

Public Service Commission



Department Description

The Louisiana Public Service Commission is an independent regulatory agency created in 1921 by Article IV, Section 21 of the Louisiana Constitution. The philosophy of the Public Service Commission is to act impartially and conduct their business openly and fairly with the highest degree of personal and professional dedication, honesty, and integrity. The Commission will remain open to innovation and improvements which are technically and economically sound, and in the public interest. They will evaluate and consider all technical tools to improve the efficiency of the Commission and simplify procedures for utility service providers and the public. The Commission will continue to evaluate its work force and organizational structure to maximize employee productivity, minimize cost, and promote the highest ethical and professional conduct.

For additional information, see:

[Public Service Commission](#)

Public Service Commission Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	8,428,114	9,209,548	9,209,548	9,806,996	9,681,575	472,027
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	3,892	0	858,532	0	0	(858,532)
Total Means of Financing	\$ 8,432,006	\$ 9,209,548	\$ 10,068,080	\$ 9,806,996	\$ 9,681,575	\$ (386,505)



Public Service Commission Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Expenditures & Request:						
Public Service Commission	\$ 8,432,006	\$ 9,209,548	\$ 10,068,080	\$ 9,806,996	\$ 9,681,575	\$ (386,505)
Total Expenditures & Request	\$ 8,432,006	\$ 9,209,548	\$ 10,068,080	\$ 9,806,996	\$ 9,681,575	\$ (386,505)
Authorized Full-Time Equivalents:						
Classified	88	82	79	79	79	0
Unclassified	15	15	18	18	18	0
Total FTEs	103	97	97	97	97	0



04-158 — Public Service Commission

Agency Description

The mission of the Public Service Commission is to promote fair regulation of the public utilities and motor carriers operating in the State of Louisiana, strive to provide safe, adequate, and reliable service for the public at rates that adequately compensate the utilities and motor carriers, encourage and promote harmony between utility companies and their customers, and continue to work toward ensuring affordable rates to the customers. The goals of the Public Service Commission are as follows:

- To be readily available and responsive to the general public.
- To be consistent with regard to application and enforcement of Commission procedures and regulations.
- To efficiently process pleadings before the Commission.
- To create and upgrade business applications allowing staff and public access to Commission records.
- To monitor guidelines and focus on continuous improvements and standardize processes.
- To maintain a current and thorough knowledge of substantive laws, regulations and policy pertinent to Commission proceedings.

For additional information, see:

Public Service Commission

Public Service Commission Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	8,428,114	9,209,548	9,209,548	9,806,996	9,681,575	472,027
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	3,892	0	858,532	0	0	(858,532)
Total Means of Financing	\$ 8,432,006	\$ 9,209,548	\$ 10,068,080	\$ 9,806,996	\$ 9,681,575	\$ (386,505)
Expenditures & Request:						
Administrative	\$ 3,466,211	\$ 3,742,170	\$ 3,742,170	\$ 3,850,953	\$ 3,693,973	\$ (48,197)
Support Services	2,071,927	2,117,906	2,976,438	2,400,183	2,420,048	(556,390)



Public Service Commission Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Motor Carrier Registration	608,033	688,064	688,064	637,293	663,595	(24,469)
District Offices	2,285,835	2,661,408	2,661,408	2,918,567	2,903,959	242,551
Total Expenditures & Request	\$ 8,432,006	\$ 9,209,548	\$ 10,068,080	\$ 9,806,996	\$ 9,681,575	\$ (386,505)
Authorized Full-Time Equivalents:						
Classified	88	82	79	79	79	0
Unclassified	15	15	18	18	18	0
Total FTEs	103	97	97	97	97	0



158_1000 — Administrative

Program Authorization: Constitution of State of Louisiana, Article IV, Section 21, Revised Statutes 36:721. Act 40 (2001).

Program Description

The mission of the Administrative Program is to provide leadership, support, and oversight necessary for efficient operation of the Commission.

The goals of the Administrative Program are to provide support to all programs of the Commission through policy development, communications, and dissemination of information, to provide technical and legal support to all programs to ensure that all cases are processed through the Commission in a timely manner, and to seek to ensure that Do Not Call consumer problems, issues, and complaints are sufficiently monitored and addressed efficiently.

