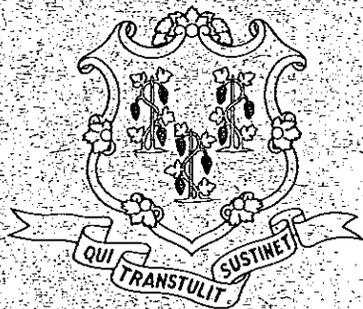


Board of Television and Radio Service Examiners

Connecticut

General Assembly



LEGISLATIVE
PROGRAM REVIEW
AND
INVESTIGATIONS
COMMITTEE

SUNSET 1983

Volume IV-18
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CONNECTICUT GENERAL ASSEMBLY

LEGISLATIVE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE

The Legislative Program Review and Investigations Committee is a joint, bipartisan, statutory committee of the Connecticut General Assembly. It was established in 1972 as the Legislative Program Review Committee to evaluate the efficiency and effectiveness of selected state programs and to recommend improvements where indicated. In 1975 the General Assembly expanded the Committee's function to include investigations and changed its name to the Legislative Program Review and Investigations Committee. During the 1977 session, the Committee's mandate was again expanded by the Executive Reorganization Act to include "Sunset" performance reviews of nearly 100 agencies, boards, and commissions, commencing on January 1, 1979.

The Committee is composed of twelve members, three each appointed by the Senate President Pro Tempore and Minority Leader, and the Speaker of the House and Minority Leader.

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Catherine McNeill Conlin, Program Analyst
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Jill E. Jensen, Program Analyst
Michael O'Malley, Program Analyst
Gary J. Reardon, Program Analyst
Lillian B. Crovo, Administrative Assistant
Mary Lou Gilchrist, Administrative Assistant

Staff on this Project

George W. McKee, Principal Analyst

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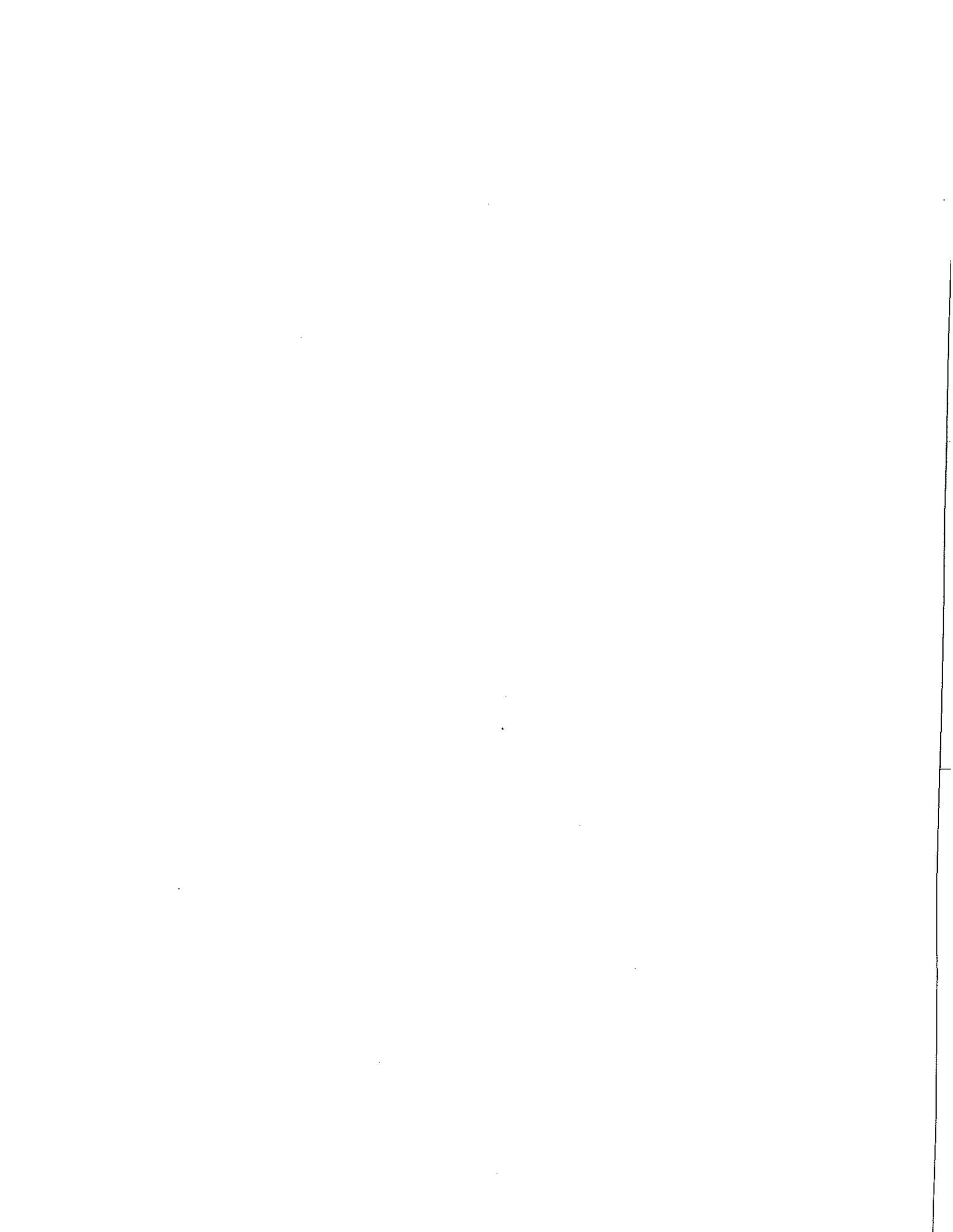


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BOARD OF TELEVISION AND RADIO SERVICE EXAMINER

SUMMARY

In 1965 the General Assembly created a state level regulatory program for the television service industry (P.A. 45). The act established a five-person board within the Department of Public Works with the power to implement the program. In 1971 licensing categories for antenna technicians and radio electronics technicians were added (P.A. 528). Under the 1977 Executive Reorganization Act, the board was stripped of virtually all its independent authority, and its role became that of providing advice and assistance to the commissioner of consumer protection on matters pertaining to regulation of the television and radio service industry.

