5% when compared to the last fiscal year.

Three Year Comparison

Applications Received

The three year comparison reflects a 14% decrease in the number of pharmacy technician applications, a 32% decrease in nonresident wholesaler applications, a 22% decrease in wholesaler applications, and a 75% decrease in veterinary food-animal drug retailer applications received in Fiscal Year 2013/14 when compared to Fiscal Year 2011/12.

In Fiscal Year 2013/14, the board experienced a 897% increase of sterile compounding applications and a 1067% increase of hospital applications when compared to Fiscal Year 2011/12. The sterile compounding applications and hospital applications increased due in part as a result of a statutory application requirement change effective 7/1/2014. This change increased the requirements for those that wish to compound sterile medications which require pharmacies and hospitals to apply for sterile compounding licensure.

Licenses Issued

The board experienced a decrease of the following licenses issued in Fiscal Year 2013/14 when compared to Fiscal Year 2011/12: pharmacy technician-33%; hypodermic needle and syringes-15%; designated representative-21%; veterinary food-animal drug retailer-21%; and wholesaler-36%.

The board experienced an increase of the following licenses issued in Fiscal Year 2013/14 when compared to Fiscal Year 2011/12: pharmacist 14%; pharmacy 46%; sterile compounding 1319%; clinic 88%; hospital 283%; nonresident pharmacy 87%; and nonresident wholesaler-4%.

Licenses Renewed

When comparing renewals received for Fiscal Year 2013/14 to those received in Fiscal Year 2011/12, the board realized an increase of renewal of licensees for all license types except veterinary food-animal drug retailer and sterile compounding licenses.

Attachment 3 contains a three year comparison with data trend lines for each license type and the licensing statistics for fiscal year 2013/14.

g. FOR REVIEW: Fourth Quarterly Report on the Committee's Goals for 2013/14

Attachment 4

As demonstrated in the quarterly update, the board is meeting the acceptance parameters for Success Indicators 2C – Review received deficiency items to determine application completeness within five working days of receipt and 2E – Update information changes to licensing records within five working days.

The board is not meeting the acceptance parameters for the following Success Indicators

- 2A – Cashier All Revenue Received within three working days
- 2B – Review Initial Applications within 30 working days
- 2D- Issue licenses within 3 working days of completed application.

In these success indicators, board staff is working diligently to move towards the goal. It is our hope that as new positions are filled and training is completed additional progress will be made in these three areas.

Attachment 4 contains the fourth quarterly report on the Licensing Committee's goals.

Attachment 1

4209. Intern Pharmacist; Minimum Hours of Practice to Apply for Pharmacist Exam

(a) (1) An intern pharmacist shall complete at least 1,500 hours of pharmacy practice before applying for the pharmacist licensure examination.

(2) This pharmacy practice shall comply with the Standards of Curriculum established by the Accreditation Council for Pharmacy Education or with regulations adopted by the board.

(b) An intern pharmacist who has graduated from a school of pharmacy on or after January 1, 2016, which has been accredited by the Accreditation Council for Pharmacy Education as provided in section 4200 shall be deemed to have complied with the intern experience requirements specified in subdivision (a) upon award of a PharmD degree. The board shall accept fulfillment of at least 1,500 hours of intern experience upon receipt of a certified transcript from the school of pharmacy which posts the PharmD degree.

(c) Applicants seeking intern experience outside of the PharmD curricula in a school of pharmacy accredited by the Accreditation Council for Pharmacy Education shall submit proof of his or her experience on board-approved affidavits, or another form specified by the board, which shall be certified under penalty of perjury by a pharmacist under whose supervision such experience was obtained or by the pharmacist-in-charge at the pharmacy while the pharmacist intern obtained the experience. Intern hours earned in another state may be certified by the licensing agency of that state to document proof of those hours.

~~(e)~~ (d) An applicant for the examination who has been licensed as a pharmacist in any state for at least one year, as certified by the licensing agency of that state, may submit this certification to satisfy the required 1,500 hours of intern experience, provided that the applicant has obtained a minimum of 900 hours of pharmacy practice experience in a pharmacy as a pharmacist. Certification of an applicant's licensure in another state shall be submitted in writing and signed, under oath, by a duly authorized official of the state in which the license is held.

1728. Requirements for Examination.

(a) Prior to receiving authorization from the board to take the pharmacist licensure examinations required by section 4200 of the Business and Professions Code, applicants shall submit to the board the following:

(1) Proof of at least 1500 hours of pharmacy practice experience that meets the following requirements:

(A) A minimum of 900 hours of pharmacy practice experience obtained in a pharmacy.

(B) A maximum of 600 hours of pharmacy practice experience may be granted at the discretion of the board for other experience substantially related to the practice of pharmacy.

(C) Experience in both community pharmacy and institutional pharmacy practice settings.

(D) Pharmacy practice experience that satisfies the requirements for both introductory and advanced pharmacy practice experiences established by the Accreditation Council for Pharmacy Education.

(2) Proof of completing at least 1,500 hours of pharmacy practice experience by graduates of a school of pharmacy accredited by the Accreditation Council for Pharmacy Education on or after January 1, 2010 2016, shall be deemed to have fulfilled this requirement by the award of a PharmD degree posted to the graduate's transcript.

~~(2)~~ (3) Satisfactory proof that the applicant graduated from a recognized school of pharmacy.

~~(3)~~ (4) Fingerprints to obtain criminal history information from both the Department of Justice and the United States Federal Bureau of Investigation pursuant to Business and Professions Code section 144.

~~(4)~~ (5) A signed copy of the examination security acknowledgment.

(b) Applicants who hold or held a pharmacist license in another state shall provide a current license verification from each state in which the applicant holds or held a pharmacist license prior to being authorized by the board to take the examinations.

(c) Applicants who graduated from a foreign school of pharmacy shall provide the board with satisfactory proof of certification by the Foreign Pharmacy Graduate Examination Committee prior to being authorized by the board to take the examinations.

Authority cited: Sections 851, and 4005, Business and Professions Code. Reference: Sections 144, 851, and 4200, Business and Professions Code.

