

## DEPARTMENT OF CONSUMER AFFAIRS

Indicator name:	Total docketed complaints
Description:	The total number of complaints received and entered into DCA's database. A complaint is entered into the database when the Agency has received documentation supporting a complaint and determined that it has oversight authority of the complaint.
Source:	Mediation.
Indicator name:	Resolved consumer complaints
Description:	The number of consumer complaints that have been closed.
Source:	Mediation.
Indicator name:	Complaints processed - - Within 0 -20 days (%) - Within 21-50 days (%) - Within 51-90 days (%)
Description:	The 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:	The percent of complaints resolved in mediation where the business and consumer mutually agree upon the outcome.
Source:	Consumer Services Division.
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:	Licensing Law compliance rate (%)
Description:	The 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.
Indicator name:	Consumer Protection Law - refund and receipt compliance rate (%)
Description:	The percent of all businesses in compliance with refund and receipt regulations (i.e., refund policy is adequately posted, name and address of business appear on receipt) upon a DCA inspection.
Source:	Enforcement Division.
Indicator name:	Weights and Measures Law compliance rate – gasoline pumps (%)
Description:	The percent of gasoline pumps that accurately dispense indicated amounts during meter inspections.
Source:	Enforcement Division.
Indicator name:	Weights and Measures Law compliance rate – fuel trucks (%)
Description:	The percent of fuel trucks that accurately dispense indicated amounts during meter inspections.
Source:	Enforcement Division.

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Indicator name:	Inspected stores complying with tobacco regulations (%)
Description:	The percent of tobacco vendors who did not illegally sell tobacco products to minors during undercover operations.
Source:	Enforcement Division.
Indicator name:	Decisions issued in 30 days or less (%)
Description:	The percentage of all decisions issued by DCA's Administrative Tribunal that are issued within 30 days of the final hearing date.
Source:	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:	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.
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:	License applications received online (%)
Description:	The number of initial and renewal licensing applications that were submitted online as a percent of all licensing applications received by DCA.
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:	Clients served at Financial Empowerment Centers
Description:	Number of unique clients receiving financial counseling from DCA's network of Financial Empowerment Centers.
Source:	Office of Financial Empowerment.