The Administrative Program includes the following activities:

- **Executive:** Coordinates all operations of the Public Service Commission except those performed in District Offices, which are under the supervision of the five elected Commissioners.
- **General Counsel:** Includes the Legal Division, serves as the legal representative of the Commission at all levels, including all matters before the Commission, as well as, in the Judicial System before the 19th Judicial Court, other state courts, and other state and federal regulatory bodies, to ensure the Commission fulfills its constitutional mandated duties. In this role, the Legal Division represents the Commission as counsel of record in all docketed cases before the Commission, including complaints against regulated companies, Commission investigations, rate cases and proceedings and rulemaking proceedings.
- **Management & Finance:** Responsible for providing services necessary to the overall operation of the Commission. In addition, this activity holds:
 - **The Fiscal Accounting and Office Services Section:** Oversees all financial accounting fiscal operations, budget preparation, accounts payable, accounts receivable, revenue classifications, payroll and related benefit functions. Administers the collections program and processes approximately \$10 million annually,
 - **The Human Resources Section:** Administers the human resource program, which includes processing all new hires, promotions, resignations, retirements, and transfers. Responsible for the Job Performance Rating Program, CPTP and Employee Benefits programs, and
 - **The Information Technology Section:** Manages all hardware and software applications and provides support to Commission staff with IT activities; continually updates the Commission systems with the latest technology available on the market.
- **Do Not Call Solicitation Program:** Act 40 of the 2001 Regular Legislative Session placed into law (R.S. 45:844.11-15) the Telephone Solicitation Relief Act of 2001 which mandates the Public Service Commission promulgate rules and regulations and provide for a Do Not Call listing of residential telephonic subscribers. Also, this program provides for enforcement and a violation procedure for offenders of the program.



Administrative Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	3,466,211	3,742,170	3,742,170	3,850,953	3,693,973	(48,197)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 3,466,211	\$ 3,742,170	\$ 3,742,170	\$ 3,850,953	\$ 3,693,973	\$ (48,197)
Expenditures & Request:						
Personal Services	\$ 2,548,879	\$ 2,650,949	\$ 2,650,949	\$ 2,943,994	\$ 2,794,178	\$ 143,229
Total Operating Expenses	175,225	176,628	176,628	229,685	219,685	43,057
Total Professional Services	0	0	0	0	0	0
Total Other Charges	718,094	885,493	685,493	635,274	638,110	(47,383)
Total Acq & Major Repairs	24,013	29,100	229,100	42,000	42,000	(187,100)
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 3,466,211	\$ 3,742,170	\$ 3,742,170	\$ 3,850,953	\$ 3,693,973	\$ (48,197)
Authorized Full-Time Equivalents:						
Classified	32	28	28	28	28	0
Unclassified	3	3	3	3	3	0
Total FTEs	35	31	31	31	31	0

Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers, contract carriers, and public utilities. Statutory Dedications are funded by the Telephonic Solicitation Fund (R.S. 45:844.14) and the Utility and Carrier Inspection Fund (R.S. 45:1177(A)). Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering the program. (Per R.S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedication Fund.)



Administrative Statutory Dedications

Fund	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Utility & Carrier Inspection/ Supervision Fund	3,228,601	3,462,238	3,462,238	3,588,941	3,434,029	(28,209)
Telephonic Solicitation Relief Fund	237,610	279,932	279,932	262,012	259,944	(19,988)

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 3,742,170	31	Existing Oper Budget as of 12/1/10
Statewide Major Financial Changes:			
0	64,041	0	State Employee Retirement Rate Adjustment
0	1,926	0	Teacher Retirement Rate Adjustment
0	13,701	0	Group Insurance for Active Employees
0	15,795	0	Group Insurance for Retirees
0	(4,055)	0	Salary Base Adjustment
0	(48,742)	0	Attrition Adjustment
0	(10,000)	0	Salary Funding from Other Line Items
0	42,000	0	Acquisitions & Major Repairs
0	(229,100)	0	Non-Recurring Acquisitions & Major Repairs
0	(10,495)	0	Risk Management
0	(11,210)	0	Legislative Auditor Fees
0	(31,916)	0	Rent in State-Owned Buildings
0	3,113	0	Capitol Park Security
0	186	0	UPS Fees
0	2,562	0	Civil Service Fees
0	274	0	CPTP Fees
0	103	0	Office of Computing Services Fees
0	90,263	0	27th Pay Period
Non-Statewide Major Financial Changes:			



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	63,357	0	Utility & Carrier Inspection/Supervision Fund- Increase covers education for new, proposed and current regulatory policies, procedures, and rate setting for utilities and telecommunications.
\$ 0	\$ 3,693,973	31	Recommended FY 2011-2012
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 3,693,973	31	Base Executive Budget FY 2011-2012
\$ 0	\$ 3,693,973	31	Grand Total Recommended

Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services for Fiscal Year 2011-2012.

