

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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	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	8,805,094	9,390,992	8,017,828	8,157,372	8,108,722	90,894
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 8,805,094	\$ 9,390,992	\$ 8,017,828	\$ 8,157,372	\$ 8,108,722	\$ 90,894



Public Service Commission Budget Summary

	Prior Year Actuals FY 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	Total Recommended Over/Under EOB
Expenditures & Request:						
Public Service Commission	\$ 8,805,094	\$ 9,390,992	\$ 8,017,828	\$ 8,157,372	\$ 8,108,722	\$ 90,894
Total Expenditures & Request	\$ 8,805,094	\$ 9,390,992	\$ 8,017,828	\$ 8,157,372	\$ 8,108,722	\$ 90,894
Authorized Full-Time Equivalents:						
Classified	104	93	76	76	76	0
Unclassified	18	18	18	18	18	0
Total FTEs	122	111	94	94	94	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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	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	8,805,094	9,390,992	8,017,828	8,157,372	8,108,722	90,894
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 8,805,094	\$ 9,390,992	\$ 8,017,828	\$ 8,157,372	\$ 8,108,722	\$ 90,894
Expenditures & Request:						
Administrative	\$ 3,115,993	\$ 3,248,454	\$ 3,089,840	\$ 3,135,994	\$ 3,157,588	\$ 67,748
Support Services	1,832,007	1,867,734	1,775,723	1,837,568	1,914,977	139,254



Public Service Commission Budget Summary

	Prior Year Actuals FY 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	Total Recommended Over/Under EOB
Motor Carrier Registration	1,675,233	1,783,007	790,242	784,426	669,067	(121,175)
District Offices	2,181,861	2,491,797	2,362,023	2,399,384	2,367,090	5,067
Total Expenditures & Request	\$ 8,805,094	\$ 9,390,992	\$ 8,017,828	\$ 8,157,372	\$ 8,108,722	\$ 90,894
Authorized Full-Time Equivalents:						
Classified	104	93	76	76	76	0
Unclassified	18	18	18	18	18	0
Total FTEs	122	111	94	94	94	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 Public Service Commission 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 accomplishment of these goals involves:

- Executive Division: Coordinates all operations of the Public Service Commission except those performed in District Offices, which are under the supervision of the individual commissioner.
- Office of Executive Counsel: Executive Counsel serves as the legal representative of the Commission at all levels of the judicial system including the 19th judicial court and other state and federal regulatory bodies. In some instances the Executive Counsel may serve as a hearing examiner. Responsible for accurate and orderly processing of all formal proceedings that are acted upon by the Commission, filing orders and decisions arising from these proceedings and maintaining accurate filings. Within the Office of Executive Counsel is the Legal Division which represents the Commission in all docketed cases, i.e. complaints against regulated companies and all rate making and rule making proceedings. Staff may investigate and/or request discovery regarding complaints and applications, prosecute regulated entities for violating orders, rules and regulations; initiate generic rule makings; develop regulatory plans and determine earnings. Will represent Commission in prosecuting the violators of the Do Not Call Solicitation program.
- Management & Finance: Responsible for providing services necessary to the overall operation of the Commission.
- 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.
- 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.
- 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.
- 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.



Administrative Budget Summary

	Prior Year Actuals FY 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	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	3,115,993	3,248,454	3,089,840	3,135,994	3,157,588	67,748
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 3,115,993	\$ 3,248,454	\$ 3,089,840	\$ 3,135,994	\$ 3,157,588	\$ 67,748
Expenditures & Request:						
Personal Services	\$ 2,166,061	\$ 2,182,173	\$ 2,127,399	\$ 2,175,366	\$ 2,275,485	\$ 148,086
Total Operating Expenses	178,755	249,753	189,473	189,473	179,473	(10,000)
Total Professional Services	0	0	0	0	0	0
Total Other Charges	668,182	749,228	749,228	661,155	692,630	(56,598)
Total Acq & Major Repairs	102,995	67,300	23,740	110,000	10,000	(13,740)
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 3,115,993	\$ 3,248,454	\$ 3,089,840	\$ 3,135,994	\$ 3,157,588	\$ 67,748
Authorized Full-Time Equivalents:						
Classified	32	26	26	26	26	0
Unclassified	3	3	3	3	3	0
Total FTEs	35	29	29	29	29	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. 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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	Total Recommended Over/Under EOB
Motor Carrier Regulation Fund	\$ 0	\$ 0	\$ 0	\$ (94,284)	\$ 0	\$ 0
Utility & Carrier Inspection/ Supervision Fund	2,857,757	2,922,078	2,779,783	2,911,920	2,839,230	59,447
Telephonic Solicitation Relief Fund	258,236	326,376	310,057	318,358	318,358	8,301

