

## MINISTRY OF GOVERNMENT SERVICES

The Ministry of Government Services (MGS) provides services to ministries across the Ontario Public Sector (OPS) and to the public, working enterprise-wide to transform and improve government services. The long-term vision of the ministry is to deliver modern government services that are simpler, faster, and easier to use. MGS is also working to ensure it has a more connected, diverse and inclusive workforce. This vision will be achieved through the ministry's four priorities: transforming and improving government services, making the Ontario Public Service an employer of first choice; delivering on government results and fiscal priorities; and providing Ontarians with reliable, easy access to improved cost-effective government services.

### 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>				
1801 Ministry Administration Program	73,632,700	76,835,500	(3,202,800)	40,021,737
1807 Employee and Pensioner Benefits (Employer Share) Program	662,312,600	625,409,000	36,903,600	648,665,001
1808 Human Resources Services Program	133,760,500	130,456,700	3,303,800	111,818,788
1811 Enterprise Business Services Program	329,900,800	277,804,400	52,096,400	275,258,455
1812 Agencies, Boards, Commissions and Tribunals	4,127,400	4,088,300	39,100	4,132,663
1814 ServiceOntario Program	269,911,900	268,169,700	1,742,200	259,668,294
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>	<b>1,473,645,900</b>	<b>1,382,763,600</b>	<b>90,882,300</b>	<b>1,339,564,938</b>
Statutory Appropriations	741,254,814	648,582,014	92,672,800	453,930,125
Ministry Total Operating Expense	2,214,900,714	2,031,345,614	183,555,100	1,793,495,063
Net Consolidation Adjustment - Employee and Pensioner Benefits	(30,000,000)	(30,000,000)	-	(52,183,315)
Other Adjustments - Non-cash Actuarial Adjustment for Pensions and Retiree Benefits	(8,061,400)	(54,700,000)	46,638,600	-
<b>Total Including Consolidation &amp; Other Adjustments</b>	<b>2,176,839,314</b>	<b>1,946,645,614</b>	<b>230,193,700</b>	<b>1,741,311,748</b>
<b>OPERATING ASSETS</b>				
1811 Enterprise Business Services Program	11,001,000	13,501,000	(2,500,000)	10,387,663
<b>TOTAL OPERATING ASSETS TO BE VOTED</b>	<b>11,001,000</b>	<b>13,501,000</b>	<b>(2,500,000)</b>	<b>10,387,663</b>
Ministry Total Operating Assets	11,001,000	13,501,000	(2,500,000)	10,387,663

## 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>				
1801 Ministry Administration Program	1,325,300	1,901,000	(575,700)	1,595,481
1808 Human Resources Services Program	-	7,654,000	(7,654,000)	630,971
1811 Enterprise Business Services Program	15,990,900	250,760,300	(234,769,400)	164,977,092
1814 ServiceOntario Program	4,801,000	6,001,000	(1,200,000)	1,355,171
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>	<b>22,117,200</b>	<b>266,316,300</b>	<b>(244,199,100)</b>	<b>168,558,715</b>
Statutory Appropriations	5,433,500	35,000	5,398,500	-
Ministry Total Capital Expense	27,550,700	266,351,300	(238,800,600)	168,558,715
<b>CAPITAL ASSETS</b>				
1801 Ministry Administration Program	1,000	1,000	-	-
1811 Enterprise Business Services Program	199,038,300	210,452,000	(11,413,700)	-
1814 ServiceOntario Program	16,280,100	1,000	16,279,100	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>	<b>215,319,400</b>	<b>210,454,000</b>	<b>4,865,400</b>	<b>-</b>
Ministry Total Capital Assets	215,319,400	210,454,000	4,865,400	-
<b>Ministry Total Operating and Capital Including Consolidation and Other Adjustments (not including Assets)</b>	<b>2,204,390,014</b>	<b>2,212,996,914</b>	<b>(8,606,900)</b>	<b>1,909,870,463</b>

## MINISTRY ADMINISTRATION PROGRAM - VOTE 1801

The Ministry Administration program provides administrative and support services to enable the ministry to deliver results for the government's objectives and fiscal priorities. Its functions include financial management, human resources, accommodations and facilities management, information and information technology (I&IT), legal, communications, planning and results monitoring. The program assists and supports ministry program areas in achieving their business goals.