Other Charges

Amount	Description
	Other Charges:
\$40,937	Electronic document management system - imaging training, contracts for web maintenance, system maintenance, and system support.
\$49,999	MCI contract - Do Not Call Program - contract for automated telephone subscriber registration in Louisiana. Do Not Call Solicitation Program per Act 40 of the Regular Session of 2001. The Do Not Call Program was designed to reduce the number of unwanted telephone solicitation calls to residential telephone subscribers.
\$5,000	BellSouth - Do Not Call Program - contract provides residential subscriber information as well as long distance carrier information for enforcement research. This allows the enforcement staff to investigate complaints filed by residential subscribers against solicitors and assists in the collection of penalties.
\$95,936	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$17,718	Civil Service - administrative cost for personnel services
\$2,054	Comprehensive Public Training Program (CPTP)
\$11,345	DOA - Office of Computing Services
\$1,000	DOA - State Printing
\$17,436	Legislative Auditor Fees
\$18,382	Office of State Mail
\$68,318	Office of Telecommunications for telephone services
\$325,551	Rent In-state Owned Buildings
\$37,857	Risk Management
\$38,403	Capitol Park Security



Other Charges (Continued)

Amount	Description
\$103	Office of Computing Services (OCS)
\$4,007	Uniform Payroll System
\$542,174	SUB-TOTAL INTERAGENCY TRANSFERS
\$638,110	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$42,000	Information Technology Replacement
\$42,000	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

1. (KEY) Through the Executive activity, to provide the leadership and oversight necessary to efficiently and effectively achieve the objectives established for all department programs.

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of program objectives achieved. (LAPAS CODE - 10209)	70%	90%	100%	100%	100%	100%
K	Percentage of outage reports and outage maps provided to the GOHSEP by established deadlines or as required. (LAPAS CODE - 23469)	Not Applicable	Not Applicable	100%	100%	100%	100%
Due to the limited number of fields available in LaPAS if indicator must be truncated indicator should read: Percentage of outage reports and outage maps provided.							
S	Number of days activated (LAPAS CODE - 23470)	Not Applicable	Not Applicable	0	0	0	0
S	Number of days reports submitted timely (LAPAS CODE - 23471)	Not Applicable	Not Applicable	0	0	0	0



2. (KEY) Through the Management and Finance activity, ensures fiscal reliability and maximize human resource assets to Department in accordance with state regulations and prevent audit findings.

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of annual premium credit from ORM. (LAPAS CODE - 23473)	Not Applicable	Not Applicable	5%	5%	5%	5%
S	Savings resulting from annual premium credit (LAPAS CODE - New)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	\$ 2,201	\$ 2,201
S	Number of repeat reportable audit findings (LAPAS CODE - 23474)	Not Applicable	Not Applicable	0	0	0	0
S	Number of repeat reportable Civil Service audit findings. (LAPAS CODE - 23475)	Not Applicable	Not Applicable	0	0	0	0
K	Percentage of requests for software development scheduled within 5 business days (LAPAS CODE - 23476)	Not Applicable	Not Applicable	100%	100%	100%	100%
K	Percentage of helpdesk requests completed within 2 business days (LAPAS CODE - 23477)	Not Applicable	Not Applicable	100%	100%	100%	100%
S	Number of software development requests (LAPAS CODE - 23478)	Not Applicable	Not Applicable	25	25	25	25
S	Number of helpdesk requests received (LAPAS CODE - 23479)	Not Applicable	Not Applicable	300	300	600	600

3. (KEY) Through the Office of General Counsel activity, to provide the skilled legal representation to the Commission in a technical legal field, necessary to efficiently and effectively achieve the objectives established by the Commission in a timely and efficient manner in furtherance of the Commission's constitutional and legislative mandates.

Children's Cabinet Link: Not Applicable



Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of Division orders issued within 30 days (LAPAS CODE - 6325)	75%	90%	80%	80%	80%	80%
K	Percentage of rate cases completed within one year (LAPAS CODE - 10217)	100%	50%	90%	90%	90%	90%
K	Percentage of Rulemaking final recommendations presented in one year (LAPAS CODE - 23472)	Not Applicable	Not Applicable	80%	80%	80%	80%
Due to the length of this indicator it is understandable if it must be truncated.							
S	Average length of time for completion of rate cases (months) (LAPAS CODE - 675)	11	14	11	11	11	11
K	Average number of days to issue orders (LAPAS CODE - 673)	35	21	35	35	35	35
S	Number of orders issued (LAPAS CODE - 6323)	450	283	225	225	225	225
S	Number of rate cases heard (LAPAS CODE - 6328)	14	14	12	12	12	12

4. (KEY) Through the Do Not Call activity, By June 30, 2011 achieve a resolution rate of at least 75% of complaints received by the DO NOT CALL Program within 100 business days of receipt of complete information.

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Explanatory Note: The Do Not Call Program began January 1, 2002. The program is designed to reduce the number of unwanted telephone solicitation calls to residential telephone subscribers.