The board consists of five persons, two representing the industry and three public members. All members are appointed by the governor. The board is serviced by a four-person staff that includes a director, two investigators and a clerical person. The staff processes all license applications, administers examinations with occasional assistance from board members on the oral and practical portions, investigates all formal complaints, holds compliance hearings when necessary and provides all general support services required by the board.

The Department of Consumer Protection reported expenditures attributable to the regulatory program for television and radio service persons as \$81,224 in FY 1979-80 and \$90,616 in FY 1980-81. Revenues generated through application and license fees totaled approximately \$56,000 in FY 1979-80 and \$54,500 in FY 1980-81.

The program review committee found the rationale for the existing regulatory system centers around the notion that consumers need to be protected from incompetent and unethical practitioners. In assessing the validity of this argument the program review committee examined the number and type of complaints that were filed against persons practicing the occupation. The committee found an unusually high number of documented complaints in comparison to other professions and occupations licensed in Connecticut. For example, during the the 1980-81 fiscal year, the Department of Consumer Protection received 363 complaints involving television and radio service persons while during a similar time period, it logged only 37 complaints involving plumbers, 65 involving heating contractors and 31 involving electricians.

The volume of complaints in the television and radio area led the committee to conclude that some form of regulation was necessary. Based on the complexity of the services provided the program review committee decided the typical consumer was not equipped to evaluate the credentials of those providing the service and a lesser form of regulation such as registration would not be in the best interest of the general public.

Therefore, the Legislative Program Review and Investigations Committee recommends that the present system of licensure be retained.

However, the program review committee was concerned about the low pass-rate on examinations administered by the Department of Consumer Protection in the television and radio area (57.1% in FY 1979-80 and 59.8% in FY 1980-81). In an effort to alleviate all concerns about the fairness of the exams and in order to be consistent with the committee's recommendations in its previous reviews of licensing programs within the Department of Consumer Protection, *the Legislative Program Review and Investigations Committee recommends the Department of Consumer Protection consider using a professional testing service to develop licensing examinations for television and radio service persons.*

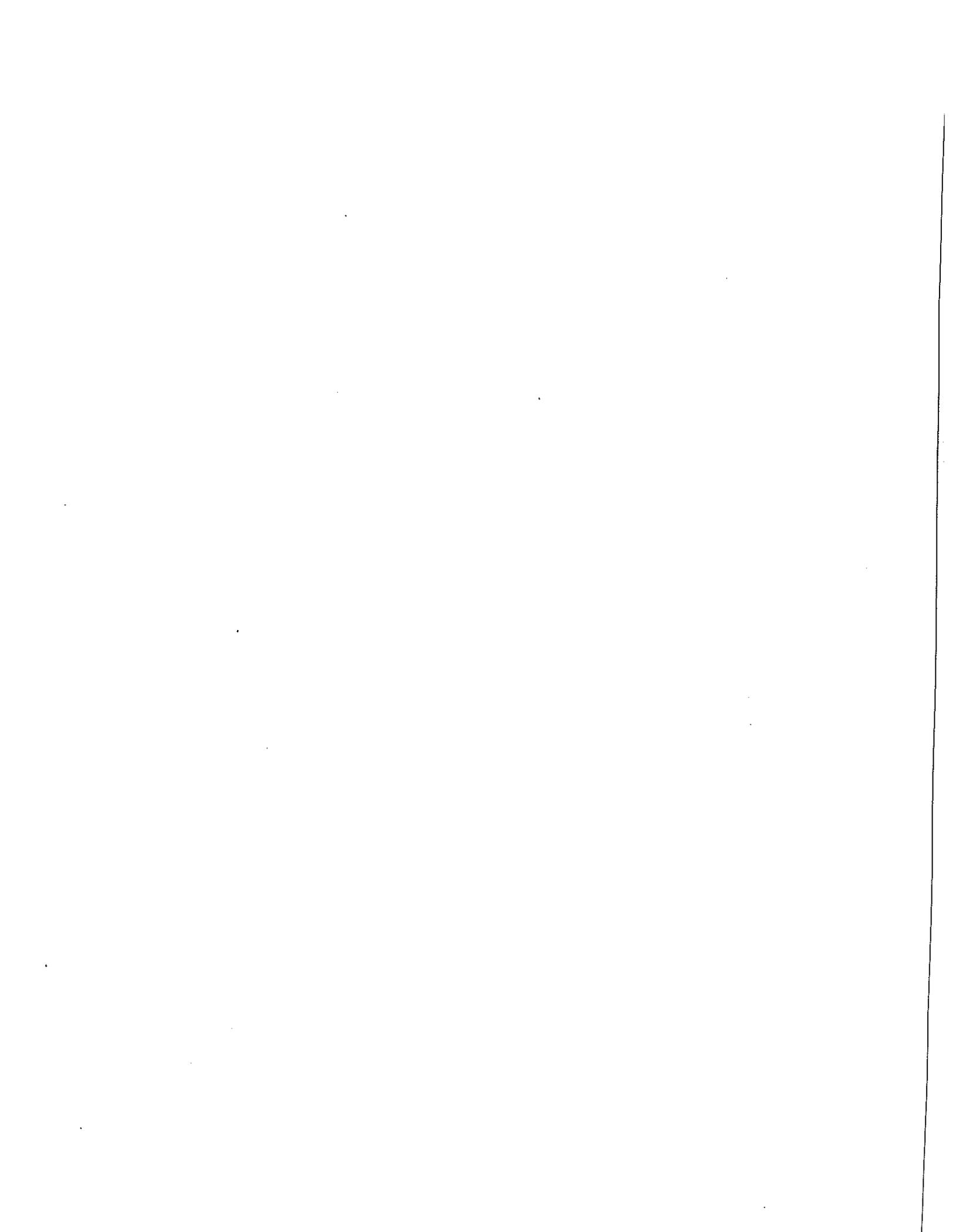
The committee found during its review that the system for licensing television and radio service persons is not financially self-supporting. Under the present licensing system, estimated expenditures exceeded revenues by approximately \$25,224 in FY 1979-80 and by approximately \$36,600 in FY 1980-81.

