

CONSUMER PROTECTION BOARD

MISSION

The Consumer Protection Board was created to protect and advance the rights of New York State's consumers. The Agency handles consumer complaints and mediates consumer disputes; promotes consumer education and fraud prevention; and represents consumers in utility rate cases and before various regulatory agencies. The Agency also advises the Governor on consumer issues and recommends legislative initiatives on consumer related matters.

ORGANIZATION AND STAFFING

The Consumer Protection Board consists of three main bureaus: Outreach and Program Development, Utility Intervention and New Technologies, and Counsel, Policy Research and Investigations. The Agency is located in Albany and New York City.

BUDGET HIGHLIGHTS

The 2008-09 Executive Budget recommends **\$5.1 million All Funds (\$0.3 million General Fund, \$4.8 million Other Funds)**. This is an increase of **\$0.6 million (\$0.3 million General Fund, \$0.3 million Other Funds)** from the 2007-08 budget. The increase primarily reflects initiatives of the Consumer Protection Board aimed at two high priority consumer issues -- Airline Passenger Rights and Product Safety. The Consumer Protection Board will have a workforce of **39 FTEs** in 2008-09, which is a **7 FTE** increase from 2007-08.

Major budget actions include:

- **Creation of the Office of Airline Consumer Advocates:** The budget provides five new FTEs and \$320,000 to carry out the Office's mandate to ensure the health and safety of New York's traveling public.
- **Enhancement of Product Recall Program:** To respond to increase consumer concerns regarding recalls of unsafe consumer products, especially lead-based toys, two new FTEs and \$205,000 are recommended to ensure that New Yorkers are better informed of potentially dangerous products.

PROGRAM HIGHLIGHTS

In 2007 the Consumer Protection Board reorganized to maximize its efficiency and increase the delivery of services. The Bureau of Utility Intervention and New Technologies advocates on behalf of New York consumers on utility related issues and provides utility and energy market information. Within the Outreach and Development Bureau, the Consumer Assistance Unit mediates disputes between consumers and businesses. The Counsel, Policy Research and Investigations Bureau is responsible for the Board's legal functions including potential violations of New York State's Motor Fuel Marketing Practices Act and the enforcement of the "Do Not Call" Law.

CONSUMER PROTECTION

ALL FUNDS APPROPRIATIONS (dollars)

Category	Available 2007-08	Appropriations Recommended 2008-09	Change	Reappropriations Recommended 2008-09
State Operations	4,438,000	5,098,000	660,000	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	4,438,000	5,098,000	660,000	0

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

Full-Time Equivalent Positions (FTE)

Program	2007-08 Estimated FTEs 03/31/08	2008-09 Estimated FTEs 03/31/09	FTE Change
Consumer Protection			
General Fund	0	5	5
Special Revenue Funds - Other	32	34	2
Total	32	39	7

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

Fund Type	Available 2007-08	Recommended 2008-09	Change
General Fund	0	320,000	320,000
Special Revenue Funds - Other	4,438,000	4,778,000	340,000
Total	4,438,000	5,098,000	660,000

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

Program	Available 2007-08	Recommended 2008-09	Change
Consumer Protection			
General Fund	0	320,000	320,000
Special Revenue Funds - Other	4,438,000	4,778,000	340,000
Total	4,438,000	5,098,000	660,000

STATE OPERATIONS - GENERAL FUND SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES 2008-09 RECOMMENDED (dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Consumer Protection	300,000	300,000	300,000	300,000
Total	300,000	300,000	300,000	300,000

CONSUMER PROTECTION

**STATE OPERATIONS - GENERAL FUND
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED
APPROPRIATIONS AND CHANGES
2008-09 RECOMMENDED
(dollars)**

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Consumer Protection	20,000	20,000	10,000	10,000
Total	<u>20,000</u>	<u>20,000</u>	<u>10,000</u>	<u>10,000</u>

Program	Equipment	
	Amount	Change
Consumer Protection	10,000	10,000
Total	<u>10,000</u>	<u>10,000</u>

**STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
2008-09 RECOMMENDED
(dollars)**

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Consumer Protection	4,778,000	340,000	2,379,000	195,000
Total	<u>4,778,000</u>	<u>340,000</u>	<u>2,379,000</u>	<u>195,000</u>

Program	Nonpersonal Service		Maintenance Undistributed	
	Amount	Change	Amount	Change
Consumer Protection	2,388,000	145,000	11,000	0
Total	<u>2,388,000</u>	<u>145,000</u>	<u>11,000</u>	<u>0</u>