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 3,089,840	29	Existing Oper Budget as of 2/1/09
Statewide Major Financial Changes:			
0	24,969	0	Annualize Classified State Employee Merits
0	30,448	0	Classified State Employees Merit Increases
0	4,212	0	Group Insurance for Active Employees
0	7,650	0	Group Insurance for Retirees
0	(19,312)	0	Group Insurance Base Adjustment
0	133,251	0	Salary Base Adjustment
0	(33,132)	0	Attrition Adjustment
0	(126,082)	0	Salary Funding from Other Line Items
0	110,000	0	Acquisitions & Major Repairs
0	(23,740)	0	Non-Recurring Acquisitions & Major Repairs
0	1,964	0	Risk Management
0	4,309	0	Legislative Auditor Fees
0	(45,668)	0	Rent in State-Owned Buildings
0	(1,059)	0	UPS Fees
0	(62)	0	Office of Computing Services Fees



Major Changes from Existing Operating Budget (Continued)

General Fund	Total Amount	Table of Organization	Description
Non-Statewide Major Financial Changes:			
\$ 0	\$ 3,157,588	29	Recommended FY 2009-2010
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 3,157,588	29	Base Executive Budget FY 2009-2010
\$ 0	\$ 3,157,588	29	Grand Total Recommended

Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services for Fiscal Year 2009-2010.

Other Charges

Amount	Description
Other Charges:	
\$14,857	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.
\$69,856	SUB-TOTAL OTHER CHARGES
Interagency Transfers:	
\$14,993	Civil Service - administrative cost for personnel services
\$2,200	Comprehensive Public Training Program (CPTP)
\$11,626	DOA - Office of Computing Services
\$1,000	DOA - State Printing
\$35,517	Legislative Auditor Fees
\$18,382	Office of State Mail
\$68,318	Office of Telecommunications for telephone services
\$347,449	Rent In-state Owned Buildings
\$83,515	Risk Management
\$35,120	Capitol Park Security
\$4,654	Uniform Payroll System



Other Charges (Continued)

Amount	Description
\$622,774	SUB-TOTAL INTERAGENCY TRANSFERS
\$692,630	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$10,000	Information Technology Replacement
\$10,000	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

- 1. (KEY) To provide the administrative oversight, leadership and support services necessary to efficiently gain 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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percentage of program objectives met (LAPAS CODE - 10209)	100%	60%	70%	70%	70%	70%

- 2. (KEY) To ensure that at least 95% of Public Service Commission orders will be issued within 30 business days of 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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percentage of orders issued within 30 days (LAPAS CODE - 6325)	95%	84%	75%	75%	75%	75%
K	Average number of days to issue orders (LAPAS CODE - 673)	19	35	35	35	35	35
S	Number of orders issued (LAPAS CODE - 6323)	450	444	450	450	65	450

3. (KEY) Resolve all rate cases, with the exception of applicant requested wavier, within one year from the date of official filing.

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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percentage of rate cases completed within one year (LAPAS CODE - 10217)	100%	80%	100%	100%	100%	100%
K	Average length of time for completion of rate cases (months) (LAPAS CODE - 675)	12	15	12	12	12	11
S	Number of rate cases heard (LAPAS CODE - 6328)	12	5	12	12	12	14

4. (KEY) By June 30, 2011 achieve a resolution rate of 75% of complaints received by the DO NOT CALL Program within 100 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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
S	Number of complaints received (LAPAS CODE - 20672)	340	459	580	580	580	450
S	Number of complaints resolved. (LAPAS CODE - 20673)	187	427	379	379	379	338
S	Average number of days to process complaints. (LAPAS CODE - 20674)	60	34	65	65	65	45
K	Percentage of complaints resolved within 100 business days. (LAPAS CODE - 20675)	55%	92%	65%	65%	75%	75%

