

DEPARTMENT OF CONSUMER AFFAIRS

Indicator name:	Complaint processing time <ul style="list-style-type: none">- Within 0 -20 days (%)- Within 21-50 days (%)- Within 51-90 days (%)
Description:	Percent of valid complaints that were resolved within the specified time periods.
Source:	Consumer Services Division.
Indicator name:	Median complaint processing time (days)
Description:	The median number of days required to resolve complaints. A complaint can be resolved/closed in several ways - agreement by consumer and vendor, referral to DCA's Legal Services Division, referral outside the Agency, etc.
Source:	Mediation.
Indicator name:	Complaints resolved to the satisfaction of the business and consumer (%)
Description:	Percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome.
Source:	Consumer Services Division.
Indicator name:	Total docketed complaints <ul style="list-style-type: none">- Home improvement contractor- Debt collection agency
Description:	The total number of complaints received and entered into DCA's database and the number citing home improvement contractors or debt collection agencies. A complaint is entered into the database when the Agency has determined that it has oversight authority of the complaint.
Source:	Mediation.
Indicator name:	Restitution awarded (\$000)
Description:	The dollar value of restitution awarded but not necessarily paid to consumers by businesses in complaint cases. Restitution comes from two main sources: Amounts awarded by the Consumer Services Division after mediation and amounts awarded by the Adjudication Division after an agency hearing.
Source:	Consumer Services Division and Adjudication Division.
Indicator name:	Total settlements (\$000)
Description:	Fines collected as a result of actions by lawyers through pre-trial or trial settlements; includes settlements by both the Legal and Adjudications Divisions.
Source:	Legal Services Division and Adjudication Division.
Indicator name:	Licensing Law compliance rate (%)
Description:	Percent of all inspected businesses that are required to have a license and were found to have that license at the time of inspection.
Source:	Enforcement Division.

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Indicator name:	Consumer Protection Law refund and receipt compliance rate (%)
Description:	Percent of all businesses in compliance with refund (i.e., refund policy is adequately posted) and receipt (i.e., name and address of business appear on receipt) regulations upon a DCA inspection.
Source:	Enforcement Division.
Indicator name:	Weights & Measures Law compliance rate
	– Gasoline pumps (%)
	– Fuel trucks (%)
Description:	Percent of gasoline pumps and fuel trucks that accurately dispense indicated amounts during meter inspections.
Source:	Enforcement Division.
Indicator name:	Inspected stores complying with tobacco regulations (%)
Description:	Percent of tobacco vendors who did not illegally sell tobacco products to minors during undercover operations.
Source:	Enforcement Division.
Indicator name:	Compliance on follow-up inspection after a previous tobacco violation (%)
Description:	The percent of tobacco vendors who, upon reinspection after a previous violation, did not repeat the illegal sale of tobacco products to minors during undercover operations.
Source:	Enforcement Division.
Indicator name:	Current number of licensed home improvement contractors
Description:	The number of all currently licensed home improvement contractors.
Source:	Licensing Division.
Indicator name:	Licensing Center wait time (minutes)
Description:	The average number of minutes a customer waits from the time the customer receives a Q-matic ticket to the time the customer reaches a service window to speak with a license center representative.
Source:	Q-matic system maintained by the Department's Licensing Division.
Indicator name:	Basic license application - Average processing time (days)
Description:	The average number of days required to process license applications for categories containing most DCA licensees, including some categories requiring fingerprint checks. Licenses requiring approval by outside agencies, special inspections, mandatory waiting periods, or extensive legal review are excluded from this calculation.
Source:	Licensing Division.
Indicator name:	Number of fines collected within 45 days of assessment (%)
Description:	The number of fines collected within 45 days of assessment as a percent of the total number of fines imposed; calculation excludes all fines that are on DCA payment plans.
Source:	Collections, Adjudication, and Legal Divisions.

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Indicator name: Current number of legally operating sidewalk cafes
Description: The number of all currently licensed sidewalk cafes combined with the number of unlicensed sidewalk cafes that hold a letter from DCA granting permission to operate during the application process.
Source: Licensing Division.

