

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 2003-04 the Consumer Protection Board will have a workforce of 30.

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 recommendation provides approximately \$5.0 million for the Consumer Protection Board for 2003-04 including \$403,000 in General Fund support and \$2.3 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 mediates disputes between consumers and businesses.

The Telemarketing "Do Not Call" unit maintains New York's list of over 2.1 million consumers who have indicated a preference not to receive unsolicited phone calls from telemarketing companies.

ALL FUNDS APPROPRIATIONS (dollars)

Category	Available 2002-03	Appropriations Recommended 2003-04	Change	Reappropriations Recommended 2003-04
State Operations	5,154,000	4,998,000	(156,000)	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	5,154,000	4,998,000	(156,000)	0

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

Full-Time Equivalent Positions (FTE)

Program	2002-03	2003-04	FTE Change
	Estimated FTEs 03/31/03	Estimated FTEs 03/31/04	
Consumer Protection			
General Fund	5	5	0
Special Revenue Funds - Other	26	25	(1)
Total	31	30	(1)

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

Fund Type	Available	Recommended	Change
	2002-03	2003-04	
General Fund	400,000	403,000	3,000
Special Revenue Funds - Other	4,754,000	4,595,000	(159,000)
Total	5,154,000	4,998,000	(156,000)

Adjustments:

Transfer(s) From	
Consumer Protection Board, State	
General Fund	(93,000)
Transfer(s) To	
Consumer Protection Board, State	
Special Revenue Funds - Other	93,000
Appropriated 2002-03	5,154,000

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

Program	Available	Recommended	Change
	2002-03	2003-04	
Consumer Protection			
General Fund	400,000	403,000	3,000
Special Revenue Funds - Other	4,754,000	4,595,000	(159,000)
Total	5,154,000	4,998,000	(156,000)

STATE OPERATIONS - GENERAL FUND SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES 2003-04 RECOMMENDED (dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Consumer Protection	256,000	3,000	256,000	3,000
Total	256,000	3,000	256,000	3,000

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STATE OPERATIONS - GENERAL FUND SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED APPROPRIATIONS AND CHANGES 2003-04 RECOMMENDED (dollars)

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

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Consumer Protection	24,000	0	102,000	0
Total	24,000	0	102,000	0

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

STATE OPERATIONS - OTHER THAN GENERAL FUND SUMMARY OF APPROPRIATIONS AND CHANGES 2003-04 RECOMMENDED (dollars)

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Consumer Protection	4,595,000	(159,000)	1,656,000	(107,000)
Total	4,595,000	(159,000)	1,656,000	(107,000)

Program	Nonpersonal Service		Maintenance Undistributed	
	Amount	Change	Amount	Change
Consumer Protection	2,928,000	(53,000)	11,000	1,000
Total	2,928,000	(53,000)	11,000	1,000