

**CONSUMER AFFAIRS
CONSUMER PROTECTION**

Fiscal Year 2006 - 2nd Quarter

Goal Statement

To provide consumer protection and education to the public in order to prevent or stop unfair and deceptive trade practices.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of phone calls/public contacts	40,678	41,643	80,000
Number of written complaints received	1,184	1,190	2,400
Cases referred to division counsel (Consumer Protection Board)	119	69	230
Cases referred to division counsel (Citation Hearings)	259	209	650
Dollar value of refunds and services returned to consumers	610,237	346,996	750,000
Number of educational and outreach events	53	40	75
Average number of written complaints processed per Consumer Analyst per year	176	203	350
Percent of written complaints closed within 30 days	68	55	75
External customer satisfaction rating (%)	85	86	85
Cease and Desist Orders and Assurances of Compliance	102	49	160
Volume of internet correspondence	N/A	1,722	1,600

CONSUMER AFFAIRS REGULATORY

Fiscal Year 2006 - 2nd Quarter

Goal Statement

To regulate auto repair, auto body, and paint shops to ensure the public's health, safety and welfare through compliance with all regulations. To process, prepare and investigate applications for certificates, permits, and chauffeurs' registrations to ensure that the public receives clean, efficient, and safe taxi/limousine service. To protect consumers from unfair and deceptive trade practices when engaging the services of a moving company.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected
Number of auto repair, body, and paint shop applications processed	1,250	1,537	2,200
Number of auto repair and auto body shops inspected	2,811	2,371	4,800
Number of inspections conducted on for-hire vehicles	6,323	8,566	11,000
Number of chauffeur registrations processed	1,513	1,475	2,600
Number of moving registrations processed	82	140	140
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	60	55	65
Number of notices of violation issued to auto body/paint shops	1,116	1,707	2,500
Number of taxi/limousine applicants denied permits due to driving or criminal records	42	79	100
Percent of issued citations upheld at hearings	84	91	90
Percent of businesses rating Consumer Affairs service as satisfactory	92	92	90
Number of walk in customers assisted per Consumer Service Representative	N/A	738	1,800
Number of auto repair, auto body and paint shops inspected per inspector	N/A	475	1,000