

TABLE OF CONTENTS

PUBLISHED RESULTS-BASED PLAN 2007-08:

Ministry Overview

Organizational Chart

Acts Administered by the Ministry of Government Services

Agencies, Boards and Commissions

Agencies, Boards and Commissions – Financial Summary

Table 1: Ministry Planned Expenditures 2007-08

Table 2: Operating and Capital Summary by Vote

Annual Report 2005-06

Annual Report 2006-07

PUBLISHED RESULTS-BASED PLAN 2007-08

MINISTRY OVERVIEW

The Ministry of Government Services (MGS) is a leader in the delivery of public services, consumer protection and the development of a modern and innovative Ontario Public Service (OPS).

The ministry is responsible for:

- providing government services and information to the public and businesses through ServiceOntario;
- consumer protection; and
- the government's workforce, procurement and technology resources.

The ministry delivers information and quick, easy and convenient services to people and businesses online, over the telephone or in person at 63 ServiceOntario centres across the province. ServiceOntario is becoming a leader in service delivery by meeting or exceeding customer expectations with its service.

MGS protects consumers by educating them about their rights and responsibilities in the marketplace. It helps consumers to resolve issues and it protects consumers from fraud, including new legislation to protect against real estate fraud. The ministry's goal is to ensure that the people of Ontario benefit from a fair, safe and informed marketplace where consumer rights are protected.

Ensuring Ontario has a modern and innovative public service is also a key responsibility. The ministry is focused on attracting and retaining new talent, engaging employees to meet key priorities and building future capacity to ensure continued provision of high-quality services to the public.

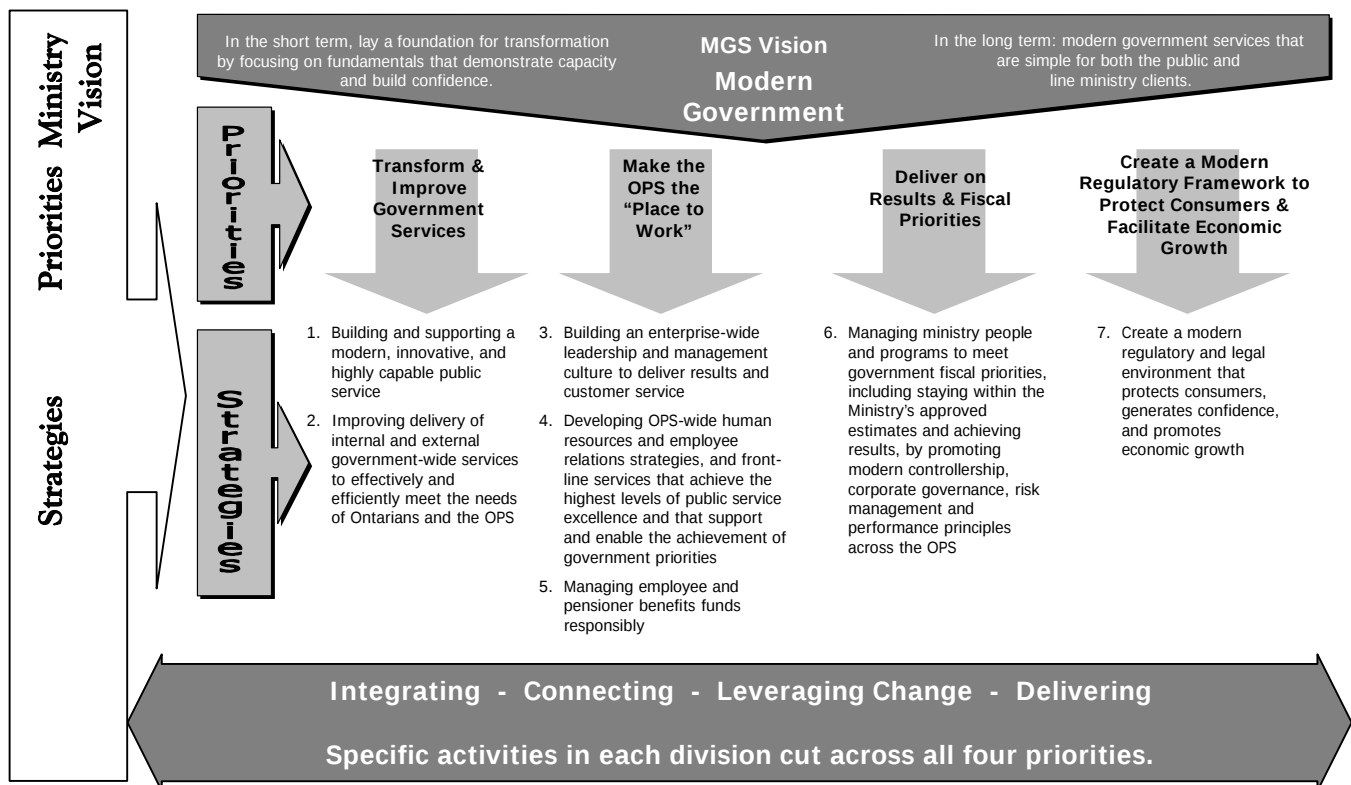
MGS also supports other ministries in the Government of Ontario by providing essential OPS-wide services including human resources support, procurement, transactional processing and information technology. It is also responsible for preserving Ontario's rich history through the Archives of Ontario.

The Ministry of Government Services (MGS) was formed in June 2005 to provide modern government services that are easy to use, fast, and better integrated.

The 2007-08 Results-based Plan builds on the ministry's achievements in its first full year of operations and MGS has made significant progress in its work to modernize and transform government.

MGS is working to build the best public service in the world and to deliver on the government's commitment to be a responsive and innovative world leader in customer service and consumer protection.

The MGS vision and priorities are illustrated in the following chart.



The Ministry's seven strategies are supported by programs as follows:

The Service Delivery Program is responsible for improving the delivery of internal and external government-wide services so they keep pace with the rising expectations and needs of Ontarians and the OPS. All of MGS' service delivery programs focus on improving government services.

ServiceOntario is central to improving service delivery to the public, by providing province-wide, one-stop access to government services and information – in person, online, at kiosks and over the phone – to individuals and businesses. ServiceOntario (www.serviceontario.ca) integrates information and routine government transactions across programs and ministries, over multiple channels. It is becoming the retail expert for government services and is making it easier for citizens to access information and services.

