

**CONSUMER AFFAIRS
CONSUMER PROTECTION**

Fiscal Year 2006 - 3rd 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	62,388	62,774	80,000
Number of written complaints received	1,846	1,778	2,400
Cases referred to division counsel (Consumer Protection Board)	159	104	230
Cases referred to division counsel (Citation Hearings)	397	281	650
Dollar value of refunds and services returned to consumers	840,024	645,101	750,000
Number of educational and outreach events	83	64	75
Average number of written complaints processed per Consumer Analyst per year	286	298	350
Percent of written complaints closed within 30 days	69	57	75
External customer satisfaction rating (%)	85	87	85
Cease and Desist Orders and Assurances of Compliance	138	78	160
Volume of internet correspondence	N/A	2,699	1,600

**CONSUMER AFFAIRS
REGULATORY**

Fiscal Year 2006 - 3rd 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	1,615	1,869	2,200
Number of auto repair and auto body shops inspected	4,273	3,403	4,800
Number of inspections conducted on for-hire vehicles	11,205	11,924	11,000
Number of chauffeur registrations processed	2,299	2,009	2,600
Number of moving registrations processed	93	150	140
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	57	53	65
Number of notices of violation issued to auto body/paint shops	1,831	2,163	2,500
Number of taxi/limousine applicants denied permits due to driving or criminal records	140	117	100
Percent of issued citations upheld at hearings	85	92	90
Percent of businesses rating Consumer Affairs service as satisfactory	90	93	90
Number of walk in customers assisted per Consumer Service Representative	N/A	1,126	1,800
Number of auto repair, auto body and paint shops inspected per inspector	N/A	696	1,000