

APPENDIX C

FISCAL YEARS 2009-2013 PROJECTED OUTCOMES

OUTCOME	2009	2010	2011	2012	2013
Percent of Licensees (Pharmacists and Pharmacies) With No Recent Violations (Disciplinary Action)	95%	95%	95%	95%	95%
Percent of Licensees Who Renew Online	84.58%	86%	87%	87%	87%
Percent of (Jurisdictional) Complaints Resolved Resulting in Disciplinary Action	15%	12%	12%	12%	12%