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
S	Number of complaints received (LAPAS CODE - 20672)	450	234	450	450	240	240
S	Number of complaints resolved. (LAPAS CODE - 20673)	338	406	350	350	180	180
S	Average number of days to process complaints. (LAPAS CODE - 20674)	45	37	40	40	35	35
K	Percentage of complaints resolved within 100 business days. (LAPAS CODE - 20675)	75%	174%	75%	75%	75%	75%

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values					
	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008	Prior Year Actual FY 2008-2009	Prior Year Actual FY 2009-2010	
Number of registered solicitors (telemarketers) (LAPAS CODE - 13691)	607	894	814	836	808	
Amount of solicitor registration collections (LAPAS CODE - 13692)	\$ 301,000	\$ 357,900	\$ 318,909	\$ 307,108	\$ 300,203	
Amount of collections from solicitor violations (LAPAS CODE - 15797)	\$ 30,006	\$ 38,450	\$ 15,103	\$ 3,000	\$ 6,000	
Number of registered residential telephone subscribers. (LAPAS CODE - 14503)	1,597,373	1,832,928	2,150,169	2,449,072	2,613,334	



158_2000 — Support Services

Program Authorization: Louisiana Revised Statutes 45:1161; 45:1177 (A)(2) and (3) and (C);45:1177.1;45:1180 and 45:1181

Program Description

The mission of the Support Services Program is to review, analyze, and investigate rates and charges filed before the Commission with respect to prudence and adequacy of those rates and to provide fair and impartial regulation of intrastate common and contract carriers; to promulgate rules and regulations consistent with the Commission's constitutional and legislative mandates; seek to ensure that consumers problems, issues and complaints are sufficiently and addressed efficiently; and to provide legal representation to the Commission in all of these areas.

Goals of the Support Services Program are to ensure that jurisdictional company rates are fair and reasonable to the consumer and provide a fair rate of return to the company by providing the Commission with accurate reporting of regulated utility and common carrier companies' financial condition, level of earnings, rate of return, adherence to federal, state, local, and PSC laws, regulations and guidelines to assist in decision-making responsibilities, and to ensure that all parties to adjudicatory hearings are provided a fair and impartial hearing, orderly progress of the case, and a complete record.

The Support Services Program includes the following activities:

- Administrative Hearings Division- Conducts fair and impartial public evidentiary hearings on complex issues within the Commission's jurisdiction (rates and services of public utilities and motor carriers), creates a public record and transcript of the proceedings, and prepares proposed findings of fact and conclusions of law for consideration by the Commissioners in making final decisions. The utility cases handled by the Division are quite possibly the most complex and financially significant of any cases currently handled by the administrative law judges or referees in any Louisiana state agency. The Division handles cases that:
 - Have statewide application- affecting citizens, public utilities, trucking companies, industries and commercial enterprises throughout the state;
 - Have significant impact on economic development in the state and Corporate America's perception of the state;
 - Are extremely technical, involving testimony presented predominantly by expert witnesses;
 - Are monetarily significantly- resulting in multi-million and billion dollar judgments; and
 - Involve constitutionally protected property rights.
- Utilities Division: Responsible for the maintenance of all rates and conditions of service records filed by regulated utilities. Works closely with the Audit Division to examine and audit costs of electric fuel adjustments and natural gas purchases by natural gas companies. Assist with investigation of complaints that cannot be resolved at the district office level.



Support Services Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	2,068,035	2,117,906	2,117,906	2,400,183	2,420,048	302,142
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	3,892	0	858,532	0	0	(858,532)
Total Means of Financing	\$ 2,071,927	\$ 2,117,906	\$ 2,976,438	\$ 2,400,183	\$ 2,420,048	\$ (556,390)
Expenditures & Request:						
Personal Services	\$ 1,647,416	\$ 1,744,994	\$ 2,101,381	\$ 1,926,537	\$ 1,986,402	\$ (114,979)
Total Operating Expenses	62,929	52,467	439,004	142,290	132,290	(306,714)
Total Professional Services	0	0	0	0	0	0
Total Other Charges	338,459	309,345	413,845	298,575	268,575	(145,270)
Total Acq & Major Repairs	23,123	11,100	22,208	32,781	32,781	10,573
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 2,071,927	\$ 2,117,906	\$ 2,976,438	\$ 2,400,183	\$ 2,420,048	\$ (556,390)
Authorized Full-Time Equivalents:						
Classified	23	22	22	22	23	1
Unclassified	0	0	0	0	0	0
Total FTEs	23	22	22	22	23	1

Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by public utilities. Statutory Dedications are funded by the Utility and Carrier Inspection Fund (R.S. 45:1177(A). (Per R.S. 39.32 B(8), see table below for a listing of expenditures out of each Statutory Dedicated Fund.)



