

# CONSUMER PROTECTION BOARD

## MISSION

The Consumer Protection Board (CPB) was created to protect the State's consumers. The Agency advises the Governor on consumer issues including those related to utilities; helps draft legislation that protects consumers; handles consumer complaints and mediates consumer disputes; promotes consumer education and fraud prevention; and maintains New York's Telemarketing "Do Not Call" registry.

## ORGANIZATION AND STAFFING

The Consumer Protection Board consists of three units: Office of Consumer Assistance, Office of Strategic Programs, and Telemarketing "Do Not Call" Investigation and Enforcement. The Agency is located in Albany, with satellite offices in Rochester, Long Island and New York City. For 2002-03 the Consumer Protection Board will have a workforce of 36.

## FISCAL BACKGROUND AND BUDGET HIGHLIGHTS

The Consumer Protection Board is financed primarily from non-taxpayer sources, including utilities and telemarketers operating within the State. The Executive Budget recommends approximately \$5.2 million for the Consumer Protection Board for 2002-03 including \$493,000 in General Fund support and \$2.4 million for maintenance of the State's "Do Not Call" registry.

## PROGRAM HIGHLIGHTS

The Office of Strategic Programs analyzes legislation affecting consumers, investigates and researches consumer-related issues, and conducts education programs. The Office of Consumer Assistance operates a 1-800 consumer complaint phone line and mediates disputes between consumers and businesses.

The Telemarketing "Do Not Call" unit maintains New York's list of over 1.9 million consumers who have indicated a preference not to receive unsolicited phone calls from telemarketing companies.

### ALL FUNDS APPROPRIATIONS (dollars)

<u>Category</u>	<u>Available 2001-02</u>	<u>Appropriations Recommended 2002-03</u>	<u>Change</u>	<u>Reappropriations Recommended 2002-03</u>
State Operations	3,781,900	5,154,000	1,372,100	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	3,781,900	5,154,000	1,372,100	0

# CONSUMER PROTECTION

## ALL FUND TYPES PROJECTED LEVELS OF EMPLOYMENT BY PROGRAM FILLED ANNUAL SALARIED POSITIONS

Program	Full-Time Equivalent Positions (FTE)		
	2001-02	2002-03	FTE Change
	Estimated FTEs 03/31/02	Estimated FTEs 03/31/03	
Consumer Protection			
General Fund	7	7	0
Special Revenue Funds - Other	26	29	3
Total	33	36	3

## STATE OPERATIONS ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE APPROPRIATIONS (dollars)

Fund Type	Available 2001-02	Recommended 2002-03	Change
General Fund	474,900	493,000	18,100
Special Revenue Funds - Other	3,307,000	4,661,000	1,354,000
Total	3,781,900	5,154,000	1,372,100

## STATE OPERATIONS ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM APPROPRIATIONS (dollars)

Program	Available 2001-02	Recommended 2002-03	Change
Consumer Protection			
General Fund	474,900	493,000	18,100
Special Revenue Funds - Other	3,307,000	4,661,000	1,354,000
Total	3,781,900	5,154,000	1,372,100

## STATE OPERATIONS - GENERAL FUND SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES 2002-03 RECOMMENDED (dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Consumer Protection	346,000	14,000	346,000	14,000
Total	346,000	14,000	346,000	14,000

## STATE OPERATIONS - GENERAL FUND SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED APPROPRIATIONS AND CHANGES 2002-03 RECOMMENDED (dollars)

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Consumer Protection	147,000	4,100	13,000	0
Total	147,000	4,100	13,000	0

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Consumer Protection	24,000	(500)	102,000	4,600
Total	24,000	(500)	102,000	4,600

Program	Equipment	
	Amount	Change
Consumer Protection	8,000	0
Total	8,000	0

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**STATE OPERATIONS - OTHER THAN GENERAL FUND  
SUMMARY OF APPROPRIATIONS AND CHANGES  
2002-03 RECOMMENDED  
(dollars)**

<b>Program</b>	<b>Total</b>		<b>Personal Service</b>	
	<b>Amount</b>	<b>Change</b>	<b>Amount</b>	<b>Change</b>
Consumer Protection	4,661,000	1,354,000	1,670,000	153,000
Total	4,661,000	1,354,000	1,670,000	153,000
<b>Program</b>	<b>Nonpersonal Service</b>		<b>Maintenance</b>	<b>Undistributed</b>
	<b>Amount</b>	<b>Change</b>	<b>Amount</b>	<b>Change</b>
Consumer Protection	2,981,000	1,201,000	10,000	0
Total	2,981,000	1,201,000	10,000	0