

**CONSUMER AFFAIRS  
ADMINISTRATION/PROTECTION**

**Fiscal Year 2007 - 2nd Quarter**

**Goal Statement**

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

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of phone calls/public contacts	41,643	43,761	85,000
Number of written complaints received	1,190	1,108	2,400
Cases referred to division counsel (Consumer Protection Board)	69	78	230
Cases referred to division counsel (Citation Hearings)	209	439	650
Dollar value of refunds and services returned to consumers	346,996	396,212	750,000
Number of educational and outreach events	40	53	80
Average number of written complaints processed per consumer analyst per year	203	78	350
Percent of written complaints closed within 30 days	55	67	75
External customer satisfaction rating (%)	87	89	85
Cease and Desist Orders and Assurances of Compliance	49	58	160
Volume of internet correspondence	1,722	1,119	2,400

**CONSUMER AFFAIRS  
REGULATORY**

**Fiscal Year 2007 - 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.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>
Number of auto repair, body, and paint shop applications processed	1,587	1,469	2,300
Number of auto repair and auto body shops inspected	2,371	2,195	5,000
Number of inspections conducted on for-hire vehicles	8,566	7,087	12,000
Number of chauffeur registrations processed	1,475	1,721	2,800
Number of moving registrations processed	140	62	140
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	55	54	65
Number of notices of violation issued to auto body/paint shops	1,707	1,443	2,500
Number of taxi/limousine applicants denied permits due to driving or criminal records	79	64	110
Percent of issued citations upheld at hearings	91	95	90
Percent of businesses rating Consumer Affairs service as satisfactory	92	97	90
Number of walk in customers assisted per Consumer Service representative	738	951	1,600
Number of auto repair, auto body and paint shops inspected per inspector	475	544	1,000