

## MINISTRY OF CONSUMER SERVICES

The ministry plays a lead role in strengthening consumer protection and public safety. It is responsible for many of the Province's consumer protection programs, either directly or through oversight of delegated administrative authorities. In the area of public safety, the ministry oversees the Technical Standards and Safety Authority and the Electrical Safety Authority. Ministry staff continually review the regulatory environment businesses face in order to streamline the system and remove unnecessary barriers. The ministry devotes resources to ensuring consumers are well protected and informed about their rights. Ministry staff work in partnership with industry and key stakeholders on government policies and information campaigns to strengthen public safety.

The ministry is also responsible for the Alcohol and Gaming Commission of Ontario (AGCO). The AGCO is responsible for the administration and enforcement of the regulatory framework which governs the liquor and gaming industries (including casino gaming, charitable gaming and lotteries conducted by the Ontario Lottery and Gaming Corporation) in Ontario. In administering the *Liquor Licence Act* and the *Gaming Control Act*, the AGCO is required to exercise its powers and duties in the public interest and with the principles of honesty, integrity and social responsibility. The AGCO also sets and enforces standards to safeguard public confidence in these sectors, where the risks of illegal activity and risks to public safety are significant.

### MINISTRY PROGRAM SUMMARY

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VOTE PROGRAM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>OPERATING EXPENSE</b>				
3101 Consumer Services Program	59,756,900	54,825,400	4,931,500	57,206,316
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>	<b>59,756,900</b>	<b>54,825,400</b>	<b>4,931,500</b>	<b>57,206,316</b>
Statutory Appropriations	66,014	66,014	-	86,108
Ministry Total Operating Expense	59,822,914	54,891,414	4,931,500	57,292,424
<b>OPERATING ASSETS</b>				
3101 Consumer Services Program	1,000	1,000	-	-
<b>TOTAL OPERATING ASSETS TO BE VOTED</b>	<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
Ministry Total Operating Assets	1,000	1,000	-	-

## MINISTRY PROGRAM SUMMARY

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VOTE PROGRAM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>CAPITAL EXPENSE</b>				
3101 Consumer Services Program	2,000	2,000	-	-
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>	<b>2,000</b>	<b>2,000</b>	<b>-</b>	<b>-</b>
Statutory Appropriations	129,000	23,000	106,000	-
Ministry Total Capital Expense	131,000	25,000	106,000	-
<b>CAPITAL ASSETS</b>				
3101 Consumer Services Program	652,000	200,000	452,000	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>	<b>652,000</b>	<b>200,000</b>	<b>452,000</b>	<b>-</b>
Ministry Total Capital Assets	652,000	200,000	452,000	-
<b>Ministry Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets)</b>	<b>59,953,914</b>	<b>54,916,414</b>	<b>5,037,500</b>	<b>57,292,424</b>

**CONSUMER SERVICES PROGRAM - VOTE 3101**

This program supports consumer protection and public safety in Ontario by: ensuring effective compliance strategies; modernizing the business and consumer protection regulatory environment; providing oversight to ensure effective governance, accountability and relationship management with respect to the Alcohol and Gaming Commission of Ontario; and maintaining a modern regulatory and legal environment that protects Ontarians, generates confidence and promotes economic growth.

**VOTE SUMMARY**

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<b>ITEM #</b>	<b>ITEM</b>	<b>Estimates 2010-11</b>	<b>Estimates 2009-10</b>	<b>Difference Between 2010-11 and 2009-10</b>	<b>Actual 2008-09</b>
<b>OPERATING EXPENSE</b>					
6	Consumer Services	59,756,900	54,825,400	4,931,500	57,206,316
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>59,756,900</b>	<b>54,825,400</b>	<b>4,931,500</b>	<b>57,206,316</b>
S	Minister's Salary, the <i>Executive Council Act</i>	47,841	47,841	-	49,301
S	Parliamentary Assistant's Salary, the <i>Executive Council Act</i>	16,173	16,173	-	16,667
S	Bad Debt Expense, the <i>Financial Administration Act</i>	2,000	2,000	-	20,140
Total Statutory Appropriations		66,014	66,014	-	86,108
<b>Total Operating Expense</b>		<b>59,822,914</b>	<b>54,891,414</b>	<b>4,931,500</b>	<b>57,292,424</b>
<b>OPERATING ASSETS</b>					
2	Consumer Services	1,000	1,000	-	-
<b>TOTAL OPERATING ASSETS TO BE VOTED</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
<b>Total Operating Assets</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>

**VOTE SUMMARY**  
(**\$**)

ITEM #	ITEM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>CAPITAL EXPENSE</b>					
3	Consumer Services	2,000	2,000	-	-
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>		<b>2,000</b>	<b>2,000</b>	<b>-</b>	<b>-</b>
S	Amortization, the <i>Financial Administration Act</i>	129,000	23,000	106,000	-
Total Statutory Appropriations		129,000	23,000	106,000	-
<b>Total Capital Expense</b>		<b>131,000</b>	<b>25,000</b>	<b>106,000</b>	<b>-</b>
<b>CAPITAL ASSETS</b>					
4	Consumer Services	652,000	200,000	452,000	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>		<b>652,000</b>	<b>200,000</b>	<b>452,000</b>	<b>-</b>
<b>Total Capital Assets</b>		<b>652,000</b>	<b>200,000</b>	<b>452,000</b>	<b>-</b>