## VOTE SUMMARY

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ITEM #	ITEM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>OPERATING EXPENSE</b>					
1	Ministry Administration	62,656,100	65,892,300	(3,236,200)	28,891,278
5	Government Services Delivery Cluster	10,976,600	10,943,200	33,400	11,130,459
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>73,632,700</b>	<b>76,835,500</b>	<b>(3,202,800)</b>	<b>40,021,737</b>
S	Bad Debt Expense, the <i>Financial Administration Act</i>	1,000	1,000	-	-
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
Total Statutory Appropriations		65,014	65,014	-	65,968
<b>Total Operating Expense</b>		<b>73,697,714</b>	<b>76,900,514</b>	<b>(3,202,800)</b>	<b>40,087,705</b>
<b>CAPITAL EXPENSE</b>					
4	Ministry Administration	1,325,300	1,901,000	(575,700)	1,595,481
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>		<b>1,325,300</b>	<b>1,901,000</b>	<b>(575,700)</b>	<b>1,595,481</b>
S	Amortization, the <i>Financial Administration Act</i>	1,000	1,000	-	-
Total Statutory Appropriations		1,000	1,000	-	-
<b>Total Capital Expense</b>		<b>1,326,300</b>	<b>1,902,000</b>	<b>(575,700)</b>	<b>1,595,481</b>
<b>CAPITAL ASSETS</b>					
6	Ministry Administration	1,000	1,000	-	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>
<b>Total Capital Assets</b>		<b>1,000</b>	<b>1,000</b>	<b>-</b>	<b>-</b>

## MINISTRY ADMINISTRATION PROGRAM - VOTE 1801, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
<b>OPERATING EXPENSE</b>			
1801-1	Ministry Administration		
	Salaries and wages		14,005,700
	Employee benefits		1,700,000
	Transportation and communication		510,700
	Services		45,849,300
	Supplies and equipment		590,400
	<b>Total Operating Expense to be Voted</b>		<b>62,656,100</b>
<i>Sub-Items:</i>			
<i>Main Office</i>			
	Salaries and wages	1,784,900	
	Employee benefits	221,100	
	Transportation and communication	63,700	
	Services	287,400	
	Supplies and equipment	55,300	2,412,400
<i>Financial and Administrative Services</i>			
	Salaries and wages	7,985,300	
	Employee benefits	947,100	
	Transportation and communication	301,500	
	Services	6,140,800	
	Supplies and equipment	187,500	15,562,200
<i>Legal Services</i>			
	Salaries and wages	76,300	
	Employee benefits	5,000	
	Transportation and communication	54,600	
	Services	7,686,100	
	Supplies and equipment	149,500	7,971,500
<i>Audit Services</i>			
	Services	1,400,000	1,400,000

## MINISTRY ADMINISTRATION PROGRAM - VOTE 1801, 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>Communications Services</i>		
	Salaries and wages	2,578,400	
	Employee benefits	346,800	
	Transportation and communication	54,900	
	Services	30,316,400	
	Supplies and equipment	171,700	33,468,200
	<i>Human Resources</i>		
	Salaries and wages	1,580,800	
	Employee benefits	180,000	
	Transportation and communication	36,000	
	Services	18,600	
	Supplies and equipment	26,400	1,841,800
	<b>Total Operating Expense to be Voted</b>		<b>62,656,100</b>
	<b>Statutory Appropriations</b>		
	Other transactions		
S	Bad Debt Expense, the <i>Financial Administration Act</i>		1,000
	<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
1801-5	Government Services Delivery Cluster		
	Salaries and wages		29,427,400
	Employee benefits		4,602,600
	Transportation and communication		754,600
	Services		151,537,100
	Supplies and equipment		1,503,100
	Subtotal		187,824,800
	Less: Recoveries		176,848,200
	<b>Total Operating Expense to be Voted</b>		<b>10,976,600</b>
	<b>Total Operating Expense for Ministry Administration Program</b>		<b>73,697,714</b>