Support Services Statutory Dedications

Fund	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Utility & Carrier Inspection/ Supervision Fund	\$ 2,068,035	\$ 2,117,906	\$ 2,117,906	\$ 2,400,183	\$ 2,420,048	\$ 302,142

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 858,532	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 2,976,438	22	Existing Oper Budget as of 12/1/10
Statewide Major Financial Changes:			
0	49,661	0	State Employee Retirement Rate Adjustment
0	9,838	0	Group Insurance for Active Employees
0	2,835	0	Group Insurance for Retirees
0	(39,508)	0	Group Insurance Base Adjustment
0	111,379	0	Salary Base Adjustment
0	(34,369)	0	Attrition Adjustment
0	(40,000)	0	Salary Funding from Other Line Items
0	32,789	0	Acquisitions & Major Repairs
0	(11,108)	0	Non-Recurring Acquisitions & Major Repairs
0	(858,532)	0	Non-recurring Carryforwards
0	(31,915)	0	Rent in State-Owned Buildings
0	63,669	0	27th Pay Period
Non-Statewide Major Financial Changes:			
0	74,414	0	Utility & Carrier Inspection/Supervision Fund- Will facilitate the commissions response to increase regulatory activity stimulated by the Energy Initiatives in the American Recovery & Reinvestment ACT of 2009. This initiative is expected to go through 2012.
0	11,965	0	Utility & Carrier Inspection/Supervision Fund- STAR PSC software maintenance. This system is designed to facilitate all aspects of electronic filing, from the initial application through the complete life filing. It maintains all applicant information and current status, administers fees and payments, manages task assignments, and preserves supporting documents.
0	3,444	0	Utility & Carrier Inspection/Supervision Fund- Increase of office and computer supplies.
0	21,145	0	Utility & Carrier Inspection/Supervision Fund- IT services for system maintenance and support and will also enhance the current mapping system.



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
0	77,903	1	Transfers Auditor position from the Motor Carrier program to Support Services program based upon the job function and duties of this position.
\$ 0	\$ 2,420,048	23	Recommended FY 2011-2012
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 2,420,048	23	Base Executive Budget FY 2011-2012
\$ 0	\$ 2,420,048	23	Grand Total Recommended

Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services for Fiscal Year 2011-2012.

Other Charges

Amount	Description
	Other Charges:
\$28,685	Electronic document management system - imaging training, contracts for web maintenance, system maintenance, and system support.
\$28,685	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$8,500	Office of State Mail
\$44,953	Office of Telecommunications for telephone services
\$186,437	Rent In-state owned Buildings
\$239,890	SUB-TOTAL INTERAGENCY TRANSFERS
\$268,575	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$32,871	Upgrade and replacement of equipment and computer software
\$32,871	TOTAL ACQUISITIONS AND MAJOR REPAIRS



Performance Information

- 1. (KEY) Through the Utilities activity, to generate \$710 million in direct and indirect savings to utilities rate payers through prudent review of existing and proposed rate schedules by Fiscal Year 2012 -2013.**

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Direct savings to rate payers (millions) (LAPAS CODE - 695)	\$ 547	\$ 673	\$ 709	\$ 709	\$ 673	\$ 673
	Direct savings result from reduction orders for existing rates recommended by the program and ordered by the Public Service Commission.						
K	Indirect savings to rate payers (millions) (LAPAS CODE - 694)	\$ 1	\$ 2	\$ 2	\$ 2	\$ 2	\$ 2
	Indirect savings result from requested rate increases denied by the Public Service Commission based upon recommendations by the program.						
S	Number of utility rate filings (LAPAS CODE - 10225)	15	12	15	15	12	12

- 2. (KEY) Through the Administrative Hearings activity, to ensure 95% of proposed recommendations to the Commissioners are issued, after all legal delays, within 120 days of public hearing.**

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable



Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of recommendations issued within 120 days (LAPAS CODE - 11668)	95%	97%	95%	95%	95%	95%
S	Average length of time to issue proposed recommendation (LAPAS CODE - 11671)	60	17	60	60	60	60
S	Number of cases heard (LAPAS CODE - 11677)	250	119	200	200	175	175
S	Number of recommendations issued. (LAPAS CODE - 20689)	260	163	210	210	175	175

3. (KEY) Through the Administrative Hearings activity, ensures that atleast 95% of Public Service Commission orders assigned to division will be issued within 30 days of the adoption.

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of Division orders (LAPAS CODE - 23480)	Not Applicable	Not Applicable	95%	95%	95%	95%
S	Average number of days to issue orders (LAPAS CODE - 23481)	Not Applicable	Not Applicable	20	20	20	20
S	Number of orders issued (LAPAS CODE - 23482)	Not Applicable	Not Applicable	150	150	150	150



158_3000 — Motor Carrier Registration

Program Authorization: Constitution of the State of Louisiana, Article IV, Section 21; Louisiana Revised Statutes 45:162-180; 45:1161 et seq

Program Description

The mission of the Motor Carrier Program is to provide fair and impartial regulations of intrastate common and contract carriers offering services for hire, to be responsible for the regulation of the financial responsibility and lawfulness of intrastate motor carriers operating in Louisiana in intrastate commerce, and to provide fair and equal treatment in the application and enforcement of motor carrier laws.