Therefore, the Legislative Program Review and Investigations Committee recommends raising licensing fees to cover the cost of regulation.

Unlike most of the regulatory boards in Connecticut, the Board of Television and Radio Examiners is assisted by a staff specialized in the area. This expertise means the board is not needed as a technical resource. The board's principal functions--judging the eligibility of licensure applicants whose qualifications cannot be clearly judged in relationship to the statutory criteria; monitoring complaints brought to the attention of the board; and conducting formal hearings on complaints--are all either already performed by or could easily be taken over by the staff. In fact, the program review committee found the current regulatory program has been running smoothly with the board meeting only every other month.

Based on the evidence indicating the Department of Consumer Protection has sufficient expertise on staff in this area and that the board's workload is so light that it only needs to

hold meetings about every other month, the Legislative Program Review and Investigations Committee recommends the Board of Television and Radio Service Examiners be terminated.



INTRODUCTION

Purpose and Authority

Chapter 28 of the Connecticut General Statutes provides for the periodic review of certain governmental entities and programs and for the termination or modification of those which do not significantly benefit the public health, safety, or welfare. This law was enacted in response to a legislative finding that a proliferation of governmental entities and programs had occurred without sufficient legislative oversight.

The authority for undertaking the initial review in this oversight process is vested in the Legislative Program Review and Investigations Committee. The committee is charged, under the provisions of Section 2c-3 of Chapter 28, with conducting a performance audit of each entity or program scheduled for termination. This audit must take into consideration, but is not limited to, the four criteria set forth in Section 2c-7. These criteria include: (1) whether termination of the entity or program would significantly endanger the public health, safety, or welfare; (2) whether the public could be adequately protected by another statute, entity, or program or by a less restrictive method of regulation; (3) whether the governmental entity or program produces any direct or indirect increase in the cost of goods or services and, if it does, whether the public benefits attributable to the entity or program outweigh the public burden of the increase in cost; and (4) whether the effective operation of the governmental entity or program is impeded by existing statutes, regulations or policies, including budgetary and personnel policies.

In addition to the criteria contained in Section 2c-7, the Legislative Program Review and Investigations Committee is required, when reviewing regulatory entities or programs, to consider, among other things: (1) the extent to which qualified applicants have been permitted to engage in any profession, occupation, trade, or activity regulated by the entity or program; (2) the extent to which the governmental entity involved has complied with federal and state affirmative action requirements; (3) the extent to which the governmental entity involved has recommended statutory changes which would benefit the public as opposed to the persons regulated; (4) the extent to which the governmental entity involved has encouraged public participation in the formulation of its regulations and policies; and (5) the manner in which the governmental entity involved has processed and resolved public complaints concerning persons subject to review.

Methodology

The Legislative Program Review and Investigations Committee's sunset review process is divided into three phases. The initial phase focuses on collecting quantitative and qualitative data related to each entity's background, purpose, powers, duties, costs and accomplishments. Several methods are used by committee members and staff to obtain this information. These include: (1) a review of statutes, transcripts of legislative hearings, entity records (e.g., minutes, complaint files, administrative reports, etc.), and data and statutes of other states; (2) staff observation of meetings held by each entity during the review period; (3) surveys of selected persons and groups associated with each entity; (4) formal and informal interviews of selected individuals serving on, staffing, affected by or knowledgeable about each entity; and (5) testimony received at public hearings.

During the second phase, the staff organizes the information into descriptive packages and presents it to the committee. The presentations take place in public sessions designed to prepare committee members for the hearings, identify options for exploration and alert entity officials to the issues the committee will pursue at the hearings.

The final step of the review involves committee members and staff following up on and clarifying issues raised at briefings and public hearings. During this period, the staff prepares decision papers and presents recommendations to the committee. The committee, in public sessions, then debates and votes upon recommendations for the continuation, termination or modification of each entity.

BACKGROUND

Legislative History

In 1965 the General Assembly created a state level regulatory program for the television service industry (P.A. 45). The act established a five-person board within the Department of Public Works with the power to implement a regulatory system for television service dealers, electronics technicians and apprentices, and to develop such rules and regulations as deemed necessary to carry out and enforce the licensing law.