## MINISTRY ADMINISTRATION PROGRAM - VOTE 1801, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>CAPITAL EXPENSE</b>		
1801-4	Ministry Administration	
	Services	1,324,300
	Other transactions	
	Loss on asset disposal	1,000
	<b>Total Capital Expense to be Voted</b>	<b>1,325,300</b>
<b>Statutory Appropriations</b>		
	Other transactions	
S	Amortization, the <i>Financial Administration Act</i>	1,000
	<b>Total Capital Expense for Ministry Administration Program</b>	<b>1,326,300</b>
<b>CAPITAL ASSETS</b>		
1801-6	Ministry Administration	
	Land and marine fleet	1,000
	<b>Total Capital Assets to be Voted</b>	<b>1,000</b>
	<b>Total Capital Assets for Ministry Administration Program</b>	<b>1,000</b>

**EMPLOYEE AND PENSIONER BENEFITS (EMPLOYER SHARE) PROGRAM - VOTE 1807**

The Employee and Pensioner Benefits Program, which is related to the Province's share of public service payroll-related benefits, is centralized in the Ministry of Government Services. HROntario sponsors the plan and provides policy direction; Ontario Shared Services provides transactional processing. Employee and Pensioner Benefits contributes to making the Ontario Public Service an employer of first choice.

**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>					
1	Employee and Pensioner Benefits (Employer Share)	662,312,600	625,409,000	36,903,600	648,665,001
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>662,312,600</b>	<b>625,409,000</b>	<b>36,903,600</b>	<b>648,665,001</b>
S	Prior Period Obligations and Actuarial Adjustments, the <i>Financial Administration Act</i>	728,372,800	634,700,000	93,672,800	444,664,400
Total Statutory Appropriations		728,372,800	634,700,000	93,672,800	444,664,400
<b>Total Operating Expense</b>		<b>1,390,685,400</b>	<b>1,260,109,000</b>	<b>130,576,400</b>	<b>1,093,329,401</b>

## EMPLOYEE AND PENSIONER BENEFITS (EMPLOYER SHARE) PROGRAM - VOTE 1807, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
	<b>OPERATING EXPENSE</b>		
1807-1	Employee and Pensioner Benefits (Employer Share)		
	Employee benefits		
	Legislative Severance	58,580,200	
	Public Service Supplementary Plan	8,699,100	
	Ontario Public Service Employees' Union Pension Plan	166,060,500	
	Public Service Pension Plan	244,381,100	
	Provincial Judges' Benefits Fund	25,623,000	
	Canada Pension Plan	150,592,200	
	Employment Insurance	63,916,100	
	Group Life Insurance	8,210,000	
	Long-Term Income Protection	82,153,000	
	Employer Health Tax	100,309,200	
	Supplementary Health and Hospital Plan	152,594,900	
	Dental Plan	62,603,200	
	Retired Employees' Benefits	158,769,800	
	Justices of the Peace Supplemental Pension Plan	199,000	
	Ontario Provincial Police Association Benefits	12,988,000	1,295,679,300
	Less: Recoveries		633,366,700
	<b>Total Operating Expense to be Voted</b>		<b>662,312,600</b>



## EMPLOYEE AND PENSIONER BENEFITS (EMPLOYER SHARE) PROGRAM - VOTE 1807, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
	<b>OPERATING EXPENSE</b>	
	<b>Statutory Appropriations</b>	
	<b>Prior Period Obligations and Actuarial Adjustments, the <i>Financial Administration Act</i></b>	
	Employee benefits	
S	Legislative Severance	67,419,800
S	Vacation Pay and Compensated Absences	37,000,000
S	Workers Compensation (WSIB)	30,000,000
S	Public Service Supplementary Plan	300,900
S	Ontario Public Service Employees' Union Pension Plan	1,000
S	Public Service Pension Plan	308,618,900
S	Provincial Judges' Benefits Fund	1,000
S	Group Life Insurance	1,000
S	Long-Term Income Protection	18,000,000
S	Retired Employees' Benefits	253,230,200
S	Other Benefits	13,000,000
S	Justices of the Peace Supplemental Pension Plan	800,000
	<b>Total Operating Expense for Employee and Pensioner Benefits (Employer Share) Program</b>	<b>1,390,685,400</b>

**HUMAN RESOURCES SERVICES PROGRAM - VOTE 1808**

The Human Resources Services Program supports the government's commitment to be a responsive and innovative world leader in customer service by having a skilled and innovative workforce. All HR service delivery programs focus on supporting the OPS in becoming an employer of choice - an organization able to attract and retain capable employees and having a diverse workforce who can deliver on government's priorities for Ontario's citizens.