Attachment 2

Proposed Question:

Have you ever been convicted of, or pleaded guilty or nolo contendere/no contest to, any crime, in any state, the United States or its territories, a military court, or any foreign country? Include any offense felony or misdemeanor offense, and any infraction involving drugs or alcohol with a fine of \$500 or more. You must disclose a conviction even if it was (1) later dismissed or expunged pursuant to Penal Code section 1203.4 et seq., or an equivalent release from penalties and **disabilities** provision from a non-California jurisdiction, or (2) later dismissed or expunged pursuant to Penal Code section 1210 et seq., or an equivalent post-conviction drug treatment diversion dismissal provision or from a non-California jurisdiction. Failure to answer truthfully and completely may result in the denial of your application.

NOTE: You may answer "NO" regarding, and need not disclose, any of the following: (1) criminal matters adjudicated in juvenile court; (2) criminal charges dismissed or expunged pursuant to Penal Code section 1000.4 or an equivalent deferred entry of judgment provision from a non-California jurisdiction; and (3) convictions more than two years old on the date you submit your application for violations of California Health and Safety Code section 11357, subdivisions (b), (c), (d), or (e), or California Health and Safety Code section 11360, subdivision (b); and (4) infractions or traffic violations with a fine of less than \$500 that do not involve drugs or alcohol.

Attachment 3

Board of Pharmacy Licensing Statistics

FISCAL YEAR COMPARISON

2011/12 2012/13 2013/14 % CHANGE TREND LINES

APPLICATIONS

Received

	2011/12	2012/13	2013/14	% CHANGE	TREND LINES
Pharmacist (exam applications)	2,571	2,487	2,683	4%	
Pharmacist (initial licensing applications)	1,615	1,806	1,792	11%	
Intern pharmacist	2,005	1,995	2,186	9%	
Pharmacy technician	9,522	8,766	8,230	-14%	
Pharmacy	342	512	409	20%	
Sterile Compounding	66	82	658	897%	
Clinics	70	105	102	46%	
Hospitals	3	28	35	1067%	
Nonresident Pharmacy	123	107	149	21%	
Licensed Correctional Facility	-	-	1	n/a	
Hypodermic Needle and Syringes	13	21	16	23%	
Nonresident Wholesalers	133	108	90	-32%	
Wholesalers	113	83	88	-22%	
Veterinary Food-Animal Drug Retailer	4	-	1	-75%	
Designated Representatives	518	502	536	3%	
Centralized Hospital Packaging Pharmacy	n/a	5	9	n/a	

Issued

Pharmacist	1,609	1,733	1,839	14%	
Intern pharmacist	1,908	1,706	1,913	0%	
Pharmacy technician	10,205	8,271	6,841	-33%	
Pharmacy	239	445	350	46%	
Sterile Compounding	47	54	667	1319%	
Clinics	48	99	90	88%	
Hospitals	6	19	23	283%	
Nonresident Pharmacy	47	113	88	87%	
Licensed Correctional Facility	1	2	1	0%	
Hypodermic Needle and Syringes	13	16	11	-15%	
Nonresident Wholesalers	78	112	81	4%	
Wholesalers	70	81	45	-36%	
Veterinary Food-Animal Drug Retailer	2	6	-	-100%	
Designated Representatives	505	380	401	-21%	
Centralized Hospital Packaging Pharmacy	n/a	-	1	n/a	

Renewals Received

Pharmacist	18,160	17,545	19,044	5%	
Pharmacy technician	28,635	27,187	30,561	7%	
Pharmacy	5,982	6,460	6,169	3%	
Sterile Compounding	316	301	243	-23%	
Clinics	1,076	1,103	1,123	4%	
Nonresident Pharmacy	323	345	330	2%	
Licensed Correctional Facility	43	50	51	19%	
Hypodermic Needle and Syringes	233	252	244	5%	
Nonresident Wholesalers	507	578	621	22%	
Wholesalers	444	448	493	11%	
Veterinary Food-Animal Drug Retailer	23	15	21	-9%	
Designated Representative	2,622	2,677	2,664	2%	
Centralized Hospital Packaging Pharmacy	n/a	-	-	n/a	

Board of Pharmacy Licensing Statistics - Fiscal Year 2013/14

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
I. APPLICATIONS													
A. Received													
Pharmacist (exam applications)	190	155	137	140	79	107	82	73	69	158	663	830	2683
Pharmacist (initial licensing applications)	290	521	251	198	142	105	23	6	167	60	16	13	1792
Intern pharmacist	65	475	403	340	41	96	124	104	74	71	132	261	2186
Pharmacy technician	854	763	743	663	471	792	556	527	579	350	438	1494	8230
Pharmacy	35	35	35	30	27	46	31	33	34	13	27	62	408
Pharmacy Exempt	0	0	0	0	0	0	1	0	0	0	0	0	1
Pharmacy - Temp	11	10	11	5	10	17	5	15	13	14	12	22	145
Sterile Compounding	3	6	2	3	2	18	19	45	95	127	244	90	654
Sterile Compounding - Exempt	0	0	0	0	0	0	0	4	0	0	0	0	4
Sterile Compounding - Temp	0	3	0	0	0	6	0	3	0	0	0	3	15
Nonresident Sterile Compounding	1	3	1	2	1	1	1	0	0	3	2	0	15
Clinics	16	4	12	6	2	4	1	7	4	2	3	11	72
Clinics Exempt	18	0	1	5	0	3	3	0	0	0	0	0	30
Hospitals	3	2	4	1	0	2	3	0	3	10	2	4	34
Hospitals Exempt	0	0	0	0	0	1	0	0	0	0	0	0	1
Hospitals - Temp	0	1	0	0	0	2	0	0	0	0	0	0	3
Drug Room	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Room Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Pharmacy	7	11	9	13	7	12	31	13	11	12	3	20	149
Nonresident Pharmacy - Temp	1	2	2	0	3	4	15	1	0	1	0	0	29
Licensed Correctional Facility	0	0	0	0	1		0	0	0	0	0	0	1
Hypodermic Needle and Syringes	0	0	1	0	0	5	1	1	2	4	0	2	16
Hypodermic Needle and Syringes Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers	10	5	12	6	9	10	3	5	5	9	6	10	90
Nonresident Wholesalers - Temp	2	0	2	2	0	4	4	2	0	1	0	1	18
Wholesalers	7	11	14	6	3	7	8	0	6	4	7	15	88
Wholesalers Exempt	0	0	0	0	0	0	2	0	0	0	0	0	2
Wholesalers - Temp	1	1	0	1	0	3	0	0	0	1	0	2	9
Veterinary Food-Animal Drug Retailer	0	0	0	0	1	0	0	0	0	0	0	0	1
Veterinary Food-Animal Drug Retailer - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Designated Representatives	43	37	68	38	35	76	23	29	42	18	26	96	531
Designated Representatives Vet	0	1	1	0	1	1	1	0	0	0	0	0	5
Centralized Hospital Packaging (updated 6/2014)	0	1	0	2	0	0	0	0	2	2	2	0	9
Total	1557	2047	1709	1461	835	1322	937	868	1106	860	1583	2936	17221

