

**CONSUMER AFFAIRS
ADMINISTRATION/PROTECTION**

Fiscal Year 2007 - 1st 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of phone calls/public contacts	17,103	24,583	85,000	
Number of written complaints received	582	595	2,400	
Cases referred to division counsel (Consumer Protection Board)	31	38	230	
Cases referred to division counsel (Citation Hearings)	52	197	650	
Dollar value of refunds and services returned to consumers	98,748	187,560	750,000	1
Number of educational and outreach events	20	25	80	
Average number of written complaints processed per consumer analyst per year	97	88	350	
Percent of written complaints closed within 30 days	57	67	75	
External customer satisfaction rating (%)	85	88	85	
Cease and Desist Orders and Assurances of Compliance	19	36	160	
Volume of internet correspondence	635	534	2,400	

Notes

- 1 The measure has increased due to an uncharacteristic lag in cases (from the previous quarter) due to hurricane related complaints.

**CONSUMER AFFAIRS
REGULATORY**

Fiscal Year 2007 - 1st 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of auto repair, body, and paint shop applications processed	1,147	948	2,300
Number of auto repair and auto body shops inspected	1,008	866	4,700
Number of inspections conducted on for-hire vehicles	2,312	3,395	12,000
Number of chauffeur registrations processed	654	813	2,800
Number of moving registrations processed	107	48	140
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	37	36	65
Number of notices of violation issued to auto body/paint shops	686	641	2,500
Number of taxi/limousine applicants denied permits due to driving or criminal records	31	31	110
Percent of issued citations upheld at hearings	85	97	90
Percent of businesses rating Consumer Affairs service as satisfactory	89	99	90
Number of walk in customers assisted per Consumer Service representative	351	467	1,600
Number of auto repair, auto body and paint shops inspected per inspector	202	212	1,000