HROntario is responsible for creating and sustaining the skilled workforce required to support modern, efficient public services and for building capacity so government can focus on and achieve its priorities. HROntario delivers integrated HR and business transformation services that support ministries' business objectives, and develops and implements strategies and policies that make the OPS an employer of first choice. The program also coordinates the internal security, and emergency planning and management for the OPS.

The Diversity Office supports the OPS' vision of being an inclusive, diverse, equitable and accessible organization that delivers excellent public service and supports all employees in achieving their full potential. It is a center of excellence, providing strategic OPS-wide programs and services to ministries. It also provides advice about the diversity implications of policies, programs, communications, organizational development and change management.

The newly established Labour Relations Secretariat will have the capacity to analyze internal and external factors that drive collective bargaining outcomes in order to develop comprehensive strategies and provide guidance and advice related to bargaining. It will also provide oversight and strategic advice on OPS and Broader Public Sector (BPS) collective bargaining.

**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>					
8	HROntario	127,039,600	125,247,000	1,792,600	109,224,436
9	OPS Workplace Safety and Insurance Board Centralized Payments	1,000	1,000	-	-
10	Diversity Office	4,281,500	5,208,700	(927,200)	2,594,352
11	Labour Relations Secretariat	2,438,400	-	2,438,400	-
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>133,760,500</b>	<b>130,456,700</b>	<b>3,303,800</b>	<b>111,818,788</b>
<b>Total Operating Expense</b>		<b>133,760,500</b>	<b>130,456,700</b>	<b>3,303,800</b>	<b>111,818,788</b>
<b>CAPITAL EXPENSE</b>					
-	Emergency Management and Security	-	7,654,000	(7,654,000)	630,971
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>		<b>-</b>	<b>7,654,000</b>	<b>(7,654,000)</b>	<b>630,971</b>
<b>Total Capital Expense</b>		<b>-</b>	<b>7,654,000</b>	<b>(7,654,000)</b>	<b>630,971</b>

## HUMAN RESOURCES SERVICES PROGRAM - VOTE 1808, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
	<b>OPERATING EXPENSE</b>		
1808-8	HROntario		
	Salaries and wages		71,045,900
	Employee benefits		10,239,600
	Transportation and communication		1,419,400
	Services		33,758,100
	Supplies and equipment		1,360,700
	Transfer payments		
	Grants to the Institute of Public Administration of Canada	66,500	
	Student Experience Programs	1,000	67,500
	Other transactions		
	Other	2,882,200	
	Summer Employment	13,019,100	15,901,300
	Subtotal		133,792,500
	Less: Recoveries		6,752,900
	<b>Total Operating Expense to be Voted</b>		<b>127,039,600</b>
1808-9	OPS Workplace Safety and Insurance Board Centralized Payments		
	Services		55,001,000
	Less: Recoveries		55,000,000
	<b>Total Operating Expense to be Voted</b>		<b>1,000</b>
1808-10	Diversity Office		
	Salaries and wages		2,942,400
	Employee benefits		392,500
	Transportation and communication		34,100
	Services		886,400
	Supplies and equipment		26,100
	<b>Total Operating Expense to be Voted</b>		<b>4,281,500</b>

## HUMAN RESOURCES SERVICES PROGRAM - VOTE 1808, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>OPERATING EXPENSE</b>		
1808-11	Labour Relations Secretariat	
	Salaries and wages	1,526,300
	Employee benefits	228,900
	Transportation and communication	1,000
	Services	680,200
	Supplies and equipment	1,000
	Other transactions	1,000
	<b>Total Operating Expense to be Voted</b>	<b>2,438,400</b>
	<b>Total Operating Expense for Human Resources Services Program</b>	<b>133,760,500</b>

**ENTERPRISE BUSINESS SERVICES PROGRAM - VOTE 1811**

The Enterprise Business Services Program is responsible for improving delivery of internal and external government-wide services to meet the needs of Ontarians and the OPS. All service delivery programs are focusing on transforming and improving government services.

The Corporate Information and Information Technology Program provides leadership for information management and information technology in government. This includes policy, the implementation of common infrastructure, governance and accountability. It also includes the delivery of OPS-wide common services such as computer processing and network facilities.

Ontario Shared Services provides enterprise-wide employee and business support services to the OPS. This includes financial processing and collections, supply chain management, insurance and risk management, payroll management and processing, and benefits administration.

