

**CONSUMER AFFAIRS  
CONSUMER PROTECTION**

**Fiscal Year 2008  
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 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of phone calls/public contacts	43,761	40,156	80,000	
Number of written complaints received	1,108	735	2,400	
Cases referred to division counsel (Consumer Protection Board)	78	21	175	
Cases referred to division counsel (Citation Hearings) and cases settled prior to hearing	439	342	650	
Dollar value of refunds and services returned to consumers	396,212	240,768	750,000	
Number of educational and outreach events	53	40	80	
Average number of written complaints processed per consumer analyst per year	156	51	375	
Percent of written complaints closed within 30 days	67	53	44	
External customer satisfaction rating	89	4.00	N/A	1
Cease and Desist Orders and Assurances of Compliance	58	13	130	
Volume of internet correspondence	1,119	1,251	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  
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.

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	1,469	1,482	2,400	
Number of auto repair and auto body shops inspected	2,195	2,536	5,000	
Number of full and spot inspections conducted on for-hire vehicles	7,087	10,078	15,000	
Number of chauffeur registrations processed	1,721	1,847	2,800	
Number of moving registrations processed	62	78	145	
Percent of identifiable auto repair, body and paint shops licensed and in full compliance	67	76	65	
Number of notices of violation issued to auto body/paint shops	1,443	1,381	2,500	
Number of taxi/limousine applicants denied permits due to driving or criminal records	64	165	120	
Percent of issued citations upheld at hearings	92	95	90	
External customer satisfaction rating	95	4.03	N/A	1
Number of walk in customers assisted per Consumer Service Representative	951	1,017	1,600	
Number of auto repair, auto body and paint shops inspected per inspector	544	555	1,000	

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