

# Department of Cable and Consumer Services

## FY 2020 Adopted Budget Plan: Performance Measures

### Consumer Services

#### Goal

To provide consumer services and educational outreach, to issue licenses for certain businesses, and provide utility rate case intervention.

#### Objective

To close 98 percent of all case inquiries.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Case inquiries (complaints, advice, walk-ins)	8,374	8,487	8,400 / 7,991	8,400	8,400
<b>Efficiency</b>					
Staff hours per case inquiry	0.8	0.8	1.0 / 0.9	1.0	1.0
<b>Service Quality</b>					
Percent of case inquiries responded to within 48 hours of receipt	100%	100%	100% / 100%	100%	100%
<b>Outcome</b>					
Percent of case inquiries closed	99%	98%	98% / 99%	98%	98%

#### Objective

To meet 100 percent of consumer educational seminar objectives.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Consumer educational seminars conducted	253	220	236 / 265	236	236
<b>Efficiency</b>					
Staff hours per consumer educational seminar	0.8	0.7	0.9 / 0.5	0.9	0.9
<b>Service Quality</b>					
Percent of respondents satisfied with consumer educational seminars	100%	100%	100% / 100%	100%	100%
<b>Outcome</b>					
Percent of consumer educational seminars meeting objectives	100%	100%	100% / 100%	100%	100%

## Department of Cable and Consumer Services FY 2020 Adopted Budget Plan: Performance Measures

### Objective

To maintain a 98 percent completion rate for issuing permanent licenses within 60 days of application.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Licenses issued	2,279	2,049	1,952 / 1,923	1,927	1,923
<b>Efficiency</b>					
Staff hours per license application	2.1	2.1	2.1 / 2.0	2.1	2.0
<b>Service Quality</b>					
Temporary licenses issued within 10 working days of application	99%	98%	98% / 98%	98%	98%
<b>Outcome</b>					
Percent of permanent licenses issued within 60 calendar days of application	100%	100%	98% / 100%	98%	98%

### Objective

To intervene in rate and service provision utility cases before the State Corporation Commission to ensure quality utility service at the lowest possible rates.

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Utility rate and service cases before SCC/contract negotiations with utility companies	36	36	32 / 34	32	32
<b>Efficiency</b>					
Utility cases per analyst	36	36	32 / 34	32	32
<b>Service Quality</b>					
Percent of utility case interventions completed within required time frame	100%	100%	100% / 100%	100%	100%
<b>Outcome</b>					
Cumulative County savings due to intervention (in millions)	\$117	\$117	\$122 / \$122	\$122	\$122

## Department of Cable and Consumer Services

### FY 2020 Adopted Budget Plan: Performance Measures

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**Objective**

To schedule 96 percent of reservation requests.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimate/Actual	FY 2019	FY 2020
<b>Output</b>					
Number of reservation requests received	8,733	10,354	9,000 / 10,182	9,500	10,000
<b>Efficiency</b>					
Number of reservation requests scheduled	8,651	10,327	8,640 / 10,181	9,310	9,975
<b>Service Quality</b>					
Percentage of reservation requests scheduled that met client needs	85%	88%	95% / 82%	95%	95%
<b>Outcome</b>					
Percent of reservation requests scheduled	99%	100%	96% / 100%	98%	100%