Goals of the Motor Carrier Program are to administer the rules and orders of the Commission to assure the public of safe and dependable transportation services, to have more effective enforcement activities to improve carrier compliance with regulatory requirements; thus, protecting the consumer and carriers against unjust, unreasonable, and discriminatory rates and charges, and to provide timely service to the motor carrier industry by processing 100% of all registrations within 5 days of receipt of complete information.

The division provides for the regulation of intrastate common and contract carriers offering services for hire. It provides staff support to the Commission in the enforcement of motor carrier laws that are designed to assure the public of safe, dependable transportation services. Also, it is responsible for the regulation of the financial responsibility and lawfulness of interstate motor carriers operating into or through Louisiana in intrastate commerce.

- **Administrative Section:** Processes paperwork necessary for a company to legally engage in transportation services within the state, receives, examines and docket applications for operating rights, changes in rules or regulations, discontinuance or changes in services or facilities; processes other matters requiring a hearing and interprets operating authorities and offers advice to those seeking to engage in transportation services. Also responsible for analysis and reporting of cases to the Commission, before and after hearings, preparation of orders after a decision by the Commission, service of orders and compliance and offering specialized testimony before the Commission or court. Records of liability and cargo insurance filings on intrastate common and contract for-hire motor carriers are maintained by this staff. Staff also takes and processes complaints by shippers, receivers, and carriers.
- **Enforcement Section:** Operates in the field on a statewide basis and is concerned with compliance regarding the rates, services and practices of motor carriers operating in the state in intrastate commerce. These enforcement agents conduct site checks and road checks along the highway. When violations are detected, a citation is issued by the officer. The officer will appear at the hearing and give sworn testimony regarding the violation. Agents also investigate complaints received from carriers regarding possible violations by another carrier.



Motor Carrier Registration Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	608,033	688,064	688,064	637,293	663,595	(24,469)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 608,033	\$ 688,064	\$ 688,064	\$ 637,293	\$ 663,595	\$ (24,469)
Expenditures & Request:						
Personal Services	\$ 401,161	\$ 472,772	\$ 472,772	\$ 433,413	\$ 487,592	\$ 14,820
Total Operating Expenses	50,232	55,336	55,336	56,082	43,205	(12,131)
Total Professional Services	0	0	0	0	0	0
Total Other Charges	148,588	157,456	157,456	143,798	128,798	(28,658)
Total Acq & Major Repairs	8,052	2,500	2,500	4,000	4,000	1,500
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 608,033	\$ 688,064	\$ 688,064	\$ 637,293	\$ 663,595	\$ (24,469)
Authorized Full-Time Equivalents:						
Classified	9	8	8	8	7	(1)
Unclassified	0	0	0	0	0	0
Total FTEs	9	8	8	8	7	(1)

Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers and contract carriers. Statutory Dedications are funded by the Motor Carrier Inspection Fund (R.S. 45:169.1). (Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering this program.



Motor Carrier Registration Statutory Dedications

Fund	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Motor Carrier Regulation Fund	\$ 256,916	\$ 348,728	\$ 348,728	\$ 270,000	\$ 270,000	\$ (78,728)
Utility & Carrier Inspection/ Supervision Fund	351,117	339,336	339,336	367,293	393,595	54,259

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 688,064	8	Existing Oper Budget as of 12/1/10
			Statewide Major Financial Changes:
0	11,375	0	State Employee Retirement Rate Adjustment
0	3,209	0	Group Insurance for Active Employees
0	2,835	0	Group Insurance for Retirees
0	53,226	0	Salary Base Adjustment
0	(9,885)	0	Attrition Adjustment
0	(27,877)	0	Salary Funding from Other Line Items
0	4,000	0	Acquisitions & Major Repairs
0	(2,500)	0	Non-Recurring Acquisitions & Major Repairs
0	18,305	0	27th Pay Period
			Non-Statewide Major Financial Changes:
0	746	0	Utility & Carrier Inspection/Supervision Fund- Is required in order for staff to perform investigations of complaints on regulate motor carriers and compliance audits.
0	(77,903)	(1)	Transfers Auditor position from the Motor Carrier program to Support Services program based upon the job function and duties of this position.
\$ 0	\$ 663,595	7	Recommended FY 2011-2012
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 663,595	7	Base Executive Budget FY 2011-2012
\$ 0	\$ 663,595	7	Grand Total Recommended



Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services for Fiscal Year 2011-2012.