Board of Pharmacy Licensing Statistics - Fiscal Year 2013/14

I. APPLICATIONS (continued)	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
B. Issued													
Pharmacist	307	541	155	295	139	119	27	4	126	81	24	21	1839
Intern pharmacist	104	215	553	398	51	64	74	105	45	99	105	100	1913
Pharmacy technician	620	681	475	813	655	637	902	519	425	561	317	236	6841
Pharmacy	47	30	44	33	26	32	34	12	24	16	21	26	345
Pharmacy - Exempt	1	0	0	1	0	1	1	0	0	0	1	0	5
Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Sterile Compounding	4	3	2	4	3	0	3	2	4	2	141	402	570
Sterile Compounding - Exempt	0	0	1	0	1	0	0	0	0	0	25	67	94
Sterile Compounding - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Sterile Compounding	3	2	0	2	1	2	3	0	0	0	1	2	16
Clinics	13	8	10	7	3	7	9	0	0	1	6	1	65
Clinics Exempt	2	1	17	0	1	1	3	0	0	0	0	0	25
Hospitals	2	2	1	0	1	1	1	1	5	1	2	3	20
Hospitals Exempt	0	0	0	2	0	0	0	0	0	0	1	0	3
Hospitals - Temp	0	0	0	1	0	0	0	0	0	0	0	0	1
Drug Room	0	0	0	0	0	0	1	0	0	0	0	0	1
Drug Room Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Pharmacy	7	8	7	8	15	11	10	1	0	4	15	2	88
Nonresident Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Correctional Facility	0	0	0	0	0	0	1	0	0	0	0	0	1
Hypodermic Needle and Syringes	2	0	0	1	1	4	1	0	0	0	2	0	11
Hypodermic Needle and Syringes Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers	11	2	8	5	13	22	9	0	1	4	4	2	81
Nonresident Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Wholesalers	4	4	3	7	2	0	12	3	3	4	1	1	44
Wholesalers Exempt	0	0	0	0	0	0	0	0	0	0	1	0	1
Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Designated Representatives	54	54	28	40	36	51	20	20	29	25	20	11	388
Designated Representatives Vet	1	6	1	2	0	1	0	1	0	1	0	0	13
Centralized Hospital Packaging	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	1182	1557	1305	1619	948	953	1111	669	662	799	687	874	12366

Board of Pharmacy Licensing Statistics - Fiscal Year 2013/14

I. APPLICATIONS (continued)	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
C. Pending													
Pharmacist (exam applications)	649	281	530	527	466	354	335	388	374	499	802	697	697
Pharmacist (eligible)	1441	268	1006	1069	812	785	824	813	724	642	864	1459	1459
Intern pharmacist	157	373	192	147	153	139	192	189	216	179	194	307	307
Pharmacy technician	2636	2362	2743	2623	2688	2733	2010	2003	2064	1864	1916	2512	2512
Pharmacy	150	130	140	129	135	150	136	154	163	156	159	197	197
Pharmacy - Exempt	2	2	2	1	1	1	0	0	0	1	1	0	0
Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Sterile Compounding	25	20	27	25	28	41	54	93	179	303	377	57	57
Sterile Compounding - Exempt	2	2	1	0	0	0	0	4	4	4	32	4	4
Sterile Compounding - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Sterile Compounding Clinics	18	17	20	22	22	21	20	20	20	23	23	30	30
Clinics	50	45	46	47	48	43	36	43	47	48	46	57	57
Clinics - Exempt	25	17	8	13	12	14	5	5	5	5	6	19	19
Hospitals	12	12	10	11	11	10	14	14	9	8	6	6	6
Hospitals - Exempt	0	1	0	0	0	1	1	1	1	0	0	1	1
Hospitals - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Room	0	0	0	0	1	1	0	0	0	0	1	0	0
Drug Room - Exempt	0	0	0	0	0	0	0	0	0	0	0	1	1
Nonresident Pharmacy	91	70	91	102	96	94	110	121	132	139	125	141	141
Nonresident Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Correctional Facility	0	0	0	0	1	1	0	0	0	0	0	0	0
Hypodermic Needle and Syringes	16	5	16	16	9	9	4	5	7	7	9	10	10
Hypodermic Needle and Syringes - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers	91	67	43	100	97	77	56	60	62	68	62	74	74
Nonresident Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Wholesalers	65	47	70	70	70	74	69	70	72	66	69	77	77
Wholesalers - Exempt	1	0	0	0	0	0	0	0	1	1	0	0	0
Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer	2	0	2	2	3	2	2	2	2	2	2	2	2
Veterinary Food-Animal Drug Retailer - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Designated Representatives	140	78	112	137	141	153	143	139	150	138	125	213	213
Designated Representatives Vet	8	2	0	0	1	1	2	1	1	0	0	0	0
Centralized Hospital Packaging (updated 6/2014)	8	8	8	8	8	8	7	7	9	12	14	0	0
Total	5589	3807	5067	5049	4803	4712	4020	4132	4242	4165	4833	5864	0