The Archives of Ontario collects, manages and preserves the records of Ontario and promotes public access to Ontario's historic documents and records. It provides responsible stewardship of the Government of Ontario's art collection, and promotes good record keeping practices in the government.

The Ontario Public Service Green Office provides strategic leadership to ministries in the "greening" and environmental stewardship of government operations. Its mandate is to ensure action plans are in place to reduce the government's carbon footprint, help create sustainable business practices and build an organizational culture that is sensitive to and addresses environmental concerns.

**VOTE SUMMARY**

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ITEM #	ITEM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>OPERATING EXPENSE</b>					
1	Corporate Information and Information Technology	141,523,200	88,814,500	52,708,700	90,199,622
5	Ontario Shared Services	169,323,200	170,710,500	(1,387,300)	166,240,319
7	Archives of Ontario	17,369,900	17,279,400	90,500	18,818,514
11	Ontario Public Service Green Office	1,684,500	1,000,000	684,500	-
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>329,900,800</b>	<b>277,804,400</b>	<b>52,096,400</b>	<b>275,258,455</b>
S	Payments to Private Sector Collection Agencies, the <i>Financial Administration Act</i>	7,500,000	8,500,000	(1,000,000)	6,122,757
Total Statutory Appropriations		7,500,000	8,500,000	(1,000,000)	6,122,757
<b>Total Operating Expense</b>		<b>337,400,800</b>	<b>286,304,400</b>	<b>51,096,400</b>	<b>281,381,212</b>

**VOTE SUMMARY**  
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ITEM #	ITEM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>OPERATING ASSETS</b>					
2	Corporate Information and Information Technology	11,000,000	13,500,000	(2,500,000)	10,387,663
6	Business Services	1,000	1,000	-	-
<b>TOTAL OPERATING ASSETS TO BE VOTED</b>		<b>11,001,000</b>	<b>13,501,000</b>	<b>(2,500,000)</b>	<b>10,387,663</b>
<b>Total Operating Assets</b>		<b>11,001,000</b>	<b>13,501,000</b>	<b>(2,500,000)</b>	<b>10,387,663</b>
<b>CAPITAL EXPENSE</b>					
3	Corporate Information and Information Technology	11,892,500	246,307,500	(234,415,000)	65,261,258
12	Ontario Shared Services	2,000	1,000	1,000	-
8	Archives of Ontario	4,096,400	4,451,800	(355,400)	99,715,834
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>		<b>15,990,900</b>	<b>250,760,300</b>	<b>(234,769,400)</b>	<b>164,977,092</b>
S	Amortization - Corporate Information and Information Technology, the <i>Financial Administration Act</i>	3,298,100	1,000	3,297,100	-
S	Amortization - Ontario Shared Services, the <i>Financial Administration Act</i>	1,340,000	32,000	1,308,000	-
Total Statutory Appropriations		4,638,100	33,000	4,605,100	-
<b>Total Capital Expense</b>		<b>20,629,000</b>	<b>250,793,300</b>	<b>(230,164,300)</b>	<b>164,977,092</b>
<b>CAPITAL ASSETS</b>					
13	Corporate Information and Information Technology	186,278,600	196,514,000	(10,235,400)	-
14	Ontario Shared Services	12,759,700	13,938,000	(1,178,300)	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>		<b>199,038,300</b>	<b>210,452,000</b>	<b>(11,413,700)</b>	<b>-</b>
<b>Total Capital Assets</b>		<b>199,038,300</b>	<b>210,452,000</b>	<b>(11,413,700)</b>	<b>-</b>