Administrative General Performance Information

Performance Indicator Name	Performance Indicator Values				
	Prior Year Actual FY 2003-2004	Prior Year Actual FY 2004-2005	Prior Year Actual FY 2005-2006	Prior Year Actual FY 2006-2007	Prior Year Actual FY 2007-2008
Number of registered solicitors (telemarketers) (LAPAS CODE - 13691)	383	409	607	894	814
Amount of solicitor registration collections (LAPAS CODE - 13692)	\$ 307,200	\$ 295,900	\$ 301,000	\$ 357,900	\$ 318,909
Amount of collections from solicitor violations (LAPAS CODE - 15797)	\$ 67,500	\$ 45,000	\$ 30,006	\$ 38,450	\$ 15,103
Number of registered residential telephone subscribers. (LAPAS CODE - 14503)	793,196	1,260,893	1,597,373	1,832,928	2,150,169



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; manage the process of adjudicatory proceedings; conduct evidentiary hearings and make rules and recommendations to the Commissioners which are just, impartial, professional, orderly, efficient, and which generate the highest degree of public confidence in the Commission's integrity and fairness.

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 accomplishment of these goals involves:

- **Administrative Hearings Division:** Assist the Commission in examining the rates and services of public utilities and common carriers. Administrative Law Judges preside over all matters within the jurisdiction of the Commission for which an adjudicatory or evidentiary hearing is required or requested. The Judges make interlocutory rulings during the course of the proceedings and ultimately, prepare recommended findings of fact and conclusions of law on the merits of each case, for consideration by the Commissioners. The Division is also responsible for transcription of public hearings for interested parties and the courts.
- **Auditing Division:** Primary responsibility is to provide the Commission with accurate and current information with respect to the financial and compliance audits to determine the accuracy of the regulated utility companies overall results of operations, rate base and rates of return on equity and capital, upon which consumers rates are based, to ensure that tariffs approved by Commission are fair and reasonable to consumers while permitting the companies to earn a reasonable return on investment.
- **Economics Division:** Reviews and analyzes rates of return and rate increase proposals by regulated utilities and makes recommendations to the Commission. Provides analytic capabilities to aid the Commission in actively planning and developing policies in regard to the regulation and oversight of regulated utilities.
- **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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	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	1,832,007	1,867,734	1,775,723	1,837,568	1,914,977	139,254
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 1,832,007	\$ 1,867,734	\$ 1,775,723	\$ 1,837,568	\$ 1,914,977	\$ 139,254
Expenditures & Request:						
Personal Services	\$ 1,348,241	\$ 1,340,994	\$ 1,312,883	\$ 1,354,088	\$ 1,566,779	\$ 253,896
Total Operating Expenses	39,872	100,002	71,742	71,742	28,690	(43,052)
Total Professional Services	0	0	0	0	0	0
Total Other Charges	342,475	371,738	371,738	371,738	319,508	(52,230)
Total Acq & Major Repairs	101,419	55,000	19,360	40,000	0	(19,360)
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 1,832,007	\$ 1,867,734	\$ 1,775,723	\$ 1,837,568	\$ 1,914,977	\$ 139,254
Authorized Full-Time Equivalents:						
Classified	25	21	21	21	21	0
Unclassified	0	0	0	0	0	0
Total FTEs	25	21	21	21	21	0

Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by public utilities. (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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	Total Recommended Over/Under EOB
Utility & Carrier Inspection/ Supervision Fund	1,832,007	1,867,734	1,775,723	1,837,568	1,914,977	139,254

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 1,775,723	21	Existing Oper Budget as of 2/1/09
Statewide Major Financial Changes:			
0	21,305	0	Annualize Classified State Employee Merits
0	31,440	0	Classified State Employees Merit Increases
0	1,421	0	Civil Service Training Series
0	2,879	0	Group Insurance for Active Employees
0	(15,840)	0	Group Insurance Base Adjustment
0	249,471	0	Salary Base Adjustment
0	(25,353)	0	Attrition Adjustment
0	(111,739)	0	Salary Funding from Other Line Items
0	40,000	0	Acquisitions & Major Repairs
0	(19,360)	0	Non-Recurring Acquisitions & Major Repairs
0	(34,970)	0	Rent in State-Owned Buildings
Non-Statewide Major Financial Changes:			
\$ 0	\$ 1,914,977	21	Recommended FY 2009-2010
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 1,914,977	21	Base Executive Budget FY 2009-2010
\$ 0	\$ 1,914,977	21	Grand Total Recommended

Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services for Fiscal Year 2009-2010.