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I. APPLICATIONS (continued)	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
D. Withdrawn													
Pharmacist (exam applications)	0	0	0	0	98	147	0	0	0	0	0	0	245
Pharmacist (eligible)	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern pharmacist	1	2	0	0	0	17	0	0	0	0	0	0	20
Pharmacy technician	5	0	0	1	7	11	442	9	15	3	8	9	510
Pharmacy	0	0	0	0	1	1	3	0	0	2	1	0	8
Pharmacy - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Sterile Compounding	0	0	0	0	0	1	0	0	0	0	1	2	4
Sterile Compounding - Exempt	0	0	0	0	0	0	0	0	0	0	0	1	1
Sterile Compounding - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Sterile Compounding	0	0	0	0	0	0	0	0	0	0	1	0	1
Clinics	0	0	0	0	0	0	0	0	0	0	0	0	0
Clinics - Exempt	0	0	0	0	0	0	6	0	0	0	0	0	6
Hospitals	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospitals - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospitals - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Room	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Room - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Pharmacy	1	0	0	0	0	0	0	0	0	0	1	0	2
Nonresident Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Correctional Facility	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypodermic Needle and Syringes	1	0	0	0	7	0	0	0	0	0	0	0	8
Hypodermic Needle and Syringes - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers	0	0	0	0	3	4	7	1	1	0	9	0	25
Nonresident Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Wholesalers	17	0	0	0	0	2	0	0	1	5	2	0	27
Wholesalers - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Designated Representatives	22	0	0	0	0	0	1	0	3	2	10	4	42
Designated Representatives Vet	0	0	0	0	0	0	0	0	0	0	0	0	0
Centralized Hospital Packaging	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	47	2	0	1	116	183	459	10	20	12	33	16	899

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I. APPLICATIONS (continued)	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
E. Denied													
Pharmacist (exam applications)	2	0	1	1	1	1	0	0	0	0	0	1	7
Pharmacist (eligible)	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern pharmacist	0	0	0	1	0	1	2	0	1	0	0	1	6
Pharmacy technician	3	7	1	3	3	5	3	10	2	2	5	1	45
Pharmacy	0	0	0	3	2	0	1	1	3	0	0	0	10
Pharmacy - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Sterile Compounding	0	1	0	0	0	0	0	0	1	0	1	1	4
Sterile Compounding - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Sterile Compounding - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Sterile Compounding Clinics	0	0	0	0	0	0	0	0	0	0	0	0	0
Clinics	0	0	0	0	0	0	0	0	0	0	0	0	0
Clinics - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospitals	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospitals - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospitals - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Room	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Room - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Pharmacy	0	1	0	1	0	0	0	0	0	0	1	0	3
Nonresident Pharmacy - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensed Correctional Facility	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypodermic Needle and Syringes	0	0	0	0	0	0	0	0	0	0	0	0	0
Hypodermic Needle and Syringes - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Wholesalers	0	0	0	1	0	0	0	0	0	0	0	0	1
Wholesalers - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Wholesalers - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer	0	0	0	0	0	0	0	0	0	0	0	0	0
Veterinary Food-Animal Drug Retailer - Temp	0	0	0	0	0	0	0	0	0	0	0	0	0
Designated Representatives	0	0	0	0	0	0	0	0	0	0	0	0	0
Designated Representatives Vet	0	0	0	0	0	0	0	0	0	0	0	0	0
Centralized Hospital Packaging	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	5	9	2	10	6	7	6	11	7	2	7	4	76

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II. RESPOND TO STATUS REQUESTS

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
A. E-mail status requests and inquiries													
Pharmacist/Intern	568	389	286	200	153	153	162	172	249	471	669	662	4134
Pharmacy Technicians	523	601	436	534	395	542	404	418	651	529	637	549	6219
Site Licenses (pharmacy, clinic)	307	531	268	388	265	301	479	0	0	56	132	230	2957
Site Licenses (wholesalers)	248	375	247	264	207	250	316	315	254	358	104	232	3170
Pharmacist-in-Charge	215	242	353	326	279	403	273	314	0	41	58	79	2583
Renewals	71	145	112	109	92	116	140	138	76	157	365	274	1795
B. Telephone status requests and inquiries													
Site Licenses (pharmacy, clinic)	146	194	137	162	203	148	135	0	0	76	77	276	1554
Site Licenses (wholesalers)	142	195	163	212	134	104	113	112	97	178	296	268	2014
Pharmacist-in-Charge	50	91	77	70	175	76	109	90	0	28	52	69	887
Renewals	492	697	531	609	680	404	548	587	570	298	340	380	6136

III. UPDATE LICENSING RECORDS

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
A. Change of Pharmacist-in-Charge***													
Received	97	95	103	94	114	138	133	117	105	73	102	330	1501
Processed	16	105	152	337	89	68	142	92	91	65	107	50	1314
Pending	1023	1013	964	275	296	309	300	325	264	47	73	103	0
B. Change of Exemptee-in-Charge***													
Received	13	10	19	14	9	14	8	14	9	9	10	32	161
Processed	0	7	23	13	12	10	7	7	8	9	5	8	109
Pending	249	252	248	37	43	49	34	35	74	4	12	103	0
C. Change of Permits													
Received	46	45	50	39	64	124	61	82	96	51	81	166	905
Processed	54	54	48	93	78	176	72	75	7	4	44	40	745
Pending	450	441	443	389	320	161	70	127	154	219	218	267	0
D. Discontinuance of Business***													
Received	31	27	22	5	19	22	18	21	7	29	25	33	259
Processed	16	9	43	12	18	18	9	2	2	6	17	19	171
Pending	253	271	250	149	153	153	162	181	119			176	0
E. Requests processed													
Address/Name Changes	1250	1200	1065	1030	891	764	919	900	1023	779	682	892	11395
Off-site storage		56			46			38			43		183
Transfer of intern hours	13	11	6	8	5	7	9	3	5	5	7	31	110
License verification	162	168	93	170	190	123	209	143	178	191	119	299	2045

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IV. AVERAGE PROCESSING TIMES

