



Published Plan and Annual Report: Ministry of Government and Consumer Services

Plan for 2016-2017 and results and outcomes of all provincial programs delivered by the Ministry of Government and Consumer Services in 2015-2016.

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Ministry overview

Mandate

The Ministry of Government and Consumer Services provides value to the Ontario Public Service, the public and business through its key role as an enterprise service provider, transformation enabler, and a modern regulator. The ministry has a broad mandate to support ministries across the government with efficient and effective enterprise business services and solutions and to strengthen consumer protection and public safety to better serve Ontarians.

About the ministry

Formed in June 2014, the Ministry of Government and Consumer Services (MGCS) delivers vital programs and services to consumers and businesses to readily access government information, provides a safe and secure marketplace, enhances the quality of life for Ontario families, and strengthens the economic business climate.

It is an innovative and efficient provider of enterprise services, business and Information Technology (IT)

solutions to ministries across the government. MGCS also supports employee inclusion and accessibility that fosters fairness and equity across the public service.

Collectively through our business lines, MGCS is an enterprise service provider that enables government to run more efficiently and deliver more responsive services to both consumers and businesses, while making the best use of taxpayer dollars.

Ministry contribution to priorities and results

MGCS leads a robust agenda to deliver vital programs and services and products that support a range of government priorities. The ministry is actively:

- transforming horizontal government service delivery
- supporting ministries with efficient and effective enterprise services and solutions
- strengthening consumer protection and public safety
- building a dynamic business climate

MGCS is an enabler of government transformation. The ministry leads the government priority to modernize ServiceOntario to deliver streamlined, seamless, lower cost online services that improve customer access and experience, while better serving the needs of individuals and businesses in the province. The ministry continues to work with partners across government to ensure it is forward thinking and responding to the way Ontarians increasingly want to interact with government. This includes working with partners to advance online and mobile service delivery with a focus on making the customer experience simple and efficient.

The ministry is also supporting significant government transformation by contributing to a comprehensive I&IT review, and modernizing the administration of the government's transfer payment model.

As an enterprise service provider, MGCS continues to support ministries across government with effective services and solutions. For example, the ministry is developing the Ontario Shared Services Five-Year Transformation Strategy, which will enhance the shared services model to:

- increase efficiency
- reduce duplication of services
- allow for more effective use of enterprise technology

The Ministry uses performance measures including those on customer service and information management to track progress, help ensure goals are met and continuously find ways to improve.

MGCS also continues to strengthen consumer protection and public safety by modernizing its regulations and legislation. The ministry plans to accomplish this through the development of measures on its effectiveness in creating responsive policy, or by creating/reforming legislation and regulation for Administrative Authorities (AAs) to administer/deliver and also creating or reforming AAs when necessary. In its role as a modern regulator the Ministry will also continue to deliver effective and efficient consumer protection services through collaborative approaches with other regulators and jurisdictions, strategic education and outreach, business intelligence,

mediation of disputes, licensing, regulation and oversight of targeted sectors under consumer protection statutes, and risk based compliance and enforcement activities.

A prime example of this is the successful passage of Bill 106 – the *Protecting Condominium Owners Act, 2015*. This initiative is a key result achieved by MGCS on the government priority to better protect consumers in Ontario. The comprehensive legislation will better protect condo owners and all those who live in condominium communities across the province by, for example, requiring mandatory licensing of condo managers.

The ministry also played a leadership role in the December 2015 introduction of legislation that will, if passed, better protect consumers who use alternative financial services, such as pay day loans, services for cashing government cheques or who have debts in collection. The proposed legislation will, if passed, amend the *Payday Loans Act, 2008*, *Consumer Protection Act, 2002*, and the *Collection and Debt Settlement Services Act* to ensure that the market for alternative financial services is fair and that Ontarians have the information they need to make appropriate decisions for them and their families.

In addition, MGCS continues to support the building of a dynamic business climate in Ontario. The ministry has led the government's commitment to modernizing the province's business law framework to meet the changing needs of business. MGCS supported the government's promise to conduct a comprehensive review of the province's corporate and commercial statutes by gathering a panel of experts to provide advice on priorities for reforming 19 of the province's business laws.

This led to the government announcing in the fall of 2015 that it was creating a new advisory council to help ensure Ontario's business laws are modern and keep pace with the changing needs of business. This will support the continuous review and updating of the province's business statutes.