The act exempted from license requirements governmental agencies, schools and instructors operating as part of an educational program, public service companies regulated by the Public Utilities Commission and manufacturers. There was no grandfather provision in the law. All nonexempt persons or firms providing television installation or repair services were required to meet the licensing criteria, including passing an exam, within two years.

In 1971 licensing categories for antenna technicians and radio electronics technicians were established, and the board's title was changed to the Board of Television and Radio Service Examiners (P.A. 528).

The 1975 session of the General Assembly transferred the board from the Department of Public Works to the Department of Consumer Protection. However, this transfer did not significantly alter the board's regulatory power. The real change with respect to the board's role came from the 1977 Executive Reorganization Act (P.A. 614). Under reorganization the board was stripped of virtually all its independent authority. Except for the power to actually suspend or revoke a license, the board's statutorily defined role became that of providing advice and assistance to the commissioner of consumer protection on matters pertaining to regulation of the television and radio service industry.

Structure

The board consists of five persons, two representing the industry and three public members. All members are appointed by the governor. During the review period, there was one vacancy among the public members.

The board is serviced by a four-person staff that includes a director, two investigators and a clerical person. The three

professionals are all state licensed electronics technicians. The staff processes all license applications, administers examinations with occasional assistance from board members on the oral and practical portions, investigates all formal complaints, holds compliance hearings when necessary and provides all general support services required by the board.

Since the Executive Reorganization Act became law, the staff has been directly responsible to the Department of Consumer Protection and not the board. A major result of this change has been that the two investigators are at times assigned to other boards within the department.

Purpose, Powers and Duties

The purpose of the Board of Television and Radio Service Examiners is to advise and assist the commissioner of consumer protection on safeguarding the public from incompetent, irresponsible and unethical television and radio service dealers and repair persons. To achieve this purpose the board is empowered to:

- authorize the Department of Consumer Protection to issue licenses and permits to qualified persons;
- advise and assist the commissioner of consumer protection on establishing qualifications for licensing technicians, apprentices and service dealers;
- advise and assist the commissioner on prescribing limitations and conditions governing employment of electronics technicians, the employment, training and supervision of apprentice technicians and conduct of apprenticeship programs;
- advise and assist the commissioner on effectuating means of eliminating irresponsible and inferior service methods and regulating unethical and financially unstable service dealers and repairpersons.
- prepare, with the consent of the commissioner, written, oral and practical examinations to determine the qualifications of persons who apply for licenses and permits;
- maintain a current record of persons holding licenses and permits;

- hold hearings in accordance with the regulations established by the commissioner;
- suspend or revoke any license or permit for cause; and
- advise and assist the commissioner on establishing regulations.

Fiscal Information

Expenditures reported by the Department of Consumer Protection that are attributable to the regulatory program for television and radio service persons are contained in Table II-1. The program's annual budget is prepared by the department and is not under the control of the board.

Table II-1. Expenditures for Regulation of Television and Radio Service Persons.

<u>Budget</u>	<u>FY 1979-80</u>	<u>FY 1980-81</u>	<u>FY 1981-82</u>
Board	\$ 87	\$ 319	\$ 70
Staff	71,487	78,952	70,950
O&E	7,904	8,145	9,000
Admin. Exp.	<u>1,746</u>	<u>3,200</u>	<u>3,500</u>
Total	\$81,224	\$90,616	\$83,520

Source: Department of Consumer Protection

It should be noted that the figures represent approximations of actual costs since separate budgets for specific boards are not maintained by the department. Also, the year-to-year differences in costs attributed to the staff and administrative expense categories are a result of a change in accounting procedures, not actual shifts in costs.

The program to regulate television and radio service persons generates revenue through application and license fees. Table II-2 shows the approximate revenues generated by the regulatory program during the 1979-80 and 1980-81 fiscal years.

Table II-2. Revenues Generated from Licensing Television
and Radio Service Persons.

<u>Year (FY)</u>	<u>Application Fees Received</u>	<u>License Fees Received</u>	<u>Total Revenue</u>
1979-80	\$1,000	\$55,000	\$56,000
1980-81	\$1,500	\$53,000	\$54,500

Source: Estimate based on data supplied by the Department
of Consumer Protection.

ACTIVITIES

The principal activities of the Board of Television and Radio Service Examiners include: evaluating the eligibility of licensure-applicants who are appealing a rejection by the staff or whose qualifications for a license cannot be clearly judged in relationship to the statutorily established criteria; monitoring consumer complaints brought to the attention of the board; and conducting formal hearings on consumer complaints not settled by consumer protection personnel. The board is assisted in all its activities by a four-person staff, which includes three professionals who are licensed electronics technicians and one clerical person.

The board meets every other month with four members usually in attendance. Table III-1 contains an approximation of the number of times during the 1979-80 and 1980-81 fiscal years the board was involved in discussions of topics ranging from approval of minutes to consumer complaints.

Table III-1. Topics Discussed at Board Meeting.

Fiscal Year	Housekeeping (Min., Exam Reports, Etc.)	Applicant Qualifi- cations	Regula- tions	Complaints			Other
				Operating w/o License	Consumer Initiated	Undeter- mined	
1980-81	30	16	2	15	9	4	11
1981-82	22	21	-	7	3	11	10

Source: Minutes of the Board of Television and Radio Service Examiners.