The Archives of Ontario also promotes public access to government information and provides corporate leadership in the management and preservation of government records. The Archives preserve and provide for use, important historic documents and the organization supports responsible stewardship of the Government of Ontario's art collection.

The Office of the Corporate Chief Information Officer (OCCIO) provides leadership in transforming information and information technology across government. The OCCIO leads the policy for and implementation of infrastructure across the OPS and is responsible for governance, accountability, and delivering integrated, and consistent services across the OPS including computer systems and network facilities.

Ontario Shared Services (OSS) provides employee and business support services including payroll management and processing, benefits administration, financial processing and collections, insurance and risk management, print, forms and government translations to all ministries in the OPS. This enterprise-wide approach provides a modern, co-ordinated and integrated approach to business services throughout the government organization. OSS services include financial processing and collections and supply chain management.

Consumer Protection and Public Safety/Business Standards is responsible for creating modern regulations and legislation that protect consumers and for fostering an environment that generates confidence and promotes economic growth. It provides policy development for the ministry's consumer protection and business standards programs. It also provides governance, accountability and manages relationships with the ministry's agencies, delegated administrative authorities and other service delivery partners.

The Licence Appeal Tribunal hears licensing and registration appeals under various ministries' statutes. The Alcohol and Gaming Commission of Ontario (AGCO) is charged with the administration and enforcement of the regulatory framework, which governs the liquor and gaming sectors in the province.

The Modernization Program focuses on transforming and improving government services for citizens. It includes the Modernization Division, which is responsible for creating and supporting initiatives to transform and modernize the OPS. It also includes the Modernization Program Management Office, which is responsible for strategic oversight and results reporting for four enterprise, or OPS-wide, modernization projects. This office also leads the OPS Accessibility Leadership Strategy.

The Human Resources Services Program is responsible for creating and sustaining human resources in the OPS and ensuring the government has the employees it needs to provide modern, efficient public services and to achieve the government's priorities. The program does this by delivering HR services that are integrated across the OPS and that support the government's business objectives. The program is also developing and implementing HR strategies and policies that support employment and employee development in the OPS, and make the Ontario Public Service "the place to work". The program also co-ordinates internal security and emergency planning and management for the OPS.

The Centre for Leadership and Learning is responsible for building a leadership and management culture across the OPS, revitalizing the workforce and ensuring a dynamic and innovative workforce. This work will help make the OPS "the place to work." Some of the area's primary activities include: supporting executive services with a talent management program; providing a learning strategy and a range of learning and development opportunities; helping to build leadership capacity in the agencies, boards and commissions; and developing and implementing a youth and new professionals strategy to encourage and support youth in the OPS.

The Employee and Pensioner Benefits (Employer Share) Program is responsible for the province's share of public service payroll-related benefits. It is administered by Ontario Shared Services on behalf of the Human Resource Management and Corporate Policy Division and helps make the OPS "the place to work."

The Ministry Administration Program provides administrative and support services to enable the ministry to deliver on government results and fiscal priorities. Its responsibilities include financial management, human resources, legal, communications, planning and results monitoring to assist ministry program areas in achieving their business goals.

MGS' seven strategies support the government priority of *Strong People, Strong Economy*. They support a modern, efficient public service by delivering timely, cost effective and accountable public services.

MGS also supports the achievement and success of all government priorities and results by providing supports and services to all ministries and helping them achieve their business goals and deliver high-quality services.

HIGHLIGHTS AND 2006-07 KEY RESULTS AND ACHIEVEMENTS

Significant ministry achievements for 2006-07 include the following:

Enhanced Public Services

- Parents in Ontario can now complete the birth registration form for their newborns and apply online for the baby's birth certificate and Social Insurance Number (SIN) – enabling them to register for a Registered Education Savings Plan - all at the same time. By March 2007, approximately one-third of registrations received had been completed using this service.
- ServiceOntario provides on-line birth certificates with a money-back service guarantee if delivery is not made within 15 days. This is the first money-back guarantee in North America for public service within a set period of time. More than 99.7 per cent of eligible applications have met the guaranteed service standard.
- MGS expanded the money-back guarantee to applications for online marriage and death certificates in January 2007. MGS also introduced, in February 2007, a two-day money back guarantee for online master business licences, which businesses need to operate in Ontario.
- ServiceOntario established new service centres in Belleville, Aurora, Temiskaming Shores, Stratford, and Windsor. Since opening, there have been more than 45,200 visits to these centres with a monthly average of 1,016 visits.
- A new web-based service, BizPal, has been launched in the Halton Region and in Ottawa so new businesses know which permits and licences are required by all three levels of government. By March 2007, more than 50 municipalities, including the City of Toronto, indicated they wanted to participate in BizPal.
- The Archives of Ontario website (www.archives.gov.on.ca) – which had more than 60 million hits last year – continues to make the Archives readily accessible to the public. The new educational section of the Archives website received approximately 75,000 visits in the first two months of operation and approximately 50 exhibits bring archival history to life.
- A new Archives facility to be built at York University in Toronto was announced in December 2006.

Consumer Protection

- Consumers now have greater protection from real estate and mortgage fraud as a result of new legislation and streamlined access to the Land Transfer Assurance Fund.
- The ministry has strengthened legislation to promote effective enforcement of ethical business behaviour. The Ministry of Government Services Consumer Protection and Service Modernization Act, 2006, for example, significantly advances consumer protection, public safety, business regulation, privacy and information management, and service delivery.
- New regulations will also protect consumers by preventing retailers from imposing expiry dates on gift cards and saving consumers millions in forfeited payments.
- Consumer protection was further improved with a new regulatory framework for real estate brokers and salespersons. The new Real Estate and Business Brokers Act, 2002 (REBBA) was enacted in March 2006, and it updates consumer protection in the real estate sales sector and enhances consumer protection by clarifying disclosure rules for the deposit of trust monies and dual agency situations.
- MGS established a new electrical contractor and master electrician licensing system in January 2007. This system increases consumer protection by ensuring that only qualified electrical contractors perform electrical work and that these contractors have access to training on consumer protection and business practices law. It also simplifies business regulation for electrical contractors.