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
A. Average days to process initial applications												
Pharmacist (exam application)	25	23	20	23	17	12	8	9	12	20	9	17
Pharmacy Intern	9	4	4	6	4	4	6	10	13	18	31	25
Pharmacy Technician	31	41	30	46	36	24	31	30	32	41	50	69
Pharmacies	24	24	16	24	14	24	20	17	45	60	90	21
Non-Resident Pharmacies	24	24	16	24	14	24	20	17	45	60	90	90
Wholesaler	24	24	16	24	14	24	20	17	11	20	90	69
Veterinary Drug Retailers	24	24	16	24	14	24	20	17	11	20	90	0
Designated Representatives	24	24	16	24	9	24	20	17	14	18	18	30
Out-of-State Distributors	24	24	16	24	14	24	20	17	11	23	90	2
Clinics	24	24	16	24	14	24	20	17	45	30	909	93
Hypodermic Needle & Syringe Distributors	24	24	16	24	14	24	20	17	11	30	90	0
Sterile Compounding	24	24	16	24	14	24	20	17	45	50	90	2
Change of Permit	58	45	59	23	19	10	9	10	30	25	26	45
Change of Pharmacist-in-Charge	27	22	38	21	18	17	13	20	28	29	25	45
Change of Designated Representative-in-Charge	0	9	24	47	19	19	18	17	29	11	13	45
Discontinuance of Business	68	13	51	6	19	19	18	19	29	27	25	45

B. Average days to process deficiency documents

Pharmacist (exam application)	3	3	4	3	3	4	3	3	3	3	2	6
Pharmacy Intern	3	3	2	3	4	3	3	1	2	3	2	4
Pharmacy Technician	2	2	1	1	1	1	1	1	1	1	1	3
Pharmacies	5	5	5	6	8	4	4	3	2	2	2	2
Non-Resident Pharmacies	5	5	5	6	5	4	4	3	2	2	2	2
Wholesaler	5	5	5	6	8	4	4	3	2	2	2	2
Veterinary Drug Retailers	5	5	5	6	8	4	4	3	2	2	2	2
Designated Representatives	5	5	5	6	8	4	4	3	2	2	2	2
Out-of-State Distributors	5	5	5	6	8	4	4	3	2	2	2	2
Clinics	5	5	5	6	8	4	4	3	2	2	2	2
Hypodermic Needle & Syringe Distributors	5	5	5	6	8	4	4	3	2	2	2	2
Sterile Compounding	5	5	5	6	8	4	4	3	2	2	2	2

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IV. AVERAGE PROCESSING TIMES (cont.)

C. Average days to issue a license after all deficiencies are corrected

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Pharmacist (initial licensing)	3	4	3	3	3	2	2	2	1	2	2	2
Pharmacy Intern	3	3	3	3	2	2	2	1	2	5	3	5
Pharmacy Technician	10	4	4	2	2	2	2	2	2	3	2	3
Pharmacies	10	10	18	15	17	13	10	23	16	13	11	14
Non-Resident Pharmacies	10	10	18	15	17	13	10	23	16	13	2	2
Wholesaler	10	10	18	15	17	13	10	23	16	13	2	1
Veterinary Drug Retailers	10	10	18	15	17	13	10	23	16	13	11	1
Designated Representatives	20	10	18	15	4	4	2	9	8	9	8	2
Out-of-State Distributors	10	10	18	15	17	13	10	23	16	13	15	2
Clinics	10	10	18	15	17	13	10	23	16	13	30	4
Hypodermic Needle & Syringe Distributors	10	10	18	15	17	13	10	23	16	13	13	2
Sterile Compounding	10	10	18	15	17	13	10	23	16	13	4	2

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V. Revenue Received	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	FYTD
A. Revenue Received													
Applications	203,413	274,216	254,207	188,092	152,962	176,513	180,284	160,592	207,540	183,654	360,832	599,292	\$2,941,597
Renewals	923,118	719,675	1,661,295	804,584	663,167	737,826	837,156	787,796	917,244	587,343	561,055	120,542	\$9,320,799
Cite and Fine	219,955	220,754	181,294	144,169	129,166	248,203	129,600	130,511	233,391	128,792	183,886	218,128	\$2,167,848
Probation/Cost Recovery	37,575	9,853	129,224	42,744	10,126	33,965	117,449	34,536	63,283	23,941	89,128	43,965	\$635,789
Request for Information/Lic. Verification	3,020	3,045	2,125	2,965	3,950	2,175	3,835	3,000	2,895	1,050	2,025	9,354	\$39,439
Fingerprint Fee	7,791	5,684	10,850	8,330	5,635	5,006	6,376	5,726	7,889	7,644	7,938	29,200	\$108,069
B. Renewals Received													
Pharmacist	1453	1751	1731	1805	1512	1569	1576	1551	1429	1523	1502	1642	19044
Pharmacy technician	2443	2619	2745	2770	2350	2380	3013	2339	2615	2444	2236	2607	30561
Pharmacy	201	311	617	467	200	625	515	420	948	617	769	361	6051
Pharmacy - Exempt	0	0	78	35	1	0	1	1	0	1	1	0	118
Sterile Compounding	14	13	20	46	17	23	11	11	7	9	32	36	239
Sterile Compounding - Exempt	0	1	0	0	3	0	0	0	0	0	0	0	4
Nonresident Sterile Compounding	9	6	9	7	5	2	5	8	4	1	2	13	71
Clinics	77	76	90	57	57	54	104	85	113	52	59	103	927
Clinics - Exempt	2	0	100	60	5	12	2	0	2	0	1	12	196
Hospitals	15	21	29	78	30	23	43	34	35	17	31	39	395
Hospitals - Exempt	0	0	55	20	9	0	1	0	0	1	0	0	86
Drug Room	4	2	1	2	1	2	2	2	0	3	1	2	22
Drug Room - Exempt	0	0	6	3	2	0	0	0	0	0	0	0	11
Nonresident Pharmacy	35	19	34	27	30	17	28	33	31	25	2	49	330
Licensed Correctional Facility	0	1	32	14	3	0	0	0	0	1	0	0	51
Hypodermic Needle and Syringes	23	10	16	30	31	21	23	18	22	15	6	29	244
Hypodermic Needle and Syringes - Exempt	0	0	0	0	0	0	0	0	0	0	0	0	0
Nonresident Wholesalers	65	56	62	54	51	38	44	37	46	57	33	78	621
Wholesalers	53	67	35	43	28	31	29	55	37	31	20	51	480
Wholesalers - Exempt	0	0	6	3	0	3	0	0	0	0	1	0	13
Veterinary Food-Animal Drug Retailer	6	2	0	1	3	1	3	0	2	1	0	2	21
Designated Representatives	174	249	221	183	221	197	241	242	233	206	121	307	2595
Designated Representatives Vet	9	10	5	4	3	1	3	6	3	2	3	20	69
Total	4583	5214	5892	5709	4562	4999	5644	4842	5527	5006	4820	5351	62149