Licensing

The Board of Television and Radio Service Examiners has the responsibility to determine if an applicant meets all of the statutory and regulatory criteria to take an examination for a license. However, because of the objective nature of the criteria and the fact that the board usually meets only every other month, most of its authority in this area is delegated to the staff. Board members only review applications judged to be

beyond the decision-making power of the staff and applications of persons appealing a rejection by the staff. The number of applications per board meeting falling into this category generally ranges from two to four.

The board issues 15 different types of licenses and permits in 9 basic categories. For the most part, the categories distinguish between owners and technicians and between the television, radio and antenna service areas. Table III-2 shows each of the nine basic license or permit categories and the eligibility requirements for each. The permit categories differ from the license categories in that permit applicants are not required to have prior experience or to pass an examination. Further, permits are limited to persons who are going to work as apprentices or who will not directly service the public but will employ licensed persons to provide services to the public.

Table III-2. License and Permit Eligibility Requirements.

<u>Type of License for Permit</u>	<u>Experience</u>	<u>Pass Exam</u>	<u>Employ Licensed Technician</u>	<u>Employed by Licensed Person</u>
Service Dealer ¹	x	x		
Dealer Non-Technical (Permit)			x ²	
Electronic Technician	x ³	x		x
Apprentice Electronics Technician (Permit)				x
Master Antenna Dealer		x		
Service (Antenna) Dealer		x		
Antenna Technician		x		x
Radio Service Dealer ⁴	x	x		
Radio Technician	x	x		x

¹ Must meet same requirements as certified electronics technician including passing an identical examination.

² In lieu of employing licensed persons, license holder may let out work.

³ Four years of experience or a combination of education and experience equivalent to three years, with not less than one year of practical experience.

⁴ Must meet same requirements of a certified radio technician.

All of the license examinations consist of a written, an oral and a practical part. The staff drafts all the questions which are then reviewed by the board before being used in a licensing exam. The oral and practical portions are generally given simultaneously and are administered by the staff. Table III-3 shows the number of persons taking and passing television and radio licensing exams for the 1979-80 and 1980-81 fiscal years.

Table III-3. Examination Pass Rate.

<u>Fiscal Year</u>	<u>Number Taking Licensing Exam</u>	<u>Number Passing Licensing Exam</u>	<u>Pass Rate</u>
1979-80	91	52	57.1%
1980-81	117	70	59.8%

Source: Department of Consumer Protection.

Complaint Handling

Under the licensing law covering the television and radio service industry, the Department of Consumer Protection is responsible for conducting all investigations into complaints and determining if there is sufficient cause to request a hearing before the board. The board is responsible for conducting all hearings and has the sole authority to suspend or revoke a license.

Figure III-1 contains an outline of the basic complaint process that was in effect during the Legislative Program Review and Investigations Committee's review.

Figure III-1. Outline of Complaint Process.

<u>Sequence</u>	<u>Activity</u>	<u>Procedural Outcome</u>
Step 1	Department of Consumer Protection receives, logs and forwards written complaint to TV and Radio Service staff director.	

(Figure III-1 Outline Continued)

<u>Sequence</u>	<u>Activity</u>	<u>Procedural Outcome</u>
Step 2	Staff director categorizes numbers and assigns complaint to a staff investigator.	
Step 3	Staff investigator contacts all parties to the complaint, obtains facts, determines if complaint is within the department's jurisdiction and if it has merit.	a) Terminated 1) no jurisdiction 2) no merit 3) resolved by parties b) Continued to next step
Step 4	If the parties fail to resolve the complaint and it is jurisdictional, an informal hearing, presided over by the staff director, is held.	a) Terminated 1) no merit 2) resolved by parties b) Continued to next step
Step 5	If the complaint is not resolved through the informal process, then a formal hearing is held before the board.	a) Terminated 1) resolved by parties 2) no merit 3) license suspended or revoked

Table III-4 shows the number of complaints received during the 1980-81 and 1981-82 fiscal years. As might be expected, the television category contained the largest number of complaints, approximately 67 percent of the total for both the 1980-81 and 1981-82 fiscal years.

Table III-4. Number of Complaints Received.

<u>Category</u>	<u>FY 1980-81</u>	<u>FY 1981-82</u>
Television	243	186
Radio/Stereo	102	64
Auto Radio/Stereo	16	20
Antennas	1	1
Record Players	1	6
Total	363	277

Source: Department of Consumer Protection.