MGCS also led the work which resulted in the government moving forward to proclaim amendments to the *Business Corporations Act*, *Business Names Act*, and *Personal Property Security Act* that will make it easier for companies to do business in Ontario. The Ministry will continue to support priorities to remove barriers and ensure an efficient market and prosperous business climate in the province.

MGCS will also continue to collaborate and work closely with our partner ministries to actively contribute to the government achieving its overarching priorities.

Key performance indicators (KPIs)

MGCS has several important key performance indicators to measure ministry priorities such as customer satisfaction rates and service standards, which are reflected in the charts found under the Ministry Programs section. However, as there is always room for improvement, MGCS is committed to continue to enhance its KPIs and program-level measures to assess performance and drive outcomes. The ministry has initiated a project to review and improve its current performance measures to ensure that MGCS is using the most effective tools to demonstrate targeted outcomes and drive future success.

Going forward

MGCS is committed to continue playing a leadership role in integrating service delivery at the enterprise level. As part of this, MGCS will continue to support its ministry partners to renew their legislation and policies to enable

further modernization and integration of services.

The ministry is also committed to responding to recommendations received in both the Auditor General's 2013 annual report and the Commission on the Reform of Ontario's Public Services (CROPS). MGCS has already introduced several significant service and program improvements to respond to these recommendations. A few examples of these improvements include:

- new identity requirements for applicants and third-party applicants applying for an accessible parking permit in order to strengthen the integrity of the program. Also introduced a more secure, tamper-resistant permit to reduce fraud and misuse of the program
- optimized several online applications in order to provide a better user experience and ensure compliance with the *Accessibility for Ontarians with Disabilities Act*
- began implementing a two-year plan to remove red and white health cards from circulation and replace them with the more-secure photo health card. As of January 31, 2016, there have been more than 1.6 million removed from circulation. By removing the red and white health card from circulation and converting Ontarians to the photo health card, the ministry is increasing the security of our health care system and helping ensure the access to the system is available only to those who are eligible
- officially delegated responsibility for the licensing and oversight of cemeteries, crematoria and their salespersons under the *Funeral, Burial and Cremation Services Act* (FBCSA) to a new administrative authority, the Bereavement Authority of Ontario (BAO). BAO responsibility for the licensing and oversight of funeral and transfer service providers under the FBCSA will begin April 1, 2016. The creation of a new AA in the bereavement sector allows MGCS to better serve the public interest by focusing resources on its consumer protection agenda supporting a timely response to emerging consumer issues/concerns in the marketplace
- officially delegated responsibility for the licensing of theatres, exhibitors and distributors, and the classification of films under the *Film Classification Act, 2005* (FCA). Under the Ontario Film Authority (OFA), the Ontario Film Review Board (OFRB) continues to classify films. However, the OFRB is no longer an agency of government, and the OFA now provides support and oversight for the OFRB. Ontario families can continue to count on a system that helps parents/guardians make informed viewing decisions for themselves and their children

Collaboration with our partners across government and beyond will always be important as the ministry dedicates its energies to taking action to better align priorities, make the best use of resources and achieve shared goals. MGCS is committed to build upon robust project management approaches and effective execution strategies to successfully deliver on priorities that best serve the government and the people of Ontario.

Ministry programs

MGCS integrates frontline services for individuals and businesses with a focus on customer experience excellence. The ministry focuses on increasing customer satisfaction by providing streamlined access points into government and an increasing number of services delivered online.

MGCS is a modern regulator balancing consumer protection with reducing the burden on businesses. The ministry has developed a sustainable and cost-effective regulatory service delivery model. MGCS supports a fair and transparent marketplace – not always through the big stick of legislation and enforcement – but also through education and partnerships that foster positive change. The ministry uses creative communications to both educate consumers and drive compliance within various sectors. Specifically, MGCS primarily has five lines of business.

Consumer Protection Ontario

Consumer Protection Ontario (CPO) informs Ontarians about their rights and protection under the ministry’s various consumer protection statutes and regulations, including the *Consumer Protection Act*. Under the ministry’s education and public-information initiatives, CPO reaches out to consumers and businesses as a trusted source of information, advice and awareness and plays a leadership role in supporting a fair, safe and informed market place. Direct services to the public include educating consumers and businesses about their consumer rights and responsibilities, mediating consumer complaints and protecting the public interest by taking appropriate compliance and enforcement action against non-compliant businesses. The ministry also regulates and licenses businesses in a number of key sectors, including payday loans, collection agencies and consumer reporting agencies.