- New consumer protection laws that are part of the Regulation under the Collection Agencies Act ensure collection agencies adhere to practice standards, providing better protection for consumers. This was adopted in June 2006.

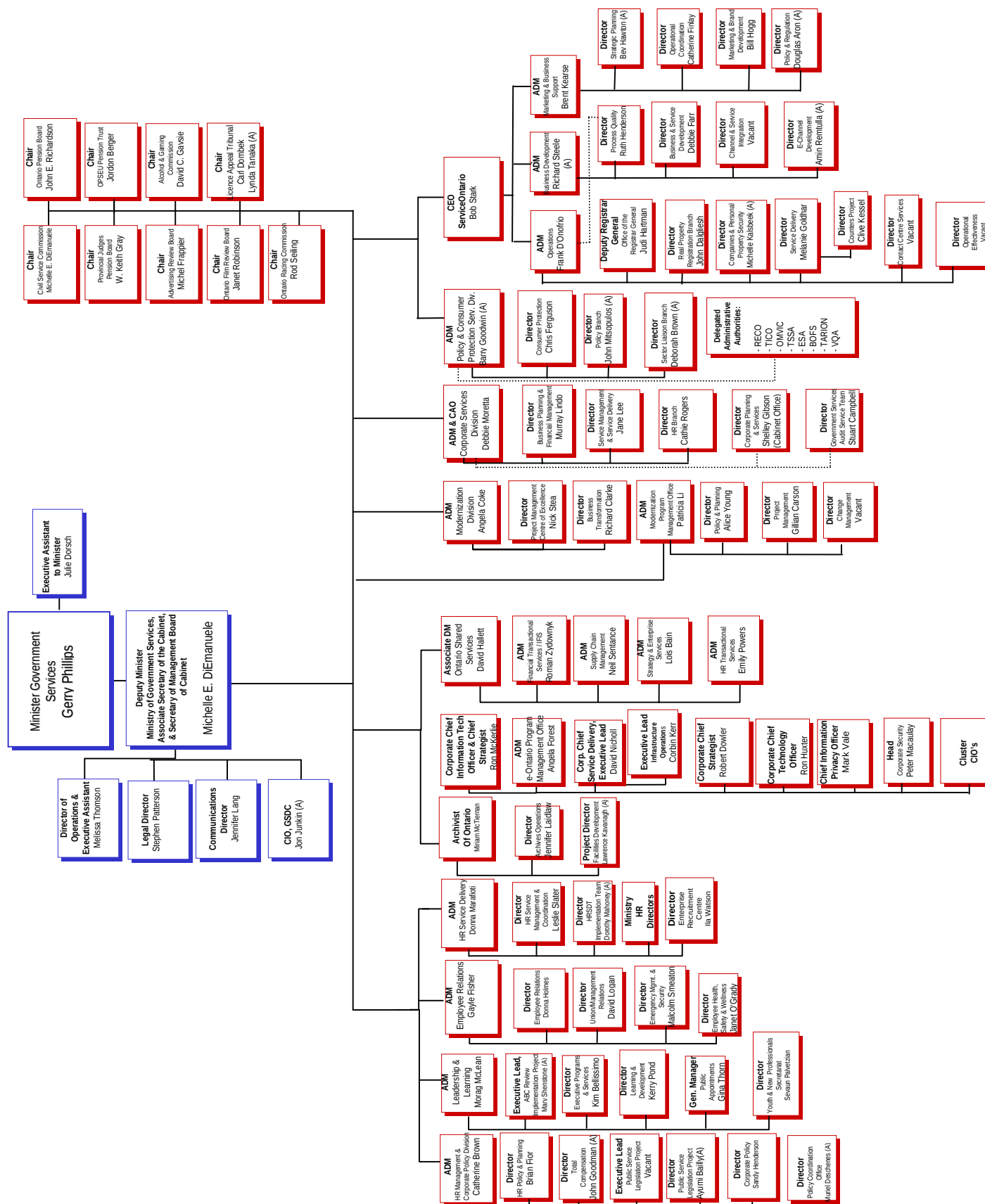
Ministry Efficiencies

- Ontario is using information and information technology effectively to provide better, faster, less costly and more adaptive government operations and public services. The increasing availability and use of electronic channels (Internet, kiosk and telephone/call centre) for government services is transforming the way the services are delivered to the public.
- MGS established the Supply Chain Leadership Council to expedite procurement and initiate OPS-wide procurement planning. The ministry is achieving economies of scale through strategic sourcing and procurement for the OPS.
- MGS has also made improvements to the government's accounts receivable processes and enhanced collection of outstanding non-tax revenue.

Professionalism in the OPS

- New legislation also supports and maintains a high standard of integrity for public servants while providing important protections the public service needs to deliver high-quality services to Ontarians. The new Public Service Ontario Statute Law Amendment Act, 2006 strengthens the existing public service principles: accountability, non-partisanship, competency and professionalism.

ORGANIZATIONAL CHART



ACTS ADMINISTERED BY THE MINISTRY OF GOVERNMENT SERVICES

Alcohol and Gaming Regulation and Public Protection Act, 1996
Apportionment Act
Archives Act
Archives and Recordkeeping Act, 2006
Arthur Wishart Act (Franchise Disclosure), 2000
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boundaries Act
Business Corporations Act
Business Names Act
Business Regulation Reform Act, 1994
Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002
Canadian Public Accountability Board Act (Ontario), 2006
Cemeteries Act
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Collision Repair Standards Act, 2002
Commodity Futures Act
Condominium Act, 1998
Consumer Protection Act, 2002
Consumer Reporting Act
Corporations Act
Corporations Information Act
Debt Collectors Act
Discriminatory Business Practices Act
Electricity Act, 1998
Electronic Registration Act (Ministry of Consumer and Business Services Statutes), 1991
Extra-Provincial Corporations Act
Factors Act
Film Classification Act, 2005
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Funeral, Burial and Cremation Services Act, 2002
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Government Advertising Act, 2004
Horse Riding Safety Act, 2001
Land Registration Reform Act
Land Titles Act
Licence Appeal Tribunal Act, 1999
Limited Partnerships Act
Liquor Licence Act