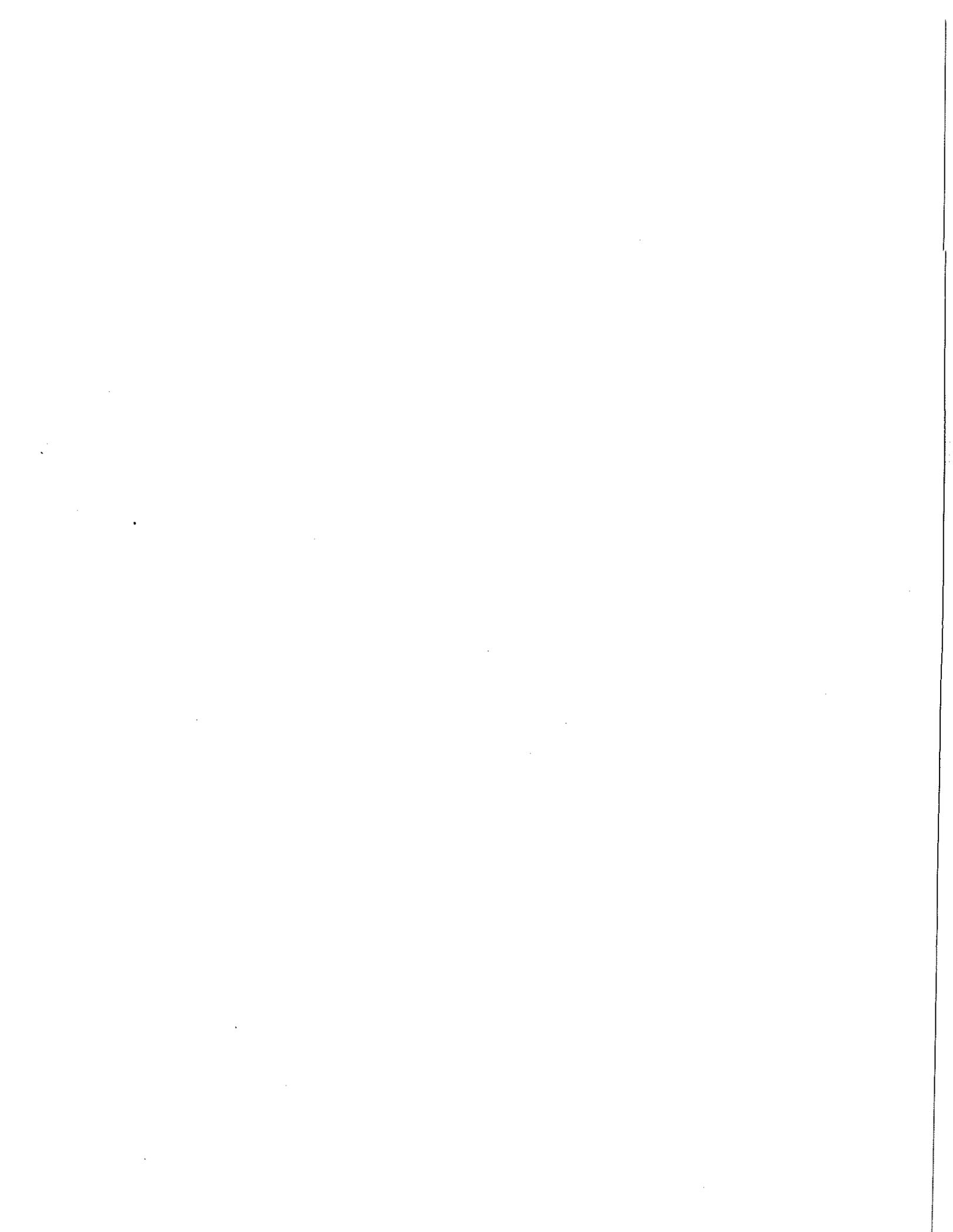
Table III-5 depicts the distribution of complaints by type of complaint. Clearly the two most common complaints were faulty repair and delay of repair. The discrepancy between the complaint totals listed in Table III-4 and the totals in Table III-5 is due to the fact that some filed complaints involve more than one type of complaint.

Table III-5. Nature of Complaints.

<u>Category</u>	<u>FY 1980-81</u>	<u>FY 1981-82</u>
Faulty repairs	110	66
Delay of repair	108	128
Charges	29	33
Repeated repairs	28	21
Other	<u>97</u>	<u>57</u>
Total	373	305

Source: Department of Consumer Protection.

During the 1980-81 fiscal year the board held four formal hearings. It suspended three licenses and revoked one. However, it should be noted the emphasis throughout the complaint process is on having the involved parties reach a settlement.



ANALYSIS AND RECOMMENDATIONS

The Legislative Program Review and Investigations Committee's sunset review of the Board of Television and Radio Service Examiners focused on two issues: the need for regulation in this service industry and the need to continue the board.

Need for Regulation

Connecticut regulates the television and radio service industry by licensing all service providers except apprentices and by requiring all service dealers (owners) to either demonstrate competence through an examination or to employ persons who have demonstrated competence through such means. In total, the state issued new or renewed licenses or registrations in 15 different categories to 2,783 individuals during FY 1980-81.

The program review committee found the rationale for the existing regulatory system centers around the notion that consumers need to be protected from incompetent and unethical practitioners. This protection is provided by giving the state the power to limit entry into the occupation and to impose sanctions on persons practicing the occupation who are found in violation of Connecticut statutes and regulations.

In assessing the validity of this argument, the program review committee examined the number and type of complaints that were filed against persons practicing the occupation. The committee found an unusually high number of documented complaints in comparison to other professions and occupations licensed in Connecticut. For example, during the 1980-81 fiscal year, the Department of Consumer Protection received 363 complaints involving television and radio service persons while during a similar time period, it logged only 37 complaints involving plumbers, 65 involving heating contractors and 81 involving electricians. The volume of complaints in the television and radio area led the committee to conclude that some form of regulation was necessary.

The committee considered whether a less restrictive form of regulation could be employed. Based on the complexity of the services provided the program review committee decided the typical consumer was not equipped to evaluate the credentials of those providing the service and a lesser form of regulation such as registration would not be in the best interest of the general public.

Therefore, the Legislative Program Review and Investigations Committee recommends that the present system of licensure be retained.

However, the program review committee was concerned about the low pass-rate on examinations administered by the Department of Consumer Protection in the television and radio area (57.1 percent in FY 1979-80 and 59.8 percent in FY 1980-81). In an effort to alleviate all concerns about the fairness of the exams and in order to be consistent with the committee's recommendations in its previous reviews of licensing programs within the Department of Consumer Protection, *the Legislative Program Review and Investigations Committee recommends the Department of Consumer Protection consider using a professional testing service to develop licensing examinations for television and radio service persons.*

The committee found during its review that the system for licensing television and radio service persons is not financially self-supporting. Under the present licensing system, estimated expenditures exceeded revenues by approximately \$25,224 in FY 1979-80 and by approximately \$36,600 in FY 1980-81.