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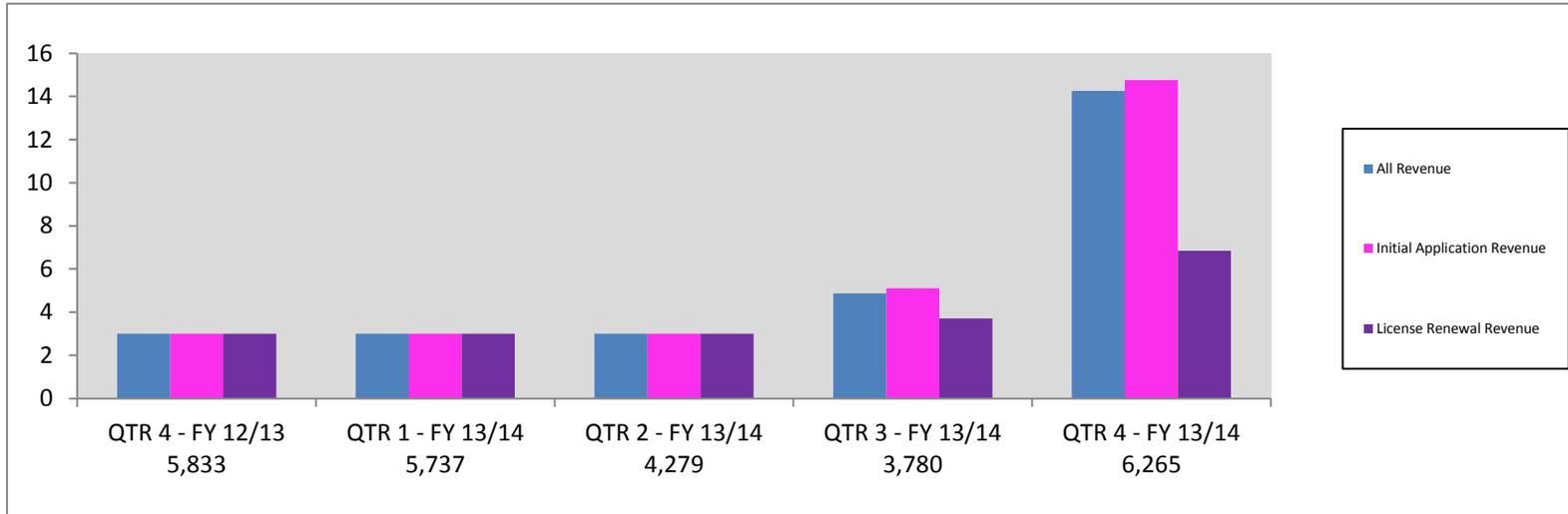
VI. Current Licensees	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Pharmacist	42808	43335	43559	43713	43811	43911	43894	43878	44041	44052	44049	43972
Intern	5760	5474	5792	6016	4752	5858	5891	5982	5970	5989	6048	6012
Pharmacy technician	74206	74111	74278	74447	74409	74464	74571	74420	74337	74167	73860	73568
Pharmacy	6295	6312	6405	6337	6346	6350	6358	6340	6355	6359	6360	6361
Pharmacy - Exempt	122	122	122	123	121	119	119	118	118	118	119	119
Sterile Compounding	242	243	243	247	245	242	241	240	246	246	387	786
Sterile Compounding - Exempt	24	24	25	26	26	85	24	24	24	24	49	115
Nonresident Sterile Compounding	95	96	96	96	97	95	94	91	90	89	89	88
Clinics	1145	1153	1160	1165	1167	1174	1166	1155	1156	1155	1158	1152
Clinics - Exempt	233	234	251	251	252	254	234	234	234	234	234	234
Hospitals	403	405	405	406	405	404	405	406	406	407	407	407
Hospitals - Exempt	89	89	90	90	90	90	89	88	88	87	87	87
Drug Room	27	27	27	27	27	27	25	25	25	25	25	24
Drug Room - Exempt	16	16	16	16	16	16	14	14	14	14	14	14
Nonresident Pharmacy	497	499	502	507	518	519	519	513	514	515	516	516
Licensed Correctional Facility	52	52	52	52	52	53	53	53	53	53	53	53
Hypodermic Needle and Syringes	349	349	350	271	351	355	342	342	342	342	343	343
Hypodermic Needle and Syringes - Exempt	1	1	1	1	1	1	0	0	0	0	0	0
Nonresident Wholesalers	822	810	831	831	830	849	814	813	814	816	823	823
Wholesalers	630	621	634	633	621	619	611	605	610	612	611	610
Wholesalers - Exempt	14	14	14	14	14	14	14	14	14	14	15	15
Veterinary Food-Animal Drug Retailer	27	27	27	26	26	25	25	23	25	25	25	25
Designated Representatives	3179	3232	3276	3302	3337	3382	3399	3418	3447	3470	3490	3498
Designated Representatives Vet	66	72	73	75	75	76	76	77	77	78	78	78
Centralized Hospital Packaging	0	0	0	0	0	0	0	1	1	2	2	2
Total	137102	137318	138229	138672	137589	138982	138978	138874	139001	138893	138842	138902