ACTS ADMINISTERED BY THE MINISTRY OF GOVERNMENT SERVICES

Lobbyists Registration Act, 1998

Marriage Act

Ministry of Consumer and Business Services Act

Ministry of Government Services Act, R.S.O. 1990, c. M.25, except in respect of the Ontario Realty Corporation and real property matters

Motor Vehicle Dealers Act, 2002

Municipal Freedom of Information and Protection of Privacy Act

Official Notices Publication Act

Ontario New Home Warranties Plan Act

Ontario Provincial Police Collective Bargaining Act, 2006

Ontario Public Service Employees' Union Pension Act, 1994

Paperback and Periodical Distributors Act

Partnerships Act

Personal Property Security Act

Public Service Act

Public Service of Ontario Act, 2006

Public Service Pension Act

Racing Commission Act, 2000

Real Estate and Business Brokers Act, 2002

Registry Act

Repair and Storage Liens Act

Residential Complex Sales Representation Act

Retail Business Holidays Act

Safety and Consumer Statutes Administration Act, 1996

Securities Act

Securities Transfer Act, 2006

Technical Standards and Safety Act, 2000

Theatres Act

Toronto Futures Exchange Act

Toronto Stock Exchange Act

Travel Industry Act, 2002

Trust Beneficiaries' Liability Act, 2004

Vintners Quality Alliance Act, 1999

Vital Statistics Act

Wine Content and Labelling Act, 2000

AGENCIES, BOARDS AND COMMISSIONS

Name & Type	Description	Member	Address
Advertising Review Board Type: Regulatory	Oversees the competitive selection and review of advertising and public relations agencies to provide advertising, public and media relations, and creative communications services to the Crown.	Chair: Michel Frappier Appointments are made by the Minister of Government Services and by Ministerial Appointment letter.	Location: 900 Bay Street 2 nd Floor, Room M2-56 Macdonald Block Toronto, Ontario M7A 1N3
Alcohol and Gaming Commission of Ontario Type: Regulatory	Responsible for the administration of Charitable Gaming, the Liquor Licence Act, Gaming Control Act and the Wine Content Act, and executing assigned statutory duties including acting as an appeal tribunal.	Chair: David C. Gavsie The Lieutenant Governor appoints at least five members and designates one of the members as chair.	Location: 90 Sheppard Avenue East Suite 2000 Toronto, Ontario M2N 0A4
Board of Funeral Services (BoFS) Type: Regulatory	Regulates the funeral industry by administering the Funeral Directors and Establishments Act. Also mediates and adjudicates complaints, and administers a consumer compensation fund.	Chair: William Kiteley Composed of 13 members, eight funeral directors, and five public persons. All members are appointed by the Lieutenant Governor through Orders-in-Council.	Location: 777 Bay Street, Suite 2810, Box 117 Toronto, Ontario M5G 2C8
Civil Service Commission Type: Regulatory	Monitors the government's performance as an employer, with emphasis on compliance with the Public Service Act while maintaining the merit principle.	Chair: Michelle E. DiEmanuele The Lieutenant Governor appoints at least three members and designates the chair.	Location: 99 Wellesley Street West Suite 5320, 5 th Floor, Whitney Block Toronto, Ontario M7A 1A1
Electrical Safety Authority (ESA) Type: Regulatory, Delegated Administrative Authority	Ensures compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and industrial markets.	Chair: Dane B. MacCarthy Governed by a 12 member board of representatives from industry and three ministerial appointees.	Location: 155A Matheson Boulevard East Suite 202, West Tower Mississauga, Ontario L5R 3L5
Justices of the Peace Remuneration Commission Type: Advisory	Established under the Justices of the Peace Act. It makes recommendations to the Government on remuneration for Justices of the Peace.	Chair: Peter Cory The Lieutenant Governor appoints two members, and the Justices of the Peace appoint their own member.	Location: 77 Wellesley Street West 13 th Floor Ferguson Toronto, Ontario M7A 1N3

Name & Type	Description	Member	Address
Licence Appeal Tribunal Type: Adjudicative	Hears appeals from decisions concerning compensation claims and licensing activities regulated by the Ministry of Government Services, the Ministry of Transportation, the Ministry of Children and Youth Services, the Ministry of Community Safety and Correctional Services, the Ministry of Training, Colleges and Universities, and the Ministry of Municipal Affairs and Housing.	Chair: Carl Dombek Acting Chair: Lynda Tanaka (temporarily serving in the absence of the Chair) The Lieutenant Governor appoints not fewer than three members and designates one of the members as chair and may designate one or more other members as vice-chairs.	Location: 1 St. Clair Avenue West 12 th Floor Toronto, Ontario M4V 1K6
Ontario Film Review Board (OFRB) Type: Regulatory	Receives its mandate through the Film Classification Act, 2005. Subject to specific exceptions, if a film (e.g. movie, DVD, video, etc.) is to be distributed or exhibited in Ontario, it must first be classified by the OFRB. The OFRB's objective is to classify film and thereby provide the public with sufficient information to make informed viewing choices for themselves and their children.	Chair: Janet Robinson Members are appointed by Lieutenant Governor in Council on the recommendation of the Minister of Government Services. Under the <i>Government Appointees Directive</i> initial appointments are for two years with subsequent three and five year terms on the recommendation of the Chair.	Location: 1075 Millwood Road Toronto, Ontario M4G 1X6
Ontario Motor Vehicle Industry Council (OMVIC) Type: Regulatory, Delegated Administrative Authority	Administers the Motor Vehicle Dealers Act (MVDA) and the Motor Vehicle Dealers Compensation Fund. Also responsible for registering motor vehicle dealers and salespeople, conducting inspections and investigations.	President: Michael Davies Governed by a 12-member board of directors made up of nine motor vehicle dealers, two consumer representatives and one government representative.	Location: 789 Don Mills Road, Suite 800 Toronto, Ontario M3C 1T5
Ontario Pension Board Type: Trust	Responsible for the administration of the Public Service Pension Plan (PSPP), the investment of the Public Service Pension Fund, the adjudication of claims, and the making of payments of pension and related benefits under the plan. It also provides administration services for the Provincial Judges Pension Plan and a supplementary pension plan.	Chair: John E. Richardson The Lieutenant Governor appoints all members of the Board. At least one Board member is to represent members of the plan represented by a bargaining agent. The Board presently consists of nine members, three of whom are nominated by employee groups.	Location: 1 Adelaide Street East Suite 1100 Toronto, Ontario M5C 2X6