Other Charges

Amount	Description
	Other Charges:
\$26,671	Information technology contracts for system maintenance and imaging
\$26,671	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$3,550	Office of State Mail
\$22,914	Office of Telecommunications for telephone services
\$75,663	Rent In-state Owned Buildings
\$102,127	SUB-TOTAL INTERAGENCY TRANSFERS
\$128,798	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$4,000	Replacement of office equipment and furniture.
\$4,000	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

- (KEY) Through the Motor Carrier activity, to provide timely service by processing 100% of all applications within 5 days of receipt of complete information.**

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of all applications processed within 5 days (LAPAS CODE - 11870)	100%	100%	100%	100%	100%	100%
S	Number of applications received (LAPAS CODE - 11871)	800	988	1,000	1,000	1,000	1,000
S	Number of registrations processed within 5 days (LAPAS CODE - 20690)	\$ 800	\$ 988	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000

2. (KEY) Through the Motor Carrier activity, by June 30, 2012 achieve a resolution rate of at least 75% of complaints received and investigations conducted by the Division within 45 business days of receipt of complete information.

Children's Budget Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other): Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percentage of complaints & investigations resolved within 45 days (LAPAS CODE - 22575)	60%	92%	75%	75%	75%	75%
S	Number of complaints received (LAPAS CODE - 22576)	200	185	200	200	200	200
S	Number of complaints resolved (LAPAS CODE - 22577)	120	183	150	150	150	150
S	Average number of days to process complaints (LAPAS CODE - 22578)	12	92	45	45	45	45





158_4000 — District Offices

Program Authorization: Constitution of the State of Louisiana, Article IV, Section 21; R.S. 45:1161.1 and 45:1161.3

Program Description

The mission of the District Offices is to provide accessibility and information to the public on regulation as it applies to the services provided the consumer.

Goals of the District Offices Program:

- I. Are to provide effective and efficient services to ensure that consumer problems, issues, and complaints are sufficiently monitored and addressed in a timely manner, and to promote fair regulation of the public utilities and motor carriers operating in the State of Louisiana.
- II. Provide a fair, consistent, and efficient regulatory process which results in reasonable rates for the consumer and a reasonable profit or rate of return for the utility or common carrier.
- III. Continue to revise and update rules and regulations to the extent necessary to remain on the forefront of utility, common carrier and Do Not Call regulations in the country.

The District Offices are composed of five (5) districts statewide, each of which houses one (1) of the five (5) elected Commissioners is. These offices has regulatory oversight over approximately 1,200 electric, natural gas , telecommunications, and water and sewage utilities and approximately 900 common motor carriers in Louisiana. The regulation of such public utilities is critical to the economic climate and quality of life for all citizens of Louisiana. The public as well as business and industry have easy access to the services of the PSC via District Offices located strategically across Louisiana.

District Offices Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Means of Financing:						
State General Fund (Direct)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
State General Fund by:						
Total Interagency Transfers	0	0	0	0	0	0
Fees and Self-generated Revenues	0	0	0	0	0	0
Statutory Dedications	2,285,835	2,661,408	2,661,408	2,918,567	2,903,959	242,551
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0



District Offices Budget Summary

	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Total Means of Financing	\$ 2,285,835	\$ 2,661,408	\$ 2,661,408	\$ 2,918,567	\$ 2,903,959	\$ 242,551
Expenditures & Request:						
Personal Services	\$ 1,879,411	\$ 2,146,241	\$ 2,146,241	\$ 2,306,170	\$ 2,311,562	\$ 165,321
Total Operating Expenses	277,903	320,091	304,526	375,513	365,513	60,987
Total Professional Services	0	0	0	0	0	0
Total Other Charges	88,604	120,226	135,791	144,784	134,784	(1,007)
Total Acq & Major Repairs	39,917	74,850	74,850	92,100	92,100	17,250
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 2,285,835	\$ 2,661,408	\$ 2,661,408	\$ 2,918,567	\$ 2,903,959	\$ 242,551
Authorized Full-Time Equivalents:						
Classified	24	24	21	21	21	0
Unclassified	12	12	15	15	15	0
Total FTEs	36	36	36	36	36	0

Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers, contract carriers, and public utilities. Statutory Dedications are funded by the Utility and Carrier Inspection and Supervision Fund (R.S. 45:1177(A)). Additionally, various fees such as fines, filing fees, I.D. stamps, rehearing applications, registration fees, etc. are collected by the Public Service Commission for administering the program. (Per R.S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedication Fund.)