Attachment 4

Strategic Planning: Licensing

Success Indicators		Related Performance Measures	 Acceptance Parameters	Actual Percentage Green Light Status	Average Processing Time	Explanation
2A	Cashier all revenue received within 3 working days.	[EF]	<input type="radio"/> 90% <input type="radio"/> 86% <input checked="" type="radio"/> 85%	19%	14.25	*27% cashiered within 5 days or less. *Backlog from one cashier vacancy and one cashier on leave. *As of 7/14/14, cashiered through 7/7/14.
2B	Review intial applications within 30 working days.	[PC, EF]	<input type="radio"/> 90% <input type="radio"/> 86% <input checked="" type="radio"/> 85%	60%	29	*82% reviewed with 45 days or less. *New Staff in Pharmacy Application, Site licensing Analyst, Pharmacy Technician desks
2C	Review received deficiency items to determine application completeness within 5 working days of receipt.	[PC, EF, RC]	<input checked="" type="radio"/> 90% <input type="radio"/> 86% <input type="radio"/> 85%	91%	1.96	
2D	Issue licenses within 3 working days of completed application.	[PC, EF]	<input type="radio"/> 90% <input type="radio"/> 86% <input checked="" type="radio"/> 85%	75%	3.42	*89% issued within 5 days or less. *83% issued within 4 days or less.
2E	Update information changes to licensing records within 5 working days.	[EF]	<input checked="" type="radio"/> 90% <input type="radio"/> 86% <input type="radio"/> 85%	100.0%	4.99	

**2A. Cashier all revenue received three three working days.
(Reported with number of items cashiered.)**



All Revenue - Includes all revenue reported in License Renewal Revenue and Initial Application Revenue as well as the following revenue categories: citations and fines, pharmacist scholarship fund, fingerprint fees, dishonored checks, change of permits, license verifications, change of ownerships, change of pharmacist-in-charge, change of designated representative-in-charge, retired licenses, regrades for examinations, and temporary permits.

Initial Application Revenue - Includes initial applications for all license types.

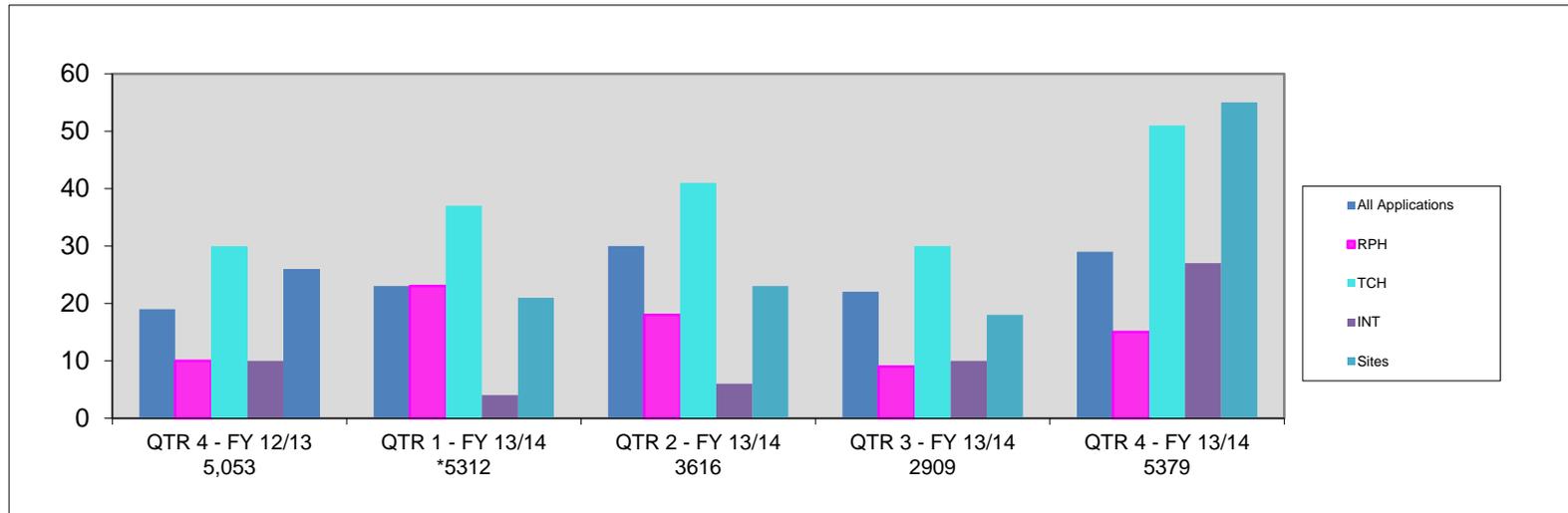
License Renewal Revenue - Includes all licensee renewal applications.

Notes:

Averages reported in working days excluding holidays.

2B. Review initial applications within 30 days.

(Reported with Number of All Application Types, Pharmacist Applications and Pharmacy Technician Applications Received)



Notes:

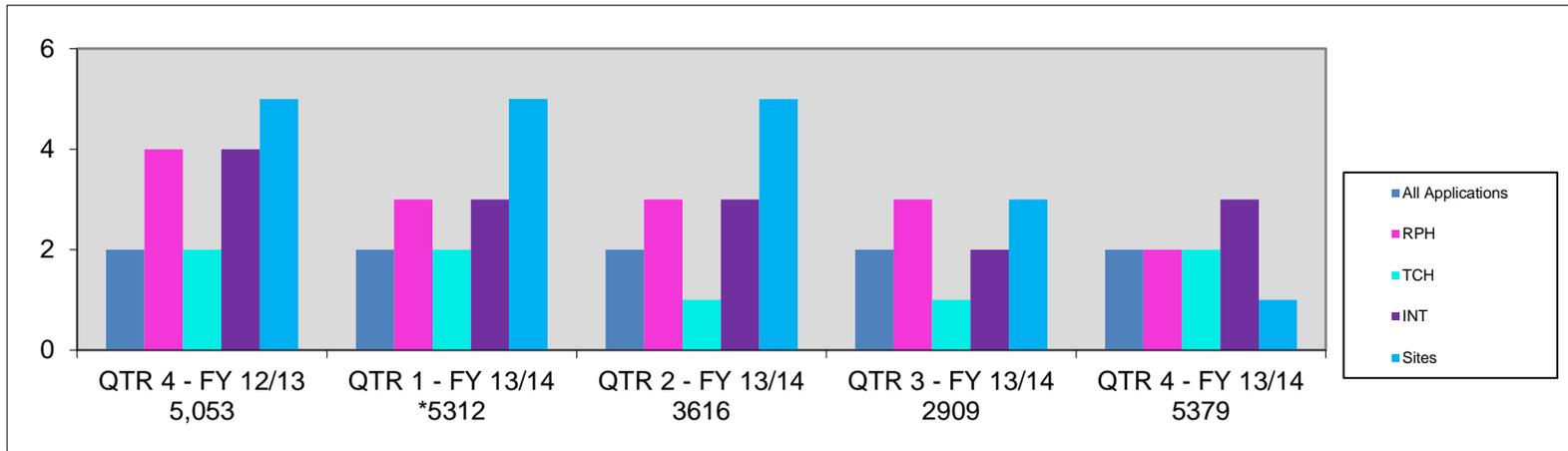
Averages reported in working days excluding holidays.

