

CONSUMER AFFAIRS CONSUMER PROTECTION

**Fiscal Year 2008
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 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of phone calls/public contacts	24,583	18,935	80,000	
Number of written complaints received	595	389	2,400	
Cases referred to division counsel (Consumer Protection Board)	38	11	175	
Cases referred to division counsel (Citation Hearings) and cases settled prior to hearing	197	164	650	
Dollar value of refunds and services returned to consumers	187,560	140,835	750,000	
Number of educational and outreach events	25	16	80	
Average number of written complaints processed per consumer analyst per year	88	52	375	
Percent of written complaints closed within 30 days	67	66	44	
External customer satisfaction rating	N/A	4.00	N/A	1
Cease and Desist Orders and Assurances of Compliance	36	10	130	
Volume of internet correspondence	534	614	2,400	

Notes

- The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculations methodology have changed.

**CONSUMER AFFAIRS
REGULATORY**

**Fiscal Year 2008
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 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of auto repair, body, and paint shop applications processed	948	1,085	2,400	
Number of auto repair and auto body shops inspected	866	954	5,000	
Number of full and spot inspections conducted on for-hire vehicles	3,395	4,677	15,000	
Number of chauffeur registrations processed	813	853	2,800	
Number of moving registrations processed	48	56	145	
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	36	68	65	
Number of notices of violation issued to auto body/paint shops	641	640	2,500	
Number of taxi/limousine applicants denied permits due to driving or criminal records	31	80	120	
Percent of issued citations upheld at hearings	97	92	90	
External customer satisfaction rating	N/A	4.50	N/A	1
Number of walk in customers assisted per Consumer Service Representative	467	471	1,600	
Number of auto repair, auto body and paint shops inspected per inspector	212	239	1,000	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculations methodology have changed.