Other Charges

Amount	Description
	This program does not have funding for Other Charges for Fiscal Year 2009-2010.
	Interagency Transfers:
\$8,500	Office of State Mail
\$44,953	Office of Telecommunications for telephone services
\$266,055	Rent In-state owned Buildings
\$319,508	SUB-TOTAL INTERAGENCY TRANSFERS
\$319,508	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
	This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2009-2010

Performance Information

1. (KEY) To generate \$600 million in direct and indirect savings to utilities rate payers through prudent review of existing and proposed rate schedules by Fiscal Year 2010 -2011.

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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Direct savings to rate payers (millions) (LAPAS CODE - 695)	\$ 547	\$ 547	\$ 547	\$ 547	\$ 547	\$ 547
	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)	\$ 6	\$ 1	\$ 1	\$ 1	\$ 1	\$ 1
	Indirect savings result from requested rate increases denied by the Public Service Commission based upon recommendations by the program.						
S	Number of utility filing for rate increases (LAPAS CODE - 10225)	13	15	10	10	10	15



2. (KEY) 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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percentage of recommendations issued within 120 days (LAPAS CODE - 11668)	95%	100%	95%	95%	95%	95%
S	Average length of time to issue proposed recommendation (LAPAS CODE - 11671)	60	21	60	60	60	60
S	Number of cases heard (LAPAS CODE - 11677)	250	174	250	250	250	250
S	Number of recommendations issued. (LAPAS CODE - 20689)	260	182	260	260	260	260



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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	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	1,675,233	1,783,007	790,242	784,426	669,067	(121,175)
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 1,675,233	\$ 1,783,007	\$ 790,242	\$ 784,426	\$ 669,067	\$ (121,175)
Expenditures & Request:						
Personal Services	\$ 1,251,318	\$ 1,394,739	\$ 538,455	\$ 551,178	\$ 463,505	\$ (74,950)
Total Operating Expenses	79,165	115,265	59,627	59,627	48,291	(11,336)
Total Professional Services	0	0	0	0	0	0
Total Other Charges	186,959	216,203	183,000	171,671	155,321	(27,679)
Total Acq & Major Repairs	157,791	56,800	9,160	1,950	1,950	(7,210)
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 1,675,233	\$ 1,783,007	\$ 790,242	\$ 784,426	\$ 669,067	\$ (121,175)
Authorized Full-Time Equivalents:						
Classified	25	25	8	8	8	0
Unclassified	0	0	0	0	0	0
Total FTEs	25	25	8	8	8	0

Source of Funding

This program is funded from Statutory Dedications generated from inspection and supervision fees paid by common carriers and contract carriers. 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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	Total Recommended Over/Under EOB
Motor Carrier Regulation Fund	\$ 1,675,233	\$ 1,783,007	\$ 790,242	\$ 796,809	\$ 336,496	\$ (453,746)
Utility & Carrier Inspection/ Supervision Fund	0	0	0	(12,383)	332,571	332,571

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ (951,173)	(17)	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 790,242	8	Existing Oper Budget as of 2/1/09
			Statewide Major Financial Changes:
0	6,252	0	Annualize Classified State Employee Merits
0	8,325	0	Classified State Employees Merit Increases
0	1,150	0	Group Insurance for Active Employees
0	(14,333)	0	Salary Base Adjustment
0	(7,102)	0	Attrition Adjustment
0	1,950	0	Acquisitions & Major Repairs
0	(9,160)	0	Non-Recurring Acquisitions & Major Repairs
0	(11,350)	0	Rent in State-Owned Buildings
			Non-Statewide Major Financial Changes:
0	(450,913)	0	In FY 09, the Interstate Motor Carrier Program was transferred from the Public Service Commission to the Department of Public Safety. The Commission continues to regulate Intrastate Motor Carriers. The Intrastate Motor Carrier Program is a smaller program with fewer expenditures.
0	354,006	0	In FY 09, the Interstate Motor Carrier Program was transferred from the Public Service Commission to the Department of Public Safety. The Commission continues to regulate Intrastate Motor Carriers. The Intrastate Motor Carrier program is a smaller program and is not currently generating enough revenue to cover expenditures; therefore the Commission will supplement the Intrastate Motor Carrier Program with funding from the Utility and Carrier Inspection and Supervision Fund.
\$ 0	\$ 669,067	8	Recommended FY 2009-2010
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 669,067	8	Base Executive Budget FY 2009-2010
\$ 0	\$ 669,067	8	Grand Total Recommended