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
	<b>OPERATING EXPENSE</b>		
3101-6	Consumer Services		
	Salaries and wages		51,314,200
	Employee benefits		8,205,900
	Transportation and communication		2,755,600
	Services		17,805,800
	Supplies and equipment		1,720,800
	Transfer payments		
	Grants in Support of Consumer Services		5,000
	Subtotal		81,807,300
	Less: Recoveries		22,050,400
	<b>Total Operating Expense to be Voted</b>		<b>59,756,900</b>

*Sub-Items:**Ministry Administration*

Salaries and wages	2,822,500	
Employee benefits	361,700	
Transportation and communication	129,700	
Services	4,007,000	
Supplies and equipment	140,100	7,461,000

*Consumer Services*

Salaries and wages	9,214,700	
Employee benefits	1,253,200	
Transportation and communication	529,300	
Services	3,493,500	
Supplies and equipment	93,200	
Transfer payments		
Grants in Support of Consumer Services	5,000	
Subtotal	14,588,900	
Less: Recoveries	265,000	14,323,900

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
<b>OPERATING EXPENSE</b>			
<i>Alcohol and Gaming Commission of Ontario</i>			
	Salaries and wages	39,277,000	
	Employee benefits	6,591,000	
	Transportation and communication	2,096,600	
	Services	10,305,300	
	Supplies and equipment	1,487,500	
	Subtotal	59,757,400	
	Less: Recoveries	21,785,400	37,972,000
	<b>Total Operating Expense to be Voted</b>		<b>59,756,900</b>
<b>Statutory Appropriations</b>			
S	Minister's Salary, the <i>Executive Council Act</i>		47,841
S	Parliamentary Assistant's Salary, the <i>Executive Council Act</i>		16,173
	Other transactions		
S	Bad Debt Expense, the <i>Financial Administration Act</i>		2,000
	<b>Total Operating Expense for Consumer Services Program</b>		<b>59,822,914</b>
<b>OPERATING ASSETS</b>			
3101-2	Consumer Services		
	Deposits and prepaid expenses		1,000
	<b>Total Operating Assets to be Voted</b>		<b>1,000</b>
	<b>Total Operating Assets for Consumer Services Program</b>		<b>1,000</b>

## CONSUMER SERVICES PROGRAM - VOTE 3101, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>CAPITAL EXPENSE</b>		
3101-3	Consumer Services	
	Other transactions	2,000
	<b>Total Capital Expense to be Voted</b>	<b>2,000</b>
<b>Statutory Appropriations</b>		
	Other transactions	
S	Amortization, the <i>Financial Administration Act</i>	129,000
	<b>Total Capital Expense for Consumer Services Program</b>	<b>131,000</b>
<b>CAPITAL ASSETS</b>		
3101-4	Consumer Services	
	Information technology hardware	651,000
	Land and marine fleet	1,000
	<b>Total Capital Assets to be Voted</b>	<b>652,000</b>
	<b>Total Capital Assets for Consumer Services Program</b>	<b>652,000</b>

**RECONCILIATION TO PREVIOUSLY PUBLISHED DATA**

<b>OPERATING EXPENSE</b>	<b>Estimates 2009-10 \$</b>	<b>Actual 2008-09 \$</b>
Government Reorganization		
Transfer of functions from other Ministries	54,891,414	57,292,424
<b>Restated Total Operating Expense</b>	<b>54,891,414</b>	<b>57,292,424</b>

\*Total Operating Expense includes Statutory Appropriations, Special Warrants and total operating expense to be voted. The 2008-09 Actuals are adjusted to reflect new Ministry structure(s) in 2009-10.

<b>OPERATING ASSETS</b>	<b>Estimates 2009-10 \$</b>	<b>Actual 2008-09 \$</b>
Government Reorganization		
Transfer of functions from other Ministries	1,000	-
<b>Restated Total Operating Assets</b>	<b>1,000</b>	<b>-</b>

\*Total Operating Assets includes Statutory Appropriations, Special Warrants and total operating assets to be voted. Figure for 2008-09 Actual is from Public Accounts.



**RECONCILIATION TO PREVIOUSLY PUBLISHED DATA**

<b>CAPITAL EXPENSE</b>	<b>Estimates 2009-10 \$</b>	<b>Actual 2008-09 \$</b>
Government Reorganization		
Transfer of functions from other Ministries	25,000	-
<b>Restated Total Capital Expense</b>	<b>25,000</b>	<b>-</b>

\*Total Capital Expense includes Statutory Appropriations, Special Warrants and total capital expense to be voted. The 2008-09 Actuals are adjusted to reflect new Ministry structure(s) in 2009-10.

<b>CAPITAL ASSETS</b>	<b>Estimates 2009-10 \$</b>	<b>Actual 2008-09 \$</b>
Government Reorganization		
Transfer of functions from other Ministries	200,000	-
<b>Restated Total Capital Assets</b>	<b>200,000</b>	<b>-</b>

\*Total Capital Assets includes Statutory Appropriations, Special Warrants and total capital assets to be voted. Figure for 2008-09 Actual is from Public Accounts.