## ENTERPRISE BUSINESS SERVICES PROGRAM - VOTE 1811, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

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VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
	<b>OPERATING EXPENSE</b>		
1811-1	Corporate Information and Information Technology		
	Salaries and wages		148,196,100
	Employee benefits		18,996,400
	Transportation and communication		97,399,900
	Services		185,000,300
	Supplies and equipment		48,561,200
	Subtotal		498,153,900
	Less: Recoveries		356,630,700
	<b>Total Operating Expense to be Voted</b>		<b>141,523,200</b>
1811-5	Ontario Shared Services		
	Salaries and wages		86,313,500
	Employee benefits		11,144,200
	Transportation and communication		6,981,900
	Services		80,255,900
	Supplies and equipment		4,192,500
	Subtotal		188,888,000
	Less: Recoveries		19,564,800
	<b>Total Operating Expense to be Voted</b>		<b>169,323,200</b>
	<i>Sub-Items:</i>		
	<i>Business Services</i>		
	Salaries and wages	85,788,400	
	Employee benefits	11,070,200	
	Transportation and communication	6,971,400	
	Services	69,540,300	
	Supplies and equipment	4,182,000	
	Subtotal	177,552,300	
	Less: Recoveries	19,564,800	157,987,500
	<i>General and Roads Liability Protection</i>		
	Salaries and wages	525,100	
	Employee benefits	74,000	
	Transportation and communication	10,500	
	Services	10,715,600	
	Supplies and equipment	10,500	11,335,700
	<b>Total Operating Expense to be Voted</b>		<b>169,323,200</b>

## ENTERPRISE BUSINESS SERVICES PROGRAM - VOTE 1811, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>OPERATING EXPENSE</b>		
<b>Statutory Appropriations</b>		
	Services	
S	Payments to Private Sector Collection Agencies, the <i>Financial Administration Act</i>	7,500,000
1811-7	Archives of Ontario	
	Salaries and wages	6,160,300
	Employee benefits	932,400
	Transportation and communication	408,300
	Services	14,168,000
	Supplies and equipment	252,000
	Transfer payments	
	Archives Support Grants	45,700
	Subtotal	21,966,700
	Less: Recoveries	4,596,800
	<b>Total Operating Expense to be Voted</b>	<b>17,369,900</b>
1811-11	Ontario Public Service Green Office	
	Salaries and wages	1,133,300
	Employee benefits	116,100
	Transportation and communication	34,000
	Services	367,100
	Supplies and equipment	34,000
	<b>Total Operating Expense to be Voted</b>	<b>1,684,500</b>
	<b>Total Operating Expense for Enterprise Business Services Program</b>	<b>337,400,800</b>
<b>OPERATING ASSETS</b>		
1811-2	Corporate Information and Information Technology	
	Deposits and prepaid expenses	11,000,000
	<b>Total Operating Assets to be Voted</b>	<b>11,000,000</b>



## ENTERPRISE BUSINESS SERVICES PROGRAM - VOTE 1811, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS		
<b>OPERATING ASSETS</b>			
1811-6	Business Services		
	Deposits and prepaid expenses		1,000
	<b>Total Operating Assets to be Voted</b>		<b>1,000</b>
	<b>Total Operating Assets for Enterprise Business Services Program</b>		<b>11,001,000</b>
<b>CAPITAL EXPENSE</b>			
1811-3	Corporate Information and Information Technology		
	Services		11,461,300
	Other transactions		
	Major Infrastructure Projects	430,200	
	Loss on asset disposal	1,000	431,200
	<b>Total Capital Expense to be Voted</b>		<b>11,892,500</b>
<b>Statutory Appropriations</b>			
S	Amortization - Corporate Information and Information Technology, the <i>Financial Administration Act</i>		
	Other transactions		23,529,800
	Less: Recoveries		20,231,700
1811-12	Ontario Shared Services		
	Other transactions		
	Loss on asset disposal		2,000
	<b>Total Capital Expense to be Voted</b>		<b>2,000</b>
<b>Statutory Appropriations</b>			
	Other transactions		
S	Amortization - Ontario Shared Services, the <i>Financial Administration Act</i>		1,340,000
1811-8	Archives of Ontario		
	Services		4,096,400
	<b>Total Capital Expense to be Voted</b>		<b>4,096,400</b>
	<b>Total Capital Expense for Enterprise Business Services Program</b>		<b>20,629,000</b>

## ENTERPRISE BUSINESS SERVICES PROGRAM - VOTE 1811, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>CAPITAL ASSETS</b>		
1811-13	Corporate Information and Information Technology	
	Information technology hardware	42,393,200
	Business application software	143,885,400
	<b>Total Capital Assets to be Voted</b>	<b>186,278,600</b>
1811-14	Ontario Shared Services	
	Business application software	12,758,700
	Land and marine fleet	1,000
	<b>Total Capital Assets to be Voted</b>	<b>12,759,700</b>
	<b>Total Capital Assets for Enterprise Business Services Program</b>	<b>199,038,300</b>

**AGENCIES, BOARDS, COMMISSIONS AND TRIBUNALS - VOTE 1812**

A number of agencies, boards and commissions associated with MGS provides oversight to ensure effective governance, accountability, and relationship management:

The Licence Appeal Tribunal hears appeals about compensation claims and licensing activities regulated under various ministries' statutes.

