

**CONSUMER AFFAIRS
CONSUMER PROTECTION ADMINISTRATION**

Fiscal Year 2005

Goal Statement

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

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Number of phone calls/public contacts	86,940	87,443	80,000	88,389	1%	
Number of written complaints received	2,495	2,550	2,400	2,498	-2%	
Cases referred to division counsel (Consumer Protection Board)	342	221	250	218	-1%	
Cases referred to division counsel (Citation Hearings)	723	551	800	586	6%	
Dollar value of refunds and services returned to consumers	775,895	910,224	700,000	1,055,391	16%	1
Number of educational and outreach events	83	87	75	111	28%	2
Average number of written complaints processed per Consumer Analyst per year	406	356	350	395	11%	
Percent of written complaints closed within 30 days	68	67	80	69	3%	
External customer satisfaction rating (%)	88	89	85	85	-4%	
Cease and Desist Orders and Assurances of Compliance	242	125	160	178	42%	3

Explanation of variances greater than 15 percent:

- 1** The measure has increased due to the nature of the complaints received by the Division and the outstanding performance by staff.
- 2** The measure has increased due to the Division's efforts to schedule more outreach to civic, community, educational, and business organizations.
- 3** The measure has increased due to the seriousness of the complaints received by the Division requiring enforcement actions before the Consumer Protection Board or, in the case of Assurances of Voluntary Compliance, due to the business formally agreeing to cease activities that violate county, state, or federal consumer protection laws or regulations.

**CONSUMER AFFAIRS
REGULATORY**

Fiscal Year 2005

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	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Number of auto repair, body, and paint shop licenses processed	2,314	2,362	2,100	2,375	1%	
Number of auto repair and auto body shops inspected	4,787	5,026	4,700	5,824	16%	1
Number of inspections conducted on for-hire vehicles	14,715	10,920	12,000	15,619	43%	2
Number of chauffeur registrations processed	3,058	2,778	2,600	3,071	11%	
Number of moving registrations processed	120	147	129	149	1%	
Number of auto repair, body and paint shop technicians licensed per Customer Service Representative	1,731	3,335	2,000	2,245	-33%	3
Number of taxi/ limousines inspected per inspector	2,146	2,648	2,500	3,660	38%	4
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	59	57	65	57	0%	
Number of notices of violation issued to auto body/paint shops	1,406	2,634	2,500	2,406	-9%	
Number of taxi/limousine applicants denied permits due to driving or criminal records	108	186	90	171	-8%	
Percent of issued citations upheld at hearings	96	84	90	87	4%	
Percent of businesses rating Consumer Affairs service as satisfactory	89	90	87	90	0%	

Explanation of variances greater than 15 percent:

- 1 The measure has increased due to additional scheduling of nighttime and weekend inspections.
- 2 The measure has increased due to the hiring of an inspector to fill a vacancy in the Taxicab/Limousine Unit.
- 3 The measure has decreased due to the dedication of additional Customer Services Representatives to another service entity during renewal periods in order to provide better customer services.
- 4 The measure has increased due to the filling of an inspector position.