Name & Type	Description	Member	Address
Ontario Public Service Employees' Union (OPSEU) Pension Trust Type: N/A	The board is an independent organization, responsible for the administration of the OPSEU Pension Plan, the investment of the OPSEU Pension Fund assets, the adjudication of pension claims and the making of payments of pension and related benefits under the plan.	Chair: Jordon Berger The board is composed of ten members, five of whom are appointed by OPSEU and five by the government.	Location: 1 Adelaide Street East Suite 1200 Toronto, Ontario M5C 3A7
Ontario Racing Commission (ORC) Type: Regulatory	Acts in the public interest to govern, direct, control and regulate the horse racing industry in Ontario and to ensure public confidence in the honesty and integrity of the industry.	Chair: Rod Seiling	Location: 10 Carlson Court Suite 400 Toronto, Ontario M9W 6L2
Provincial Judges Pension Board Type: Trust	Responsible for the administration of the Provincial Judges Pension Plan established for provincial judges.	Chair: Keith Gray The Lieutenant Governor appoints three members and designates a chair.	Location: c/o Ontario Pension Board 1 Adelaide St. East Suite 1100 Toronto, Ontario M5C 2X6
Provincial Judges Remuneration Commission Type: Advisory	Established under the Courts of Justice Act to make recommendations to the Government on the remuneration for Ontario Court of Justice.	Chair: Marilyn Nairn The Lieutenant Governor appoints two members, and the Ontario Conference of Judges appoints its own member.	Location: 77 Wellesley Street West 13 th Floor Ferguson Toronto, Ontario M7A 1N3
Public Service Grievance Board Type: Adjudicative	Makes decisions on grievances regarding discipline, dismissal and working conditions of Ontario public servants who are not members of a bargaining unit. Agency established under the Public Service Act. Administrative service provided in co-operation with the Grievance Settlement Board (GSB).	Chair: Donald Carter The Lieutenant Governor appoints at least three members and designates one as chair.	Location: 180 Dundas Street West Suite 600 Toronto, Ontario M5G 1Z8
Real Estate Council of Ontario (RECO) Type: Regulatory, Delegated Administrative Authority	Administers the Real Estate and Business Brokers Act, 2002 (REBBA) and registers real estate brokerages, brokers and salespeople and performs inspections of business premises of registrants to ensure compliance with the Act. Also administers a mandatory continuing education program, a Code of Ethics and Complaint process and an Insurance program.	Chair: Joe Pinheiro Governed by a 12-member Board of Directors, which includes nine elected representatives from the profession and three ministerial appointees to represent consumers, business and government.	Location: 3250 Bloor Street West Suite 600, East Tower Toronto, Ontario M8X 2X9

Name & Type	Description	Member	Address
Tarion Warranty Corporation Type: Regulatory	Registers new home builders and vendors, enrolls new homes for warranty coverage, investigates illegal building practices, resolves warranty disputes between builders/vendors and homeowners, and promotes high standards of construction among Ontario's new home builders.	Chairman: Robert E. Wade Tarion's Board members are appointed annually, and consist of respected professionals who represent the Ontario Home Builders' Association (OHBA), consumer organizations, financial institutions, and provincial and municipal levels of government.	Location: 5160 Yonge Street 12th Floor Toronto, Ontario M2N 6L9
Technical Standards & Safety Authority (TSSA) Type: Regulatory, Delegated Administrative Authority	Reviews designs and performs risk-based device inspections in four key sectors: boilers and pressure vessels and their associated operating engineers; amusement and elevating devices (elevators, escalators, ski lifts); hydrocarbon fuels (transportation, storage and distribution, utilization); and, upholstered and stuffed articles.	Chair: Rudy Riedl The Board consists of 18 members with eight elected members from our regulated sectors, five elected non-regulated sector members and four members appointed by the Minister of Government Services	Location: 3300 Bloor Street West 14th Floor, Centre Tower Toronto, Ontario M8X 2X4
Travel Industry Council of Ontario (TICO) Type: Regulatory, Delegated Administrative Authority	Registers travel agents and wholesalers and performs inspections of registrants to ensure compliance with the Travel Industry Act, 2002. Also administers the Travel Industry Compensation Fund which is largely financed by the Ontario travel industry.	Chair: Denise Heffron	Location: 2700 Matheson Boulevard East Suite 402, West Tower Mississauga, Ontario L4W 4V9
Vintners Quality Alliance Ontario Type: Regulatory, Delegated Administrative Authority	Administers the Vintners Quality Alliance Act, 1999, a regulated "Appellation of Origin" system by which consumers can identify quality wines in Ontario.	Chair/President: Greg Berti	Location: 1 Yonge St., Suite 1601 Toronto, Ontario M5E 1E5

AGENCIES, BOARDS AND COMMISSIONS - FINANCIAL SUMMARY

Agencies (may be known as Boards, Commissions, Corporations etc.) are provincial government organizations established by and accountable to the government but not part of a ministry. ABCs are self-financing operations and are not part of the ministry's expenditure estimates except where amounts are shown.

	Classification	2007-08 Expenditure Estimates	2007-08 Revenue Estimates	2006-07 Expenditure Interim Actuals	2006-07 Revenue Interim Actuals	2005-06 Expenditures Actuals	2005-06 Revenue Actuals
		\$	\$	\$	\$	\$	\$
Advertising Review Board ^A	Regulatory	30,000		30,000		30,000	
Board of Funeral Services (BoFS)	Regulatory						
Civil Service Commission ^C	Regulatory						
Electrical Safety Authority (ESA) ^B	Regulatory, Delegated Administrative Authority						
Justices of the Peace Remuneration Commission ^D	Advisory	100,000		206,509			
Ontario Film Review Board (OFRB)	Regulatory						
Ontario Motor Vehicle Industry Council (OMVIC) ^B	Regulatory, Delegated Administrative Authority						
Ontario Pension Board ^E	Trust						
Ontario Racing Commission	Regulatory						
Provincial Judges Pension Board ^F	Trust	119,000		158,175		47,883	
Provincial Judges Remuneration Commission ^D	Advisory	1,000,000		223,698			
Public Service Grievance Board ^G	Adjudicative	140,000	140,000	130,000	130,000	133,885	133,885
Real Estate Council of Ontario (RECO) ^B	Regulatory, Delegated Administrative Authority						
Tarion Warranty Corporation	Regulatory						
Technical Standards & Safety Authority (TSSA) ^B	Regulatory, Delegated Administrative Authority						
Travel Industry Council of Ontario (TICO) ^B	Regulatory, Delegated Administrative Authority						
Vintners Quality Alliance Ontario (VQA) ^B	Regulatory, Delegated Administrative Authority						

A. Amounts represent per diems paid to board members from funds that reside within the MGS allocation.

B. Delegated Administrative Authorities (DAAs) are independent, financially self-sustaining not-for-profit corporations usually accountable to a Board of Directors.

