

Executive Director: Heidi Herbst Paakkonen

JLBC Analyst: Stephen Brower

	FY 2002 Actual	FY 2003 Estimate	FY 2004 Approved	FY 2005 Approved
<b>OPERATING BUDGET</b>				
<i>Full Time Equivalent Positions</i>	3.0	3.0	3.0	3.0
Personal Services	133,100	138,800	138,800	138,800
Employee Related Expenditures	24,700	28,500	33,400	26,900
Professional and Outside Services	33,100	38,600	38,600	38,600
Travel - In State	2,400	3,000	3,000	3,000
Travel - Out of State	1,900	2,900	2,900	2,900
Other Operating Expenditures	13,200	18,400	18,400	18,400
Equipment	700	2,000	2,000	2,000
<b>AGENCY TOTAL</b>	<b>209,100</b>	<b>232,200</b>	<b>237,100<sup>1/2/</sup></b>	<b>230,600<sup>2/</sup></b>

**FUND SOURCES**

Other Appropriated Funds

Board of Physical Therapy Fund	209,100	232,200	237,100	230,600
SUBTOTAL - Other Appropriated Funds	209,100	232,200	237,100	230,600
<b>AGENCY TOTAL</b>	<b>209,100</b>	<b>232,200</b>	<b>237,100</b>	<b>230,600</b>

**AGENCY DESCRIPTION** — *The board licenses and regulates physical therapists. A physical therapist treats patients by exercise, massage, mechanical energy, electrical energy, heat, light, sound, and water. This agency is one of several, housed within the State Boards' Office, contracting with the Department of Administration for administrative services.*

<b>PERFORMANCE MEASURES</b>	FY 2002 Appropriation	FY 2002 Actual	FY 2003 Appropriation	FY 2004-05 Appropriation
• Number of licensees (new and existing)	3,100	3,153	3,100	--
• Number of complaints received about licensees	15	20	15	--
• Average calendar days to resolve a complaint	75	129	75	129
• Number of investigations	15	23	15	--
• Average calendar days to renew a license (from receipt of application to issuance)	1	NA	1	3
• Administration as a % of total cost	8	8	8	8
• Customer satisfaction rating (Scale 1-8)	6.0	7.3	6.0	7.0

**Comment:** The agency did not submit information for any measure labeled as "NA." The agency reports that 2 cases were delayed until other complaints were resolved. This delay increased the average time for complaint resolution in FY 2002.

**Technical Adjustments** — The FY 2004 and FY 2005 approved amounts include technical adjustments for Employee Related Expenditures, Other Fund health and dental insurance changes, Other Fund retirement changes. (Please see the General Provisions section at the end of this Appropriations Report for further details on these changes.)

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<sup>1/</sup> This appropriation is available for use pursuant to the provisions of A.R.S. § 35-143.01C and is exempt from the provisions of A.R.S. § 35-190, relating to lapsing of appropriations until June 30, 2005. (General Appropriation Act footnote)

<sup>2/</sup> General Appropriation Act funds are appropriated as a Lump Sum by Agency.