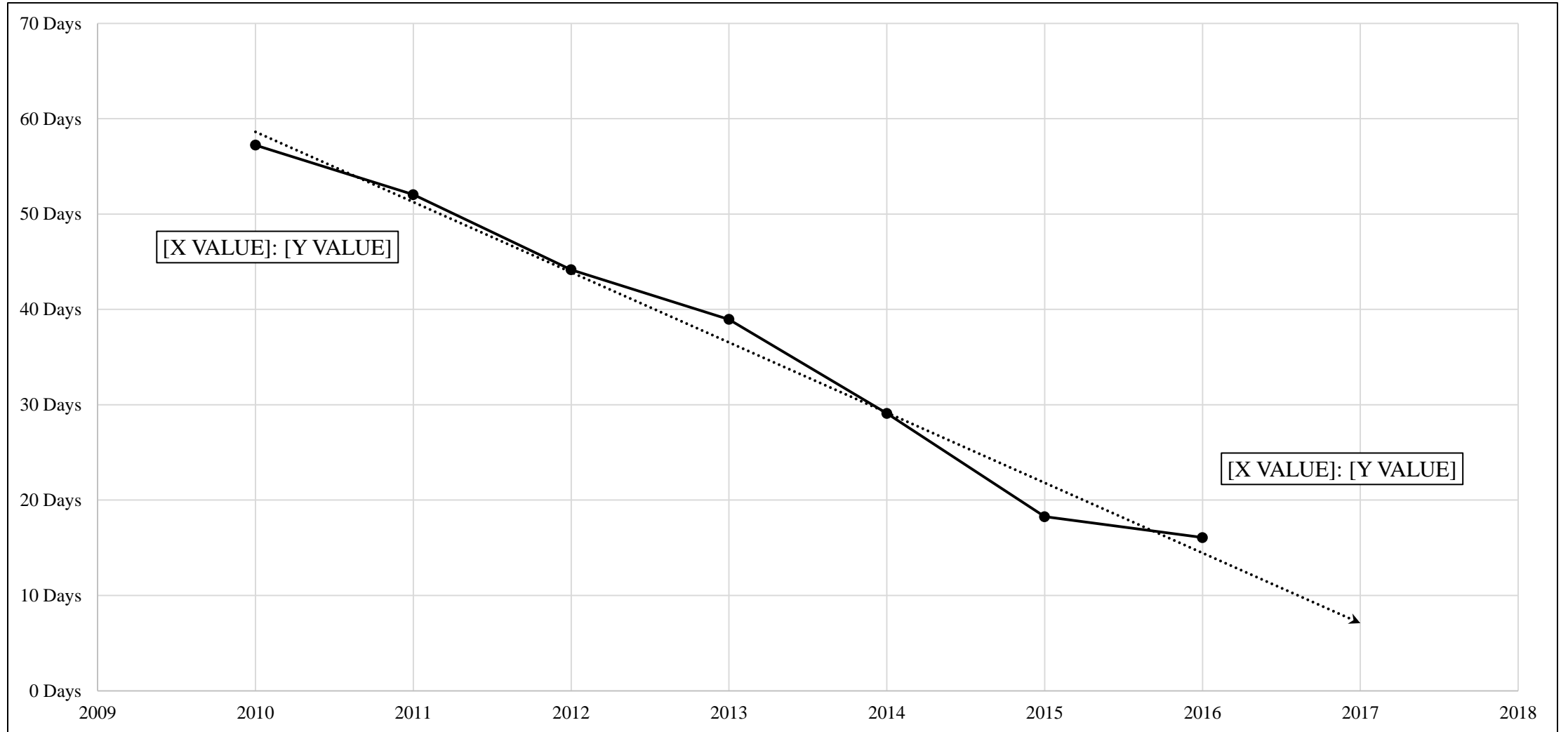


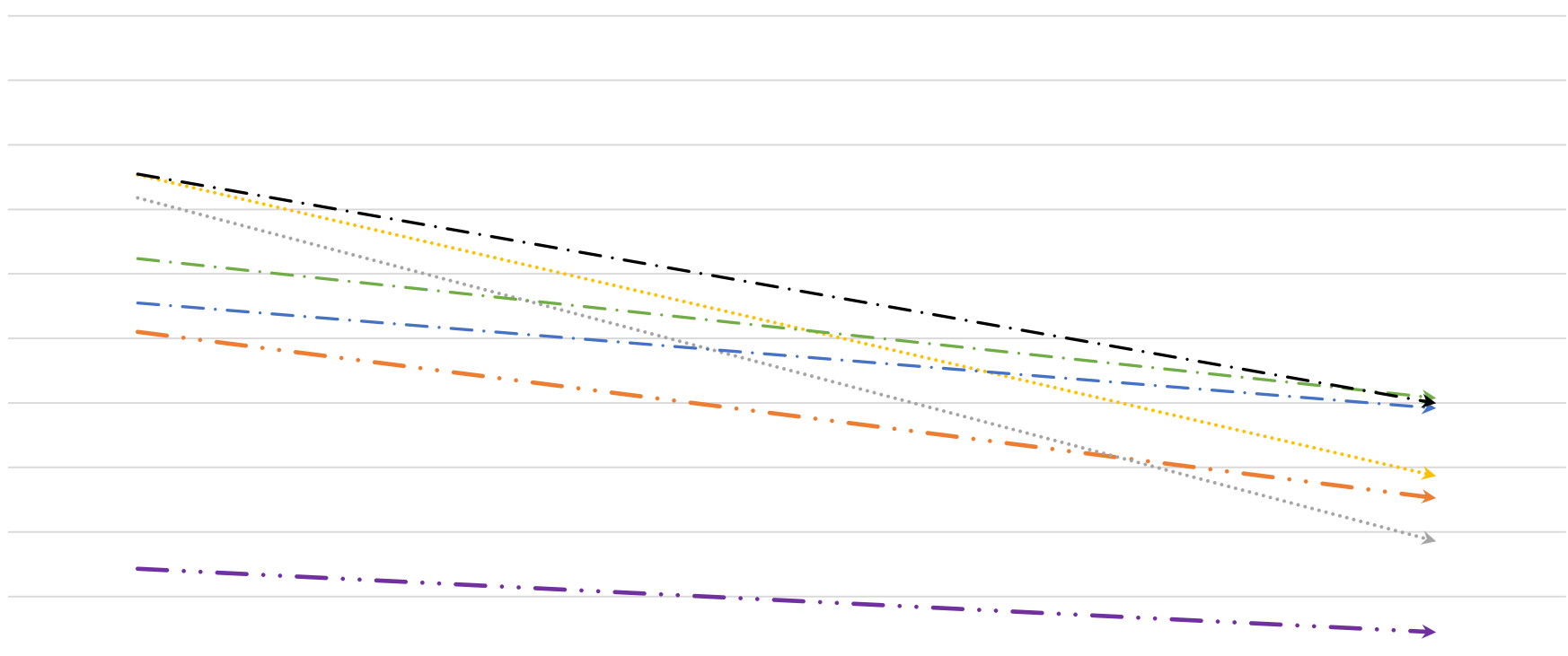
OPR Average Annual Initial License Application Duration



Complaint Processing Duration by Resolution Outcome

- Linear (Screened Out)
- Linear (Closed After Investigation)
- Linear (Dismissed by Prosecutor)
- Linear (Dismissed by Hearing Authority)
- Linear (Discipline by Default)
- Linear (Discipline by Stip. and Consent)
- Linear (Discipline by Contested Hearing)

500 Days
450 Days
400 Days
350 Days
300 Days
250 Days
200 Days
150 Days
100 Days
50 Days
0 Days



	2011	2012	2013	2014	2015	2016
Screened Out	63.9	78.3	40.1	45.6	30.2	22.8
Closed After Investigation	257.2	247.1	176.2	169.6	167	126.2
Dismissed by Prosecutor	366.2	243.8	241.9	283.3	219.3	0
Dismissed by Hearing Authority	346.6	301	306.1	255	351	0
Discipline by Default	234.5	260.17	287.4	264.2	230.5	142.7
Discipline by Stip. and Consent	302.7	277.3	265.4	284.7	255.7	160.5
Discipline by Contested Hearing	441.2	303.4	236.6	270	279.3	200.3