Data does not include applicants where their application fee was paid by another entity.

number updated to include Exempt site applications received.

* Total

**2C. Review deficiency items to determine a complete application within five working days of receipt.
(Reported with number of applications received)**



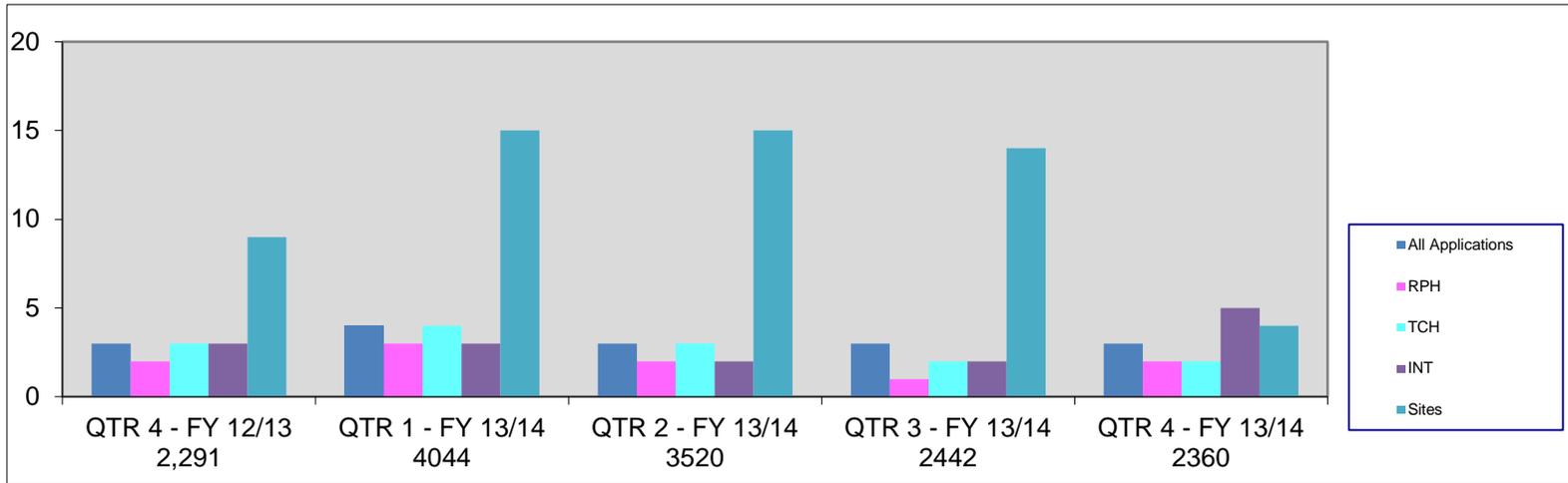
Notes:

Averages reported in working days excluding holidays.

Data does not include applicants where their application fee was paid by another entity.

Average issue time for site applications determined without inspection time.

**2D. Issue license within three working days of a complete application.
(Reported with number of licenses issued)**



Notes:

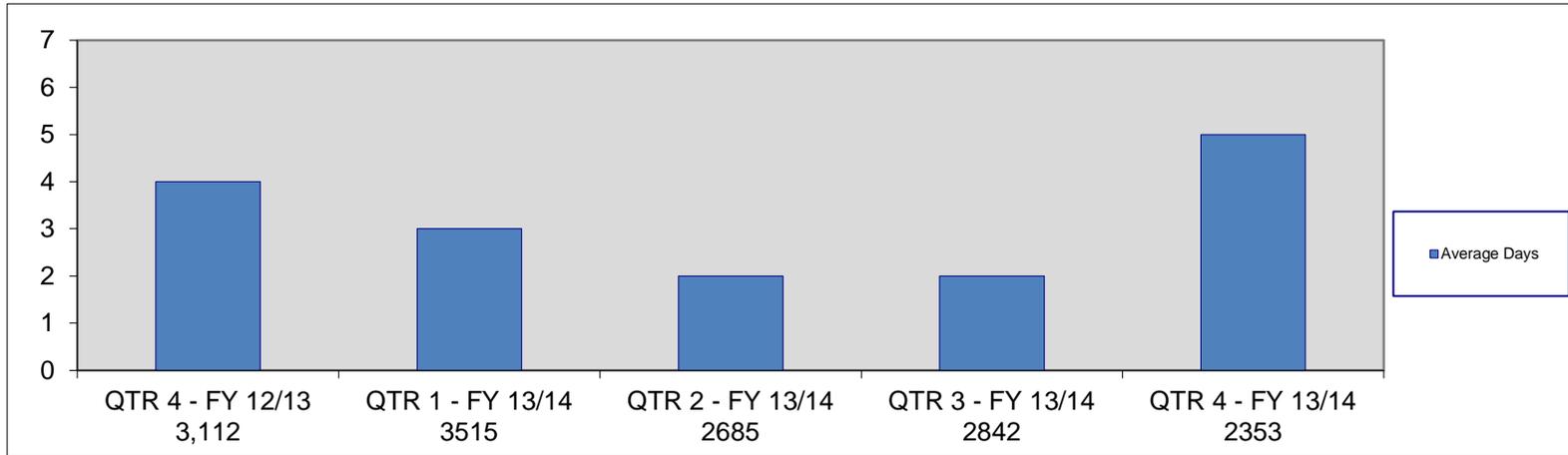
Averages reported in working days excluding holidays.

Data does not include applicants where their application fee was paid by another entity.

Average issue time for site applications determined without inspection time.

Site applications that have been determined to meet licensing requirements but have future opening dates that will impact average processing times as they are issued closer to the opening date.

**2E. Update information changes to licensing records within five working days
(Reported by number of changes made)**



Notes:
Averages reported in working days.