Professional Services

Amount	Description
	This program does not have funding recommended for Professional Services for Fiscal Year 2009-2010.

Other Charges

Amount	Description
	Other Charges:
\$26,671	Information technology contracts for system maintenance and imaging
\$26,671	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$6,550	Office of State Mail
\$35,743	Office of Telecommunications for telephone services
\$86,357	Rent In-state Owned Buildings
\$128,650	SUB-TOTAL INTERAGENCY TRANSFERS
\$155,321	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$1,950	Replacement of office equipment and furniture.
\$1,950	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

- (KEY) To provide timely service to the motor carrier industry by processing 100% of all registrations 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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percentage of all registrations processed within 5 days (LAPAS CODE - 11870)	100%	100%	100%	100%	100%	100%
S	Number of registration applications received (LAPAS CODE - 11871)	6,500	3,468	6,500	6,500	800	800
<p>Due to the passage of the Federal Unified Carrier Registration Act (UCR) which replaced a State registration program, the Public Service Commission was unable to accept certain registrations.</p> <p>Act 724 of the 2008 Regular Session removed all Interstate Motor Carrier Regulation (UCR) from the Public Service Commission and transferred it to the Department of Public Safety. This indicator was adjusted in order to reflect only the intrastate motor carriers which are regulated on household goods, waste, passengers, and non-consent towing and recovery.</p>							
S	Number of registrations processed within 5 days (LAPAS CODE - 20690)	\$ 6,500	\$ 3,468	\$ 6,500	\$ 6,500	\$ 800	\$ 800
<p>Act 724 of the 2008 Regular Session removed all Interstate Motor Carrier Regulation (UCR) from the Public Service Commission and transferred it to the Department of Public Safety. This indicator was adjusted in order to reflect only the intrastate motor carriers which are regulated on household goods, waste, passengers, and non-consent towing and recovery.</p>							

2. (KEY) By June 30, 2011, achieve a resolution rate of 75% of complaints received by the Motor Carrier Program within 100 business days of receipt of complete information.

Performance Indicators

L e v e l	Performance Indicator Name	Performance Indicator Values					
		Yearend Performance Standard FY 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percentage of complaints resolved within 100 days (LAPAS CODE - 22575)	Not Applicable	Not Applicable	Not Applicable	60%	60%	60%
S	Number of complaints received (LAPAS CODE - 22576)	Not Available	Not Available	Not Available	200	200	200
S	Number of complaints resolved (LAPAS CODE - 22577)				120	120	120
S	Average number of days to process complaints (LAPAS CODE - 22578)	Not Available	Not Available	Not Available	60	60	60





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 Commercial Program 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.

District Offices Budget Summary

	Prior Year Actuals FY 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	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	2,181,861	2,491,797	2,362,023	2,399,384	2,367,090	5,067
Interim Emergency Board	0	0	0	0	0	0
Federal Funds	0	0	0	0	0	0
Total Means of Financing	\$ 2,181,861	\$ 2,491,797	\$ 2,362,023	\$ 2,399,384	\$ 2,367,090	\$ 5,067
Expenditures & Request:						
Personal Services	\$ 1,812,005	\$ 2,022,292	\$ 1,980,198	\$ 1,998,099	\$ 1,967,042	\$ (13,156)
Total Operating Expenses	250,509	321,422	270,702	270,702	270,702	0
Total Professional Services	0	0	0	0	0	0
Total Other Charges	89,963	90,583	90,583	90,583	89,346	(1,237)
Total Acq & Major Repairs	29,384	57,500	20,540	40,000	40,000	19,460
Total Unallotted	0	0	0	0	0	0
Total Expenditures & Request	\$ 2,181,861	\$ 2,491,797	\$ 2,362,023	\$ 2,399,384	\$ 2,367,090	\$ 5,067
Authorized Full-Time Equivalents:						
Classified	22	21	21	21	21	0
Unclassified	15	15	15	15	15	0
Total FTEs	37	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. 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 2007-2008	Enacted FY 2008-2009	Existing Oper Budget as of 2/1/09	Continuation FY 2009-2010	Recommended FY 2009-2010	Total Recommended Over/Under EOB
Utility & Carrier Inspection/ Supervision Fund	2,181,861	2,491,797	2,362,023	2,399,384	2,367,090	5,067

