

**CONSUMER AFFAIRS
CONSUMER PROTECTION ADMINISTRATION**

Fiscal Year 2006

Goal Statement

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

Performance Measures	FY04 Actual	FY05 Actual	FY06 Budget	FY06 Actual	% Change FY05-FY06	Variance Number
Number of phone calls/public contacts	87,443	88,389	80,000	82,637	-7%	
Number of written complaints received	2,550	2,498	2,400	2,335	-7%	
Cases referred to division counsel (Consumer Protection Board)	221	218	230	147	-33%	1
Cases referred to division counsel (Citation Hearings)	551	586	650	378	-35%	2
Dollar value of refunds and services returned to consumers	910,224	1,055,391	750,000	920,522	-13%	
Number of educational and outreach events	87	111	75	86	-23%	3
Average number of written complaints processed per Consumer Analyst per year	356	395	350	378	-4%	
Percent of written complaints closed within 30 days	67	69	75	59	-14%	
External customer satisfaction rating (%)	89	85	85	88	3%	
Cease and Desist Orders and Assurances of Compliance	125	160	160	109	-32%	4
Volume of internet correspondence	0	0	1,600	3,503	N/A	

Explanation of variances greater than 15 percent:

- 1** The measurement has decreased due to an increase in compliance and/or resolution of complaints by the Protection Section.
- 2** The measurement has decreased due to inspectors being assigned to hurricane related duties for a period of approximately 5 weeks resulting in fewer citations being issued. Additionally, a substantial number of citations are resolved prior to citation hearings due to an increase in compliance and/or resolution of complaints by the Protection Section.
- 3** The measurement has decreased due to cancellations caused by hurricane activity.
- 4** The measurement has decreased due to fewer hearings and an increase in complaint resolution or regulatory compliance.

**CONSUMER AFFAIRS
REGULATORY**

Fiscal Year 2006

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	FY04 Actual	FY05 Actual	FY06 Budget	FY06 Actual	% Change FY05-FY06	Variance Number
Number of auto repair, body, and paint shop applications processed	2,362	2,375	2,200	2,822	19%	1
Number of auto repair and auto body shops inspected	5,025	5,824	4,800	4,220	-28%	2
Number of inspections conducted on for-hire vehicles	10,920	15,619	11,000	15,370	-2%	
Number of chauffeur registrations processed	2,778	3,071	2,600	2,717	-12%	
Number of moving registrations processed	147	149	140	175	17%	3
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	57	57	65	57	0%	
Number of notices of violation issued to auto body/paint shops	2,634	2,406	2,500	2,543	6%	
Number of taxi/limousine applicants denied permits due to driving or criminal records	186	171	100	145	-15%	
Percent of issued citations upheld at hearings	84	87	90	88	1%	
Percent of businesses rating Consumer Affairs service as satisfactory	91	90	90	94	5%	
Number of walk-in customers assisted per Consumer Service Representative	0	N/A	1,800	1,700	N/A	
Number of auto repair, auto body and paint shops inspected per inspector	0	N/A	1,000	900	N/A	

Explanation of variances greater than 15 percent:

- 1 The measurement has increased due to more shops filing applications in a timely manner and due to an increase in new shops.
- 2 The measurement has decreased due to inspectors being assigned to hurricane related assignment for a period of approximately 5 weeks and a staff vacancy.
- 3 The measurement has increased due to increased compliance activities and an increase in moving companies.