DAAs operate as an administrative authority under specific legislation and an administrative agreement with MGS.

DAAs are responsible for meeting the legislative and contractual obligations in the delivery of their delegated regulatory mandate.

C. The Civil Service Commission has no permanent staff; meetings are held as needed. Members are civil servants who do not receive additional compensation.

D. Costs reflect anticipated administrative and legal costs for the appointments of the Sixth Provincial Judges and Fourth Justices of the Peace, and activities of these Commissions. Nothing reported in 2005-06 since the Commissions were not constituted at that time.

E. The Ontario Pension Board's per diems are not funded from MGS' Estimates.

F. Amounts represent the per diems for board members and administration of the Provincial Judges Pension Plan.

G. The Public Service Grievance Board is administered by the Ministry of Labour on behalf of MGS; it provides administrative services for scheduling cases and all expenditures incurred are reimbursed by ministries that use the services of the Board.

MINISTRY FINANCIAL INFORMATION

Table 1: Ministry Planned Expenditures 2007-08

Ministry Planned Expenditures (\$M) 2007-08

Operating	1,323.1 *
Capital	27.6
TOTAL	1,350.7

*includes statutory appropriations and consolidations (not including assets)

Ministry Voted Operating and Capital (Excluding Operating Assets)

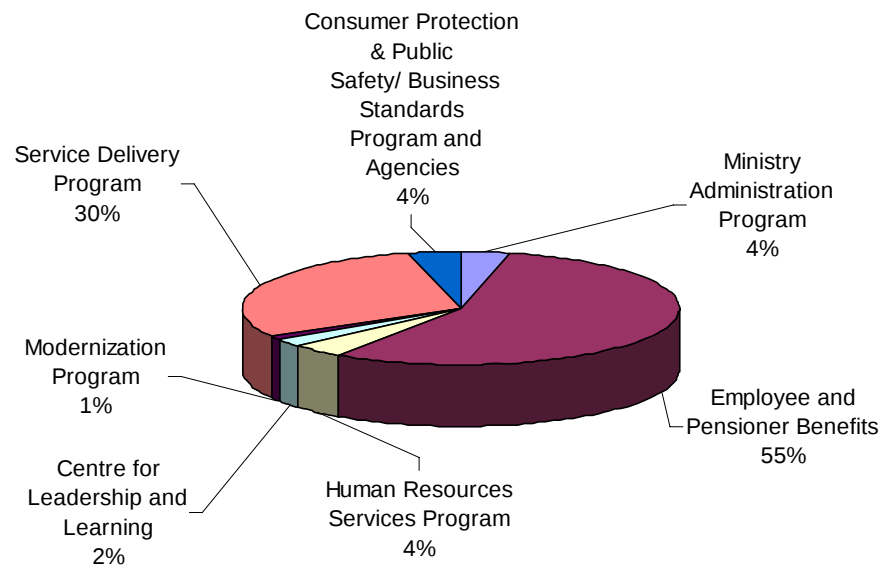


Table 2: Operating and Capital Summary by Vote

Vote/Program	2007-08	Change From		2006-07	2006-07	2005-06
	Estimates	Estimates		Estimates	Interim Actuals	Actuals
	\$	\$	%	\$	\$	\$
OPERATING AND CAPITAL						
Ministry Administration Program	48,812,600	(15,972,900)	(24.7%)	64,785,500	65,725,400	52,481,349
Employee and Pensioner Benefits	758,307,000	(51,454,000)	(6.4%)	809,761,000	785,381,600	903,502,784
Human Resources Services Program	51,539,500	13,355,200	35.0%	38,184,300	35,471,800	24,709,911
Centre for Leadership and Learning	31,006,900	2,438,100	8.5%	28,568,800	30,276,600	25,156,262
Modernization Program	13,128,700	1,725,300	15.1%	11,403,400	11,851,600	11,744,321
Service Delivery Program	400,485,900	6,066,800	1.5%	394,419,100	411,261,000	380,630,414
Consumer Protection & Public Safety/ Business Standards Program and Agencies	51,366,900	208,600	0.4%	51,158,300	53,159,300	51,149,117
Total to be Voted	1,354,647,500	(43,632,900)	(3.1%)	1,398,280,400	1,393,127,300	1,449,374,158
Statutory Appropriations	13,882,699	5,312,455	62.0%	8,570,244	8,824,044	4,732,761
Ministry Total Operating and Capital excluding Consolidations	1,368,530,199	(38,320,445)	(2.7%)	1,406,850,644	1,401,951,344	1,454,106,919
Consolidations	(17,825,000)	25,000	(0.1%)	(17,850,000)	(17,850,000)	(100,015,680)
Ministry Total Operating and Capital including Consolidations	1,350,705,199	(38,295,445)	(2.8%)	1,389,000,644	1,384,101,344	1,354,091,239
Operating Assets						
Service Delivery Program	11,001,000	10,999,000	-	2,000	-	-
Total Operating Assets to be Voted	11,001,000	10,999,000	-	2,000	-	-

2005-06 ANNUAL REPORT

ACHIEVEMENTS 2005-06

Transforming and Improving Government Services

The government implemented a money-back service guarantee for birth certificates in Ontario. The province guarantees that online applications that are complete for births already registered will be delivered within 15 business days. About 1,300 applications were submitted daily (more than 60 per cent of all birth certificate applications) by the end of the year, and more than 99 per cent met the service standard.