Services are also offered indirectly through arms-length administrative authorities in the areas of consumer protection and, public safety. CPO is also responsible for the policy of a number of consumer protection, public safety and business law statutes.

Information, Privacy and Archives

The Information, Privacy and Archives (IPA) division promotes good recordkeeping practices across the public sector. It provides strategic leadership for access to information, privacy protection and a wide range of information management-related activities. This includes planning, policy and standards development. IPA fosters government accountability and transparency by promoting good recordkeeping by public sector bodies.

Within IPA, the Archives of Ontario, collects, manages and preserves the records of Ontario and provides the public access to original records of enduring value. It is a vital resource for studying and interpreting the history of the province. It preserves Ontario's documentary heritage for the benefit of current and future generations.

Information Management Service Standards

Archives - Information Requests and Reproduction Orders over the 90% target for the last three years					
Program/Service	Service Standard	Target	2013-14	2014-15	2015-16
Archives - Information	Correspondence enquiries will be completed to standard within 14 business days.	90%	96%	97%	96%

Requests

Archives - Information Requests	Requests for Information will be processed and completed within 22 business days or authorized extension.	90%	93%	98%	100%
Archives - Reproduction Orders	Reproduction orders will be completed to standard within 14 business days.	90%	96%	97%	96%

Ontario Shared Services

Ontario Shared Services (OSS) provides Ontario government ministries and employees with over 50 services related to procurement, finance, human resources, pay and benefits, controllership, supply chain management and a range of enterprise business services. It serves 63,000 OPS employees and approximately 53,000 vendors.

OSS provides innovative enterprise services that contribute to reducing duplication of services, finding efficiencies and cost savings across government and the Broader Public Sector. OSS enables its clients to focus on their core businesses. The role of OSS also ensures the provincial government receives the best value for its procurement dollars through fair, open and transparent procurement strategies and practices.

Ontario Shared Services Service Standard

Clients were satisfied with the service provided by Official Documents Services - Issue Documents. Target was 95%, level achieved was 97% in 2013-14 and 2014-15 and 94% in 2015-16					
Program/Service	Service Standard	Target	2013-14	2014-15	2015-16
Official Documents Services – Issue Documents	Clients will be satisfied with the service provided	95%	97%	97%	94%

OPS Diversity Office

The OPS Diversity Office develops enterprise strategies, programs and tools to facilitate and promote a diverse, inclusive and accessible OPS. The goal of the OPS Diversity Office is to work together with ministries to embed inclusion into the organization through:

- enterprise-wide leadership
- shared responsibility and effective governance
- evidence-based policies and planning
- rigorous evaluation of strategies and programs to support continuous improvement

ServiceOntario

ServiceOntario is the gateway to government services for individuals and businesses – and provides everything from health cards and drivers’ licences to a range of business services. It provides Ontarians with fast, friendly and easy access to a range of government services and information. This includes the convenience of one-stop shopping, available through online, telephone and in-person delivery channels.

ServiceOntario surveys customer satisfaction throughout the year for each of its service delivery channels: online, in-person and telephone. The ServiceOntario performance indicator reflects the percentage of customers who indicated a five rating for their overall satisfaction.

Overall satisfaction

Overall satisfaction	Target	2013-14	Target	2014-15
% of customers very satisfied with their most recent ServiceOntario experience	81%	82%	83%	85%