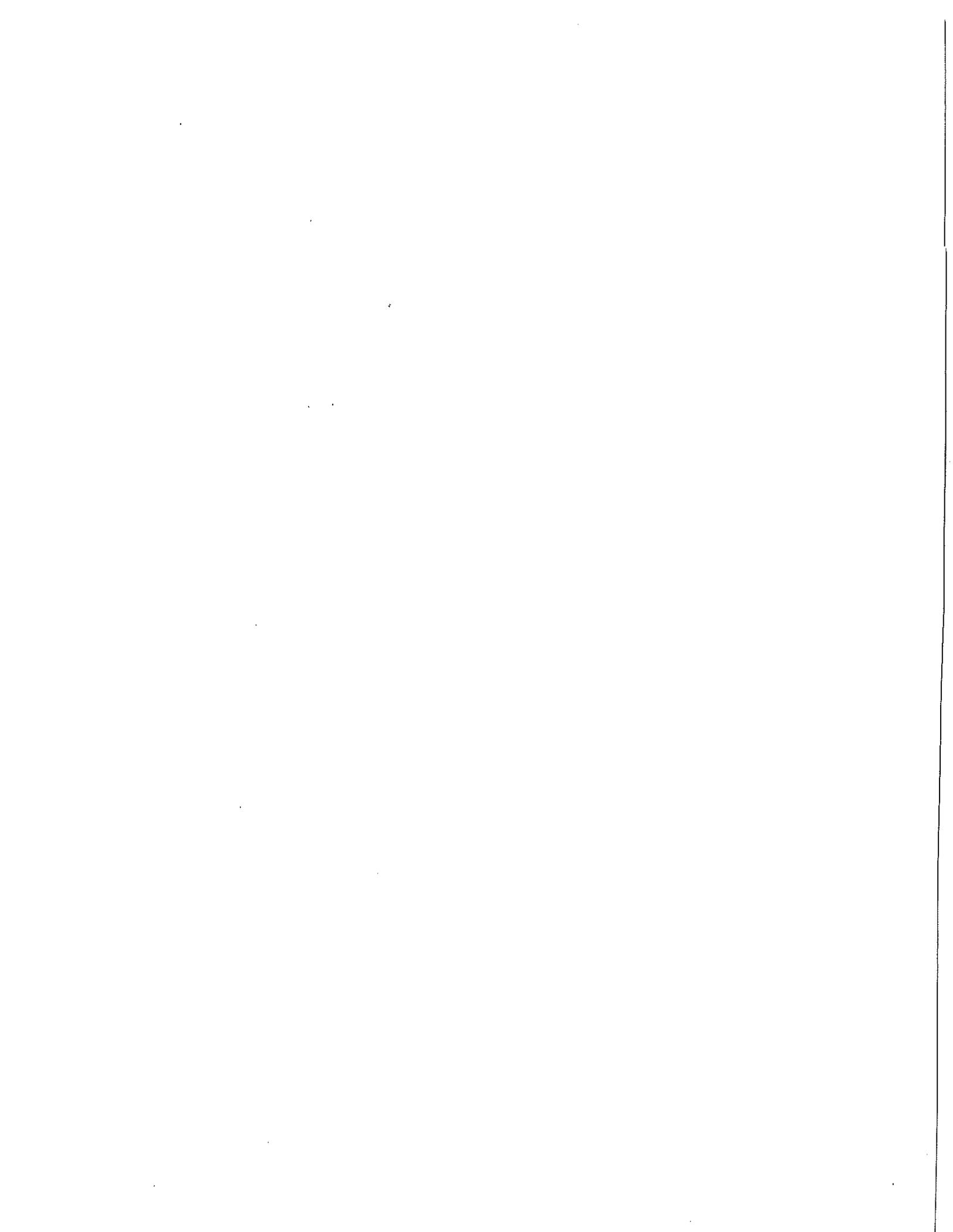
Therefore, the Legislative Program Review and Investigations Committee recommends raising licensing fees to cover the cost of regulation.

Need for Continuing the Board

Unlike most of the regulatory boards in Connecticut, the Board of Television and Radio Examiners is assisted by a staff specialized in the area. All three of the professional staff assigned to the board--the administrator and the two investigators--are licensed. This expertise means the board is not needed as a technical resource. The board's principal functions--judging the eligibility of applicants for licensure whose qualifications cannot be clearly judged in relationship to the statutory criteria, monitoring complaints brought to the attention of the board and conducting formal hearings on complaints--are all either already performed by or could easily be taken over by the staff. In fact, the program review committee found the current regulatory program has been running smoothly with the board meeting only every other month.