ServiceOntario/Registration Services initiated phased implementation of a new Interactive Voice Recognition (IVR) telephone system for the Office of the Registrar General (ORG) to improve response times and customer access.

The Ottawa ServiceOntario Centre was opened. It is a joint services project between the Ottawa Municipal Government, the Ontario Government and the Federal Government, providing in-person access to multi-jurisdictional services.

Online status checking for birth, marriage, and death certificates was launched. After answering a series of questions for authentication, applicants are now able to check the status of their birth, marriage, and death certificate applications online.

Twelve Land Registry Offices including those in Kenora, Muskoka and Timiskaming were converted to Electronic Registration (E-Reg). Automation and conversion of land records were ahead of schedule with over 87 per cent of Ontario properties currently automated.

The Office of the Corporate Chief Information Officer (OCCIO) completed migration of the gov.on.ca central site and allied sites to the new portal environment, supporting the plan to streamline and improve public access to government.

Information and Information Technology (I and IT) management and governance was improved with a full response to the Report of Ontario's Special Task Force on the Management of Large-Scale Information and Information Technology Projects, released to the public on November 17, 2005.

The e-Ontario strategy is about realizing efficiencies in the delivery of I and IT services within the Ontario Public Service (OPS) as well as looking beyond the OPS and working with Broader Public Sector (BPS) and private sector to improve client service and support efficient and effective I and IT services. The long-term vision is about building a more competitive economy and supporting communities.

Over the last year there have been a number of major accomplishments in the e-Ontario Strategy. They include:

- ***Improving the way Ontario ministries are able to work, and reducing the costs of that work so that more funds can be reinvested in service improvements; these I and IT achievements also increase value for and improve service to the citizens of Ontario.***
- Introducing new technology and practices that enable the OPS to manage IT assets more effectively and efficiently so that the Office of the Corporate Chief Information Technology Officer and Chief Strategist (OCCIO) can make better procurement decisions and save taxpayers money.
- The e-Ontario Strategy, which built on the 1998 Information and Information Technology Strategy, is helping the Ontario government achieve high levels of client satisfaction and global recognition while slowing the rise of I and IT costs.
- Better management that is helping to keep I and IT costs as low as possible and allowing Ontario to get more value from I and IT investments.

Making the OPS “The Place To Work”

The Ontario Public Service Human Resources Plan was launched. This plan provides the government with the framework to transform the OPS into a modern, world leader in public service. It focuses on three key areas:

- Engaging and involving all employees to achieve organizational results
- Attracting employees by gaining a competitive edge
- Building capacity to sustain a world class organization

Performance measures were also established for all HR plan strategies so the OPS can monitor and report on progress in the priorities outlined in the plan.

The ministry continued to implement collective agreements, it successfully negotiated within its mandate and without labour disruptions.

The OPS Human Resources Plan and strategies are designed to create an environment that enables managers to hire and retain the employees they need; to develop and foster talent; and provide employees with the tools and resources necessary to achieve results.

Delivering on Results and Fiscal Priorities

The Supply Chain Leadership Council was established to expedite procurement and initiate OPS-wide procurement planning. This enables economies of scale through strategic sourcing and procurement for the OPS.

In partnership with the Ministry of Finance (MOF), MGS launched a Revenue Management Improvement initiative to strengthen and improve the management of the government's accounts receivables and to create opportunities for reinvestment in high-priority programs.

The Energy Conservation Awareness Fair, held November 10, 2005, at Queen's Park showcased innovations to promote workplace energy conservation. The one-day event included displays from government and public-sector partners, including the ministries of Energy, Transportation, and Government Services; Ontario Realty Corporation; the City of Toronto Energy Efficiency Office and EnWave.

MGS implemented paperless pay stubs for select ministries. Approximately 46,000 OPS staff are receiving paperless pay stubs, resulting in \$600,000 in savings

The ministry completed an extensive end-to-end privacy review of Ontario Shared Services business lines, which resulted in the creation of the first public sector based privacy standard in Canada.

Creating a Modern Regulatory Framework for Consumers and Facilitating Economic Growth

Consumer protection was strengthened through the Travel Industry Act, 2002 (July 2005) the Consumer Protection Act, 2002 and a public education drive. In addition:

- The new Real Estate and Business Brokers Act, 2002 significantly modernizes the regulatory regime for real estate brokers and salespersons. It enhances consumer protection by clarifying disclosure rules around the deposit of trust monies and the disclosure required in dual agency situations.
- The introduction of the Ontario Wine Short Crop Memorandum of Understanding helped secure the future success of the wine growing industry in Ontario, following severe crop damage that had taken place.

The new Film Classification Act, 2005 governs classification, exhibition and distribution of film, including videos and video games in Ontario.

Ministry Actual Expenditures (\$M) 2005-06

Operating	1,342.5 *
Capital	11.6
Staff Strength (as of March 31, 2006)	4,005

**includes statutory appropriations and consolidations*

2006-07 Annual Report

ACHIEVEMENTS 2006-07

Transforming and Improving Government Services

ServiceOntario established new service centres in Belleville, Aurora, Temiskaming Shores, Stratford and Windsor. Since opening, there have been more than 45,200 visits to these centres, with a monthly average of 1,016 visits.

A new money-back service guarantee was launched for online marriage and death certificates. These new service guarantees have been met more than 99 per cent of the time.

ServiceOntario added five high-volume Ministry of Transportation (MTO) services to its website, serviceontario.ca in August 2006. More than 55,467 transactions were completed online from the time it was launched to March 2007.

As of March 2007, Ministry of Natural Resources services have been offered at 59 of the 63 ServiceOntario Government Information Centres.

ServiceOntario launched a joint pilot Service Canada-ServiceOntario Newborn Registration program. New parents register births and apply online for their babies' birth certificates and Social Insurance Number (SIN) cards at the same time.

A web-based service (BizPal) was launched. This is a partnership among federal, provincial and municipal governments that provides business people in several communities with simplified access to the information they need to launch or expand their businesses. BizPal provides customized lists of the permits and licenses required by participating municipalities, the province and the federal government. As of March 2007, over 50 more municipalities had been recruited to participate in the BizPal initiative, including the City of Toronto.