Major Changes from Existing Operating Budget

General Fund	Total Amount	Table of Organization	Description
\$ 0	\$ 0	0	Mid-Year Adjustments (BA-7s):
\$ 0	\$ 2,362,023	36	Existing Oper Budget as of 2/1/09
Statewide Major Financial Changes:			
0	13,802	0	Annualize Classified State Employee Merits
0	19,343	0	Classified State Employees Merit Increases
0	4,819	0	Group Insurance for Active Employees
0	(1,771)	0	Group Insurance Base Adjustment
0	(18,292)	0	Salary Base Adjustment
0	(31,057)	0	Attrition Adjustment
0	40,000	0	Acquisitions & Major Repairs
0	(20,540)	0	Non-Recurring Acquisitions & Major Repairs
0	(1,237)	0	Rent in State-Owned Buildings
Non-Statewide Major Financial Changes:			
\$ 0	\$ 2,367,090	36	Recommended FY 2009-2010
\$ 0	\$ 0	0	Less Hurricane Disaster Recovery Funding
\$ 0	\$ 2,367,090	36	Base Executive Budget FY 2009-2010
\$ 0	\$ 2,367,090	36	Grand Total Recommended



Professional Services

Amount	Description
	This program does not have funding for Professional Services for Fiscal Year 2009-2010.

Other Charges

Amount	Description
	Other Charges:
\$6,007	Broadcast of the Commissioner's Business and Executive Sessions for the general public unable to attend.
\$6,007	SUB-TOTAL OTHER CHARGES
	Interagency Transfers:
\$900	DOA - State Printing
\$73,026	Office of Telecommunications for telephone services
\$9,413	Rent In-state Owned Buildings
\$83,339	SUB-TOTAL INTERAGENCY TRANSFERS
\$89,346	TOTAL OTHER CHARGES

Acquisitions and Major Repairs

Amount	Description
\$32,000	Vehicle Replacement (2) in Districts 1 and 5
\$8,000	Replacement of Office furniture and equipment
\$40,000	TOTAL ACQUISITIONS AND MAJOR REPAIRS

Performance Information

- (KEY) 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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Percent of complaints resolved within 45 business days (LAPAS CODE - 14639)	90%	97%	90%	90%	95%	95%
S	Total number of complaints received (LAPAS CODE - 718)	18,050	15,904	18,050	18,050	18,050	18,000
S	Number of complaints in District 1 (LAPAS CODE - 6350)	2,050	1,435	2,050	2,050	1,800	1,800
S	Number of complaints in District 2 (LAPAS CODE - 6351)	2,000	1,116	2,000	2,000	2,000	2,000
S	Number of complaints in District 3 (LAPAS CODE - 6352)	2,300	3,446	2,300	2,300	2,300	2,300
S	Number of complaints in District 4 (LAPAS CODE - 6353)	5,900	5,335	5,900	5,900	5,900	5,900
S	Number of complaints in District 5 (LAPAS CODE - 6354)	5,800	4,572	5,800	5,800	6,000	6,000
S	Average length of time to process complaints in District 1 (in days) (LAPAS CODE - 10234)	3	10	3	3	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	3	3	3	3	3



2. (KEY) 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.

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 2007-2008	Actual Yearend Performance FY 2007-2008	Performance Standard as Initially Appropriated FY 2008-2009	Existing Performance Standard FY 2008-2009	Performance At Continuation Budget Level FY 2009-2010	Performance At Executive Budget Level FY 2009-2010
K	Number of successful legal challenges (LAPAS CODE - 10248)	2	0	2	2	2	2
S	Number of orders promulgated (LAPAS CODE - 10250)	450	444	450	450	450	450