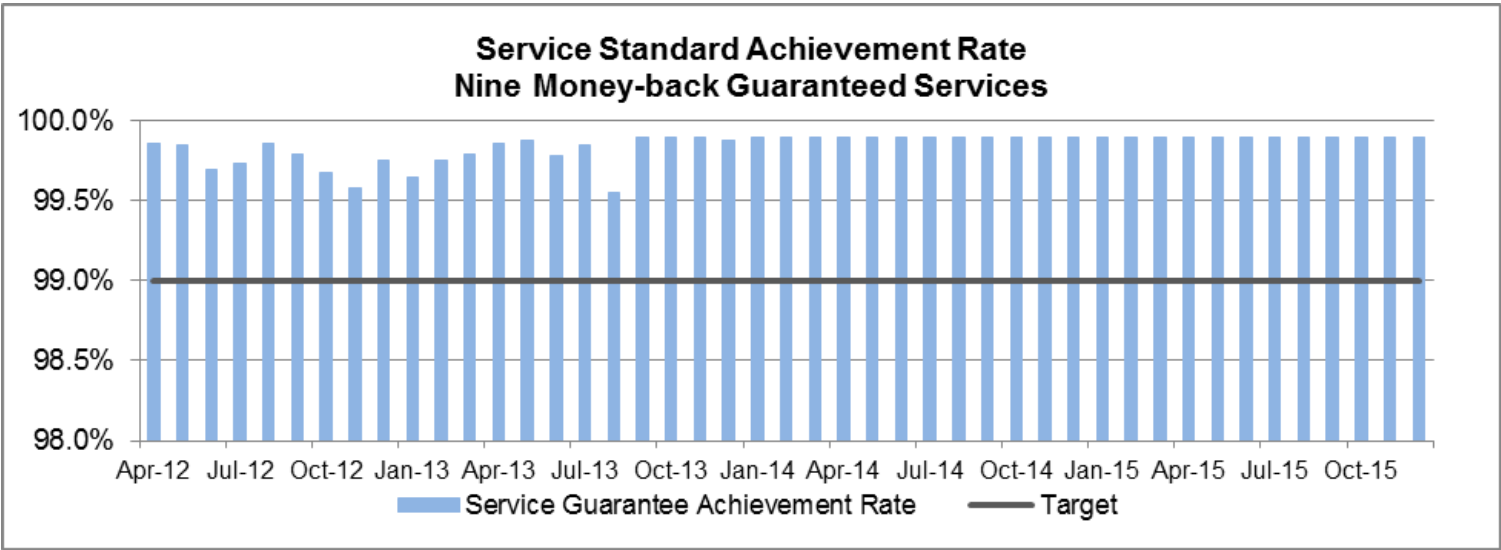
Effective 2015-16, ServiceOntario began reporting results based on customers who were satisfied or very satisfied:

Overall satisfaction

Overall satisfaction	Target	2015-16
% of customers satisfied or very satisfied with their most recent ServiceOntario experience	95%	91%

Key ServiceOntario service standards measure the percentage of transactions delivered within established timeframes and the effectiveness of service delivery processes. In 2015-16, the nine money-back service guarantees have had an average 99.9% monthly achievement rate.

The graph below displays nine money-back guaranteed services that exceeded performance targets. These nine services include online birth, marriage and death certificates; premium online birth, marriage and death certificates; electronic master business licences, online personalized licence plate orders and online publications orders. Service levels exceed 99%. The goal for 2016-17 is to maintain a service standard achievement rate above 99% through strict process control and continuous improvement.



All of ServiceOntario’s published service standards met or exceeded their targets in 2014-15.