Online birth certificate application service guarantee is an excellent example of ServiceOntario's ability to deliver on its service commitments. As of March 2007, the ministry has processed more than 383,000 eligible applications online and only 128 refunds have been issued.

Automation of property records and optional electronic registration was underway in seven Land Registry Offices. By March 2007, a total of 194,000 property records were automated.

MGS is transforming and simplifying how services are provided to new businesses by enhancing its Internet initiatives and web-based forms and expanding its Change of Business Information service.

York University has been selected as the site of the new main public facility for the Archives of Ontario. The Archives and Recordkeeping Act received Royal Assent and will come into force on September 1, 2007. It will modernize the Archives' operations and put the groundwork in place to modernize record keeping practices of the OPS.

The Office of the Corporate Chief Information Officer (OCCIO) established a privacy breach protocol policy for the OPS and its agencies.

As part of the e-Ontario strategy to modernize Information and Information Technology, OCCIO also significantly improved the effectiveness of the information technology infrastructure by consolidating the infrastructure, hardware and employees into a corporate organization for the OPS.

MGS established the Office of the Chief Information and Privacy Officer to provide OPS-wide leadership on information management and privacy protection.

OCCIO also implemented an OPS-wide email system.

It consolidated and simplified OPS websites, reducing the number by 30 per cent. OCCIO also developed the OPS Website Framework to standardize procedures for developing, deploying and managing websites.

It also improved governance and asset management for IT resources by introducing key directives and corporate review procedures.

Making the OPS “The Place To Work”

MGS successfully reached agreements with various bargaining groups without labour disruptions.

The ministry remains committed to the development of youth and new professionals and has secured more work placements in the OPS Learn and Work Program for at-risk youth.

The Public Service of Ontario Act, which received Royal Assent in December 2006, will set and maintain a high standard of integrity for public servants while providing important safeguards and protections that public servants need to do their jobs. This supports the government's commitment to reinforce transparency and to strengthen the existing fundamental principles of public service: accountability, non-partisanship, competency and professionalism.

The ministry successfully developed and rolled out a talent management system to support more effective succession planning within the OPS and guide professional development for OPS employees. Training opportunities to support this initiative are also being expanded, including the introduction of distance learning using the Internet.

While on-the-job learning remains the most important way for employees to build skills, more than 90 courses in approximately 20 locations across the province are now available

Delivering on Results and Fiscal Priorities

MGS expedited procurement in the OPS and initiated OPS-wide procurement planning. The Supply Chain Leadership Council was fully implemented in 2006-07 to reduce costs in government procurement. Ontario Shared Services (OSS) identified \$197 million in savings by introducing more flexibility to the existing cost structure and through OPS-wide savings that are part of supply chain management and transactional services activities.

MGS has also made improvements to the government's accounts receivable processes and enhanced collection of outstanding non-tax revenue.

MGS developed a Project Portfolio Framework to manage multiple procurement projects and programs more efficiently and effectively to deliver results.

Creating a Modern Regulatory Framework For Consumers and Facilitating Economic Growth

MGS' Consumer Protection and Service Modernization Act, 2006 received Royal Assent on December 20, 2006, amending 33 ministry statutes to modernize government services and regulatory frameworks, increase consumer protection, improve public safety and enhance government efficiency and services to Ontarians.

Key amendments include:

- Bereavement reform – The regulatory framework has been modernized to protect consumers and streamline the legislation and associated regulations.
- Identity theft – New measures help combat identity theft and protect victims whose identities have been stolen.
- Liquor Licence Act reform – Amendments to the Liquor Licence Act introduced new public safety and service delivery reforms; in particular changes will provide the Alcohol and Gaming Commission of Ontario (AGCO) with new authority to suspend or revoke a liquor licence and expand the scope of investigations of associates of an applicant for a liquor licence. As well, measures were introduced to allow patrons to take drinks to the washroom to avoid risks such as date rape drugs.
- Amendments to the Consumer Protection Act, 2002 – These changes ban the advertising of illegal Internet gaming, and are expected to be proclaimed on January 1, 2008.
- Improved protection against mortgage fraud – Amendments were made to the Land Titles Act, Land Registration Reform Act, Registry Act and other related statutes to help ensure that people will not lose their homes because of fraud.
- Access and Privacy Standards modernization – Amendments were made to the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) as part of the government's commitment to transparency and openness in government.
- The new Archives and Record Keeping Act – This legislation addresses the management and preservation of government records in Ontario. It supports the preservation of Ontario's heritage by confirming the responsibilities and authority of the Archivist of Ontario, and it creates new opportunities to preserve private records of archival value.
- ServiceOntario implementation – Amendments to the Ministry of Government Services Act

permit ServiceOntario to be designated as a service provider organization authorized to provide services to the public on behalf of government ministries and agencies.

- Business law modernization – The MGS Consumer Protection and Service Modernization Act, 2006 has increased shareholder protection by giving additional rights to persons who own shares indirectly through their brokers or banks and has increased business efficiencies by reducing the resident Canadian director requirement from a majority to at least 25 per cent.
- Changes to gift cards – Amendments to the Consumer Protection Act, 2002 better protect consumers by enabling regulations to be made to prohibit expiry dates, address service fees, and require prominent disclosure of information to the public about the use of gift cards.
- The Collection Agency Prohibited Practices – Amendments to the Regulation were adopted on June 1, 2006 that established practice standards for collection agencies.
- The Securities Transfer Act, 2006 – This legislation, which came into force January 1, 2007, provides certainty to the domestic and international capital markets around securities transfers in Ontario and enhances Ontario's financial marketplace for foreign investment. Industry estimates that this initiative will generate savings of \$130 million a year in efficiencies for Ontario's capital markets. Other provinces are adopting the harmonized act.
- Electrical Contractor Licensing Regulation – This regulation made under Part VIII of the Electricity Act, 1998 (Electrical Safety), established a new electrical contractor and master electrician licensing system that provides for the regulation for 4,500 electrical contractors. It also enhances consumer protection by ensuring that only qualified contractors perform electrical work.

Ministry Interim Actual Expenditures (\$M) 2006-07

Operating	1,367.0 *
Capital	17.0
Staff Strength (As of March 31, 2007)	4,816

**includes statutory appropriations and consolidations*