District Offices Statutory Dedications

Fund	Prior Year Actuals FY 2009-2010	Enacted FY 2010-2011	Existing Oper Budget as of 12/1/10	Continuation FY 2011-2012	Recommended FY 2011-2012	Total Recommended Over/(Under) EOB
Utility & Carrier Inspection/ Supervision Fund	2,285,835	2,661,408	2,661,408	2,918,567	2,903,959	242,551



Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 2,661,408	36	Existing Oper Budget as of 12/1/10
Statewide Major Financial Changes:			
0	55,582	0	State Employee Retirement Rate Adjustment
0	1,671	0	Teacher Retirement Rate Adjustment
0	14,395	0	Group Insurance for Active Employees
0	4,050	0	Group Insurance for Retirees
0	34,108	0	Salary Base Adjustment
0	(42,026)	0	Attrition Adjustment
0	(20,000)	0	Salary Funding from Other Line Items
0	92,100	0	Acquisitions & Major Repairs
0	(74,850)	0	Non-Recurring Acquisitions & Major Repairs
0	77,825	0	27th Pay Period
Non-Statewide Major Financial Changes:			
0	74,083	0	Utility & Carrier Inspection/Supervision Fund- To perform the necessary regulated utility operations and functions as mandated by National Associations and Federal Regulatory Agencies. It is mandated that Commissioners and staff receive continuing education through seminars on regulatory procedures.
0	11,320	0	Utility & Carrier Inspection/Supervision Fund- Increase of office and computer supplies.
0	8,993	0	Utility & Carrier Inspection/Supervision Fund- To broadcast by audio and video the Commissioners business and executive sessions for the general public unable to attend meetings which are held throughout the state.
0	5,300	0	Increase in building rent due to relocation.
\$ 0	\$ 2,903,959	36	Recommended FY 2011-2012
\$ 0	\$ 0	0	Less Supplementary Recommendation
\$ 0	\$ 2,903,959	36	Base Executive Budget FY 2011-2012
\$ 0	\$ 2,903,959	36	Grand Total Recommended

Professional Services

Amount	Description
	This program does not have funding for Professional Services for Fiscal Year 2011-2012.



Other Charges

Amount	Description
	Other Charges:
\$15,000	Broadcast of the Commissioner's Business and Executive Sessions for the general public unable to attend.
\$15,000	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$900	DOA - State Printing
\$63,379	Office of Telecommunications for telephone services
\$55,505	Rent In-state Owned Buildings
\$119,784	SUB-TOTAL INTERAGENCY TRANSFERS
\$134,784	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$74,850	Replacement of Office furniture and equipment
\$74,850	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

- (KEY) Through the District Office activity, to ensure that 95% of all complaints that arise between regulated utilities and their customers are resolved within forty-five (45) business days of formal notification to the utility.**

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Percent of complaints resolved within 45 business days (LAPAS CODE - 14639)	95%	98%	95%	95%	95%	95%
S	Total number of complaints received (LAPAS CODE - 718)	18,000	15,492	18,350	18,350	18,450	18,450
S	Number of complaints in District 1 (LAPAS CODE - 6350)	1,800	1,292	2,050	2,050	2,050	2,050
S	Number of complaints in District 2 (LAPAS CODE - 6351)	2,000	1,487	2,000	2,000	2,000	2,000
S	Number of complaints in District 3 (LAPAS CODE - 6352)	2,300	2,699	2,300	2,300	2,400	2,400
S	Number of complaints in District 4 (LAPAS CODE - 6353)	5,900	4,060	6,000	6,000	6,000	6,000
S	Number of complaints in District 5 (LAPAS CODE - 6354)	6,000	5,954	6,000	6,000	6,000	6,000
S	Average length of time to process complaints in District 1 (in days) (LAPAS CODE - 10234)	6	3	6	6	6	6
S	Average length of time to process complaints in District 2 (in days) (LAPAS CODE - 10235)	4	5	4	4	4	4
S	Average length of time to process complaints in District 3 (in days) (LAPAS CODE - 10236)	4	2	4	4	4	4
S	Average length of time to process complaints in District 4 (in days) (LAPAS CODE - 10237)	2	2	2	2	2	2
S	Average length of time to process complaints in District 5 (in days) (LAPAS CODE - 10238)	3	2	3	3	5	5



2. (KEY) Through the District Office activity, to maintain a system of regulation of utilities and motor carriers such that no more than two successful legal challenges are made to the orders promulgated by the commission.

State Outcome Goals Link: Transparent, Accountable, and Effective Government

Children's Cabinet Link: Not Applicable

Human Resource Policies Beneficial to Women and Families Link: Not Applicable

Other Links: Not Applicable

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2009-2010	Actual Yearend Performance FY 2009-2010	Performance Standard as Initially Appropriated FY 2010-2011	Existing Performance Standard FY 2010-2011	Performance At Continuation Budget Level FY 2011-2012	Performance At Executive Budget Level FY 2011-2012
K	Number of successful legal challenges (LAPAS CODE - 10248)	2	0	2	2	2	2
S	Number of orders promulgated (LAPAS CODE - 10250)	450	283	450	450	450	450