The Advertising Review Board is designated as a mandatory central service for the procurement of advertising, public and media relations, and creative communications services for the OPS. This helps ensure ministries and government agencies acquire these services in a manner that is fair, open, transparent and accessible to qualified suppliers.

The Conflict of Interest Commissioner has responsibility for certain conflict of interest and political activity matters as they apply to employees of ministries and public bodies as well as to individuals appointed to public bodies. The Commissioner handles requests for advice or rulings from deputy ministers, chairs of public bodies, and other designated individuals on specific conflict of interest or political activity matters.

**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>					
2	Licence Appeal Tribunal	1,850,000	1,860,200	(10,200)	1,660,025
4	Advertising Review Board	1,245,800	1,250,000	(4,200)	1,556,620
5	Office of the Conflict of Interest Commissioner	1,031,600	978,100	53,500	916,018
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>4,127,400</b>	<b>4,088,300</b>	<b>39,100</b>	<b>4,132,663</b>
<b>Total Operating Expense</b>		<b>4,127,400</b>	<b>4,088,300</b>	<b>39,100</b>	<b>4,132,663</b>

## AGENCIES, BOARDS, COMMISSIONS AND TRIBUNALS - VOTE 1812, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
	<b>OPERATING EXPENSE</b>	
1812-2	Licence Appeal Tribunal	
	Salaries and wages	773,500
	Employee benefits	117,700
	Transportation and communication	94,200
	Services	1,266,000
	Supplies and equipment	35,900
	Subtotal	2,287,300
	Less: Recoveries	437,300
	<b>Total Operating Expense to be Voted</b>	<b>1,850,000</b>
1812-4	Advertising Review Board	
	Salaries and wages	226,200
	Employee benefits	25,100
	Transportation and communication	6,000
	Services	969,400
	Supplies and equipment	19,100
	<b>Total Operating Expense to be Voted</b>	<b>1,245,800</b>
1812-5	Office of the Conflict of Interest Commissioner	
	Salaries and wages	645,000
	Employee benefits	69,200
	Transportation and communication	35,500
	Services	247,400
	Supplies and equipment	34,500
	<b>Total Operating Expense to be Voted</b>	<b>1,031,600</b>
	<b>Total Operating Expense for Agencies, Boards, Commissions and Tribunals</b>	<b>4,127,400</b>

**SERVICEONTARIO PROGRAM - VOTE 1814**

ServiceOntario is the government's service gateway for information and routine transactional services to both individuals and businesses. ServiceOntario is "making it easier" for Ontarians to receive government services by providing support in-person, kiosk, by mail, telephone and online channels.

ServiceOntario is modernizing its service delivery network to improve access and the quality of service and reduce wait times. It is integrating services and consolidating locations so more Ontarians will be able to make one trip for licensing and registration services.

**VOTE SUMMARY**

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ITEM #	ITEM	Estimates 2010-11	Estimates 2009-10	Difference Between 2010-11 and 2009-10	Actual 2008-09
<b>OPERATING EXPENSE</b>					
1	ServiceOntario	269,911,900	268,169,700	1,742,200	259,668,294
<b>TOTAL OPERATING EXPENSE TO BE VOTED</b>		<b>269,911,900</b>	<b>268,169,700</b>	<b>1,742,200</b>	<b>259,668,294</b>
S	Crown Contribution re: Judges' Plan, the <i>Registry Act</i>	15,000	15,000	-	-
S	Claims against Land Titles Assurance Fund, the <i>Land Titles Act</i>	5,001,000	5,001,000	-	3,000,000
S	Bad Debt Expense, the <i>Financial Administration Act</i>	301,000	301,000	-	77,000
Total Statutory Appropriations		5,317,000	5,317,000	-	3,077,000
<b>Total Operating Expense</b>		<b>275,228,900</b>	<b>273,486,700</b>	<b>1,742,200</b>	<b>262,745,294</b>
<b>CAPITAL EXPENSE</b>					
2	ServiceOntario	4,801,000	6,001,000	(1,200,000)	1,355,171
<b>TOTAL CAPITAL EXPENSE TO BE VOTED</b>		<b>4,801,000</b>	<b>6,001,000</b>	<b>(1,200,000)</b>	<b>1,355,171</b>
S	Amortization, the <i>Financial Administration Act</i>	794,400	1,000	793,400	-
Total Statutory Appropriations		794,400	1,000	793,400	-
<b>Total Capital Expense</b>		<b>5,595,400</b>	<b>6,002,000</b>	<b>(406,600)</b>	<b>1,355,171</b>
<b>CAPITAL ASSETS</b>					
3	ServiceOntario	16,280,100	1,000	16,279,100	-
<b>TOTAL CAPITAL ASSETS TO BE VOTED</b>		<b>16,280,100</b>	<b>1,000</b>	<b>16,279,100</b>	<b>-</b>
<b>Total Capital Assets</b>		<b>16,280,100</b>	<b>1,000</b>	<b>16,279,100</b>	<b>-</b>