Based on the fact the evidence indicated the Department of Consumer Protection has sufficient expertise on staff in this area and that the board's workload is so light that it only needs to hold meetings about every other month, *the Legislative Program Review and Investigations Committee recommends the Board of Television and Radio Service Examiners be terminated.*

APPENDICES



APPENDIX A

BOARD OF TELEVISION AND RADIO SERVICE EXAMINERS

STATUTORY REF: C.G.S. Sec. 20-342 - Sec. 20-357a

ESTABLISHED: 1965 (P.A. 517)

ORGANIZATIONAL LOCATION: Department of Consumer Protection

PURPOSE: To advise and assist the commissioner of consumer protection on safeguarding the public from incompetent, irresponsible and unethical television and radio service dealers and repairmen

POWERS AND DUTIES:

- To authorize the department to issue licenses and permits to qualified persons
- To advise and assist the commissioner on establishing qualifications for licensing technicians, apprentices and service dealers
- To advise and assist the commissioner on prescribing limitations and conditions governing employment of certified electronics technicians and the employment, training and supervision of apprentice technicians and conduct of apprenticeship programs
- To advise and assist the commissioner on effectuating means of eliminating irresponsible and inferior service methods and regulating unethical and financially unstable service dealers and repairmen
- To prepare, with the consent of the commissioner, written, oral and practical examinations to determine the qualifications of persons who apply for licenses and permits
- To maintain a current record of persons holding licenses and permits
- To hold hearings in accordance with the regulations established by the commissioner
- To suspend or revoke any license or permit for cause
- To advise and assist the commissioner on establishing regulations

BOARD COMPOSITION: Five members (appointed by the governor)

- Two licensed members
- Three public members

STAFF: Four

<u>BUDGET:</u>	<u>FY 1979-80</u>	<u>FY 1980-81</u>	<u>FY 1981-82</u>
Board	\$ 87	\$ 319	\$ 70
Staff	71,487	78,952	70,950
O & E	7,904	8,145	9,000
Adm. Exp.	<u>1,746</u>	<u>3,200</u>	<u>3,500</u>
Total	\$81,224	\$90,616	\$83,520

REVENUE GENERATED:

<u>Year</u>	<u>Application Fees Received</u>	<u>License Fees Received</u>	<u>Total Revenue</u>
1979-80	\$1,000	\$55,000	\$56,000
1980-81	\$1,500	\$53,000	\$54,000

	<u>FY 1980-81</u>	<u>FY 1981-82</u>
<u>NUMBER OF BOARD MEETINGS</u>	6	6
<u>AVERAGE ATTENDANCE</u>	4	4

COMPLAINTS:

	<u>Number of Complaints</u>	
<u>Category</u>	<u>FY 1980-81</u>	<u>FY 1981-82</u>
Television	243	186
Radio/Stereo	102	64
Auto Radio/Stereo	16	20
Antennas	1	1
Record Players	<u>1</u>	<u>6</u>
Total	363	277

<u>Category</u>	<u>Type of Complaints</u>	
	<u>FY 1980-81</u>	<u>FY 1981-82</u>
Faulty repairs	110	66
Delay of repair	108	128
Charges	29	33
Repeated repairs	28	21
Other ¹	<u>97</u>	<u>57</u>
Total	373 ²	305 ²

¹ Includes sales, warranty and estimate problems.

² Discrepancies with the number filed due to multiple problems in some complaints.

LICENSE REQUIREMENTS:

<u>Type of License</u>	<u>Experience</u>	<u>Pass Exam</u>	<u>Employ Licensed Technician</u>	<u>Employed by Licensed Person</u>
Service Dealer ¹	x	x	x ²	
Dealer Non-Technical Electronic Technician	x ³	x		x
Apprentice Electronics Technician				x
Master Antenna Dealer		x		
Service (Antenna) Dealer		x		
Antenna Technician		x		
Radio Service Dealer ⁴		x		x
Radio Technician		x		

¹ Must meet same requirements as certified electronics technician including passing an identical examination

² In lieu of employing licensed persons, license holder may let out work

³ Four years of experience or a combination of education and experience equivalent to three years, with not less than one year of practical experience

⁴ Must meet same requirements as a certified radio technician

SURVEY OF COMPLAINANTS

BOARD OF TELEVISION AND RADIO SERVICE EXAMINERS

1. What type of equipment did your complaint involve? (circle one)
- 13 television
1 radio
2 phonograph or tape recorder
4 other (specify)
2. What was your complaint about? (circle one)
- 9 cost of parts and services
6 poor quality of workmanship or damage to property
4 slowness of service
2 property lost or not returned
2 other
3. Did you experience any difficulty in learning where to register your complaint?
- 4 yes 15 no 3 no response
4. Did the TV and Radio Service Board or its staff:
- a. respond promptly to your complaint?
- 18 yes 4 no no response
- b. thoroughly and adequately investigate your complaint?
- 14 yes 6 no 2 no response
- c. maintain communication with you to determine if your complaint was resolved?
- 14 yes 6 no 2 no response
- d. give you an adequate chance to express your views?
- 18 yes 4 no no response
- e. adequately explain its findings?
- 13 yes 8 no 1 no response
5. Were you satisfied with how the board or its staff handled your complaint?
- 12 yes 10 no no response
6. Do you think the board effectively protects the public against service-persons who are incompetent or fraudulent?
- 8 yes 12 no 2 no response

APPENDIX C

Legislative Changes Needed to Implement Legislative Program Review and Investigations Committee Recommendations

- Repeal Sections 20-343, 20-344 and 20-345 of the Connecticut General Statutes.
- Amend Section 20-342 and Sections 20-346 through 20-354 to transfer all powers and duties from the Board of Television and Radio Service Examiners to the Department of Consumer Protection.
- Amend Section 20-349 to allow license fees to increase to a level sufficient to support the cost of administering Chapter 394 of the Connecticut General Statutes.
- Amend Section 20-353 of the Connecticut General Statutes to encourage the Department of Consumer Protection to use professional testing services to construct examinations used to determine whether a person can be licensed in the television and radio service industry.