## SERVICEONTARIO PROGRAM - VOTE 1814, cont'd

## STANDARD ACCOUNTS CLASSIFICATION

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
<b>OPERATING EXPENSE</b>		
1814-1	ServiceOntario	
	Salaries and wages	127,091,600
	Employee benefits	16,997,600
	Transportation and communication	7,168,000
	Services	118,117,700
	Supplies and equipment	11,601,400
	Subtotal	280,976,300
	Less: Recoveries	11,064,400
	<b>Total Operating Expense to be Voted</b>	<b>269,911,900</b>
<b>Statutory Appropriations</b>		
	Other transactions	
S	Crown Contribution re: Judges' Plan, the <i>Registry Act</i>	15,000
S	Claims against Land Titles Assurance Fund, the <i>Land Titles Act</i>	5,001,000
<b>Statutory Appropriations</b>		
	Other transactions	
S	Bad Debt Expense, the <i>Financial Administration Act</i>	301,000
	<b>Total Operating Expense for ServiceOntario Program</b>	<b>275,228,900</b>
<b>CAPITAL EXPENSE</b>		
1814-2	ServiceOntario	
	Services	4,800,000
	Other transactions	
	Loss on asset disposal	1,000
	<b>Total Capital Expense to be Voted</b>	<b>4,801,000</b>
<b>Statutory Appropriations</b>		
	Other transactions	
S	Amortization, the <i>Financial Administration Act</i>	794,400
	<b>Total Capital Expense for ServiceOntario Program</b>	<b>5,595,400</b>

## SERVICEONTARIO PROGRAM - VOTE 1814, cont'd

## STANDARD ACCOUNTS CLASSIFICATION, cont'd

(\$)

VOTE - ITEM #	STANDARD ACCOUNT BY ITEM AND SUB-ITEMS	
	<b>CAPITAL ASSETS</b>	
1814-3	ServiceOntario	
	Business application software	16,280,100
	<b>Total Capital Assets to be Voted</b>	<b>16,280,100</b>
	<b>Total Capital Assets for ServiceOntario Program</b>	<b>16,280,100</b>

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**RECONCILIATION TO PREVIOUSLY PUBLISHED DATA**


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<b>OPERATING EXPENSE</b>	<b>Estimates 2009-10 \$</b>	<b>Actual 2008-09 \$</b>
Total Operating Expense previously published*	2,009,032,714	1,807,247,228
Government Reorganization		
Transfer of functions from other Ministries	4,140,000	26,393,797
Transfer of functions to other Ministries	(36,527,100)	(40,145,962)
Change in Accounting		
Change in Accounting	54,700,000	-
<b>Restated Total Operating Expense</b>	<b>2,031,345,614</b>	<b>1,793,495,063</b>

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\*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.



**RECONCILIATION TO PREVIOUSLY PUBLISHED DATA**

<b>CAPITAL EXPENSE</b>	<b>Estimates 2009-10 \$</b>	<b>Actual 2008-09 \$</b>
Total Capital Expense previously published*	266,374,300	168,558,715
Government Reorganization		
Transfer of functions to other Ministries	(23,000)	-
<b>Restated Total Capital Expense</b>	<b>266,351,300</b>	<b>168,558,715</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>
Total Capital Assets previously published*	210,653,000	-
Government Reorganization		
Transfer of functions to other Ministries	(199,000)	-
<b>Restated Total Capital Assets</b>	<b>210,454,000</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.