ServiceOntario published service standards

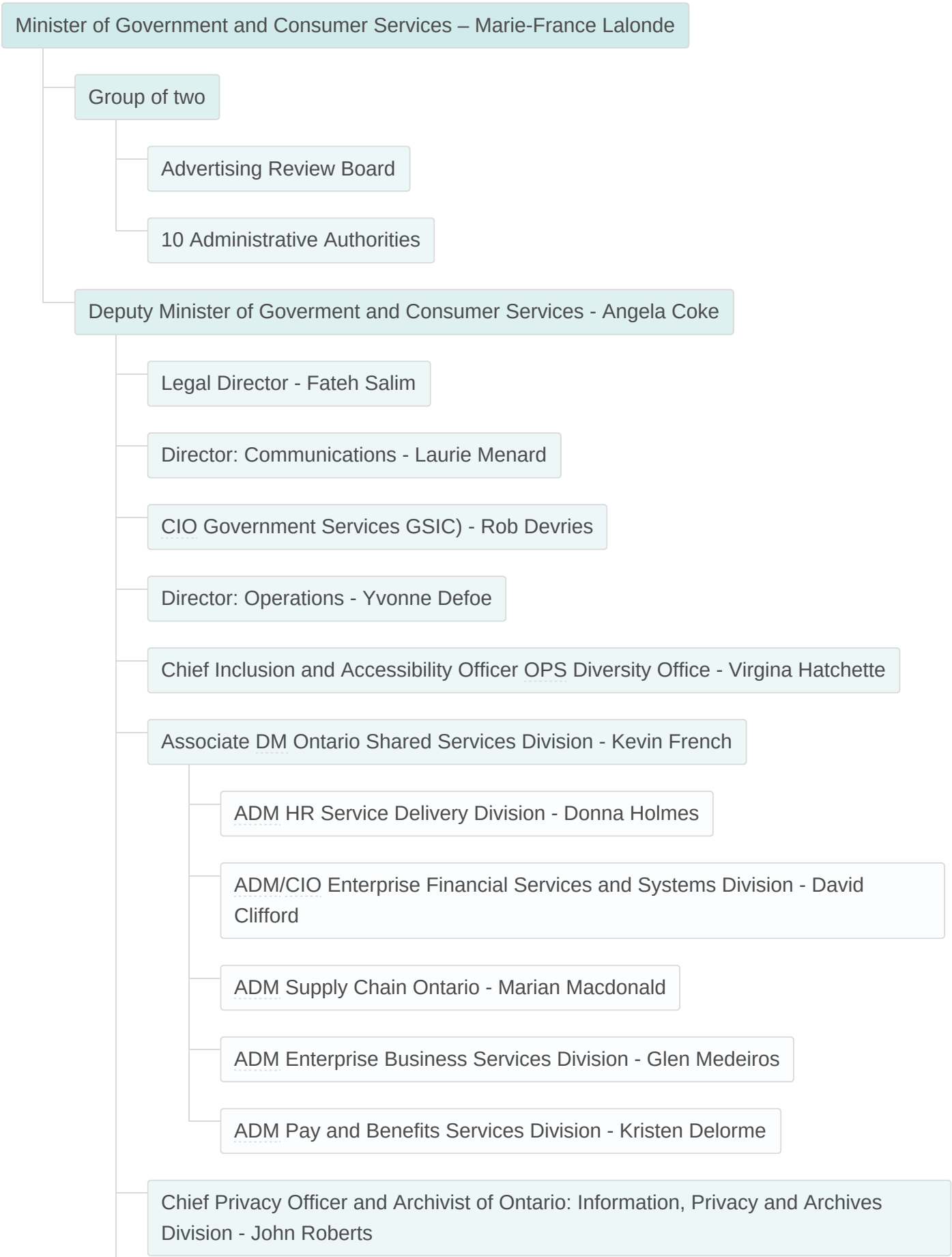
ServiceOntario has 48 published service standards. All of them achieved 90% or more of target in 2014-15		
Category	Number of service standards	Standards that achieved 90% or more of target
Customer Service	3	100%
Information	2	100%
Permits, licenses, certificates and registrations	40	100%
Approvals and decisions	3	100%
Total	48	100%

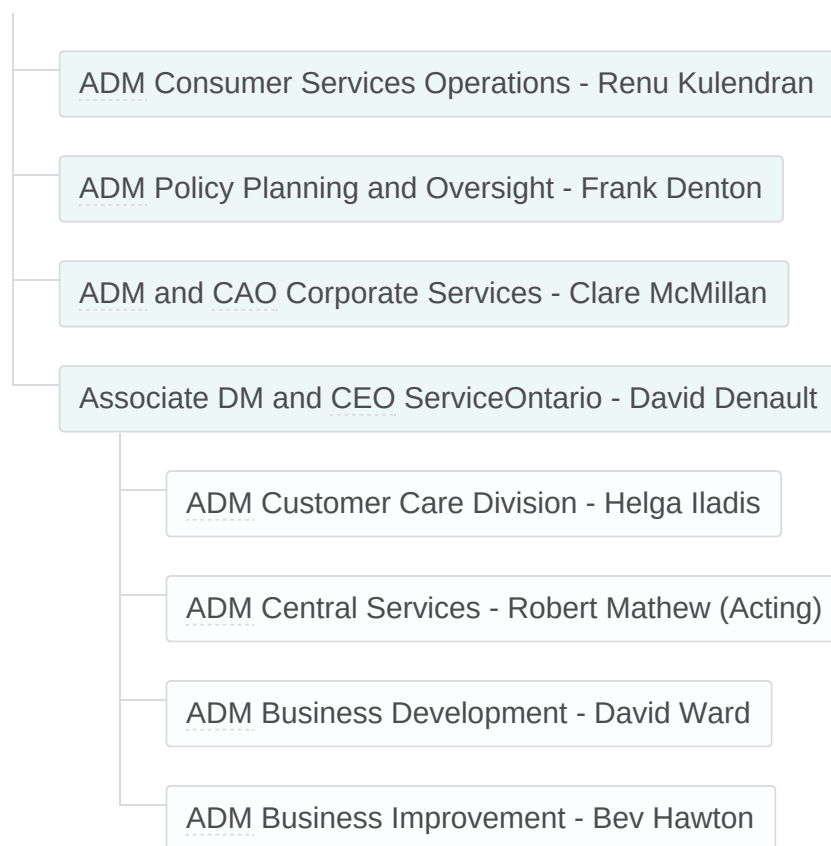
The success of these five lines of business relies upon the ongoing support of:

- communications
- corporate services
- information technology
- legal services

Organizational chart

Organizational chart for the Ministry of Government and Consumer Services (as of July 15, 2016):





Acts administered by the Ministry of Government and Consumer Services

- *Apportionment Act*, R.S.O. 1990, c. A.23
- *Archives and Recordkeeping Act*, 2006, S.O. 2006, c. 34, Sched. A
- *Arthur Wishart Act (Franchise Disclosure)*, 2000, S.O. 2000, c. 3
- *Assignments and Preferences Act*, R.S.O. 1990, c. A.33
- *Athletics Control Act*, R.S.O. 1990, c. A.34, except in respect of clause 13 (1) (n.2) (administration of act in its entirety to be transferred to Ministry of Tourism, Culture and Sport on a date to be determined).
- *Bailiffs Act*, R.S.O. 1990, c. B.2
- *Board of Funeral Services Act*, R.S.O. 1990, c. F.36 (repealed on April 1, 2016)
- *Boundaries Act*, R.S.O. 1990, c. B.10
- *Business Corporations Act*, R.S.O. 1990, c. B.16
- *Business Names Act*, R.S.O. 1990, c. B.17
- *Business Regulation Reform Act*, 1994, S.O. 1994, c. 32
- *Change of Name Act*, R.S.O. 1990, c. C.7
- *Collection and Debt Settlement Services Act*, R.S.O. 1990, c. C.14
- *Condominium Act*, 1998, S.O. 1998, c. 19

- *Condominium Management Services Act, 2015*, S.O. 2015, c. 28, Sched. 2 (not yet in force).
- *Consumer Protection Act, 2002*, S.O. 2002, c. 30, Sched. A
- *Consumer Reporting Act*, R.S.O. 1990, c. C.33
- *Corporations Act*, R.S.O. 1990, c. C.38
- *Corporations Information Act*, R.S.O. 1990, c. C.39
- *Delegated Administrative Authorities Act, 2012*, S.O. 2012, c. 8, Sched. 11 (not yet in force)
- *Discriminatory Business Practices Act*, R.S.O. 1990, c. D.12
- *Electricity Act, 1998*, S.O. 1998, c. 15, Sched. A, in respect of Part VIII
- *Electronic Land Registration Services Act, 2010*, S.O. 2010, c. 1, Sched. 6
- *Electronic Registration Act (Ministry of Consumer and Business Services*
- *Statutes)*, 1991, S.O. 1991, c. 44
- *Extra-Provincial Corporations Act*, R.S.O. 1990, c. E.27
- *Factors Act*, R.S.O. 1990, c. F.1
- *Film Classification Act, 2005*, S.O. 2005, c. 17
- *Financial Administration Act*, R.S.O. 1990, c. F.12, in respect of section 1.0.19
- and clause 38 (1) (a.3)
- *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. F.31
- *Funeral, Burial and Cremation Services Act, 2002*, S.O. 2002, c. 33
- *Government Services and Service Providers Act (ServiceOntario), 2012*, S.O.
- 2012, c. 8, Sched. 21 (not yet in force)
- *Highway Traffic Act*, R.S.O. 1990, c. H.8, in respect of Part III
- *Horse Riding Safety Act, 2001*, S.O. 2001, c. 4
- *Land Registration Reform Act*, R.S.O. 1990, c. L.4
- *Land Titles Act*, R.S.O. 1990, c. L.5
- *Limited Partnerships Act*, R.S.O. 1990, c. L.16
- *Marriage Act*, R.S.O. 1990, c. M.3
- *Ministry of Consumer and Business Services Act*, R.S.O. 1990, c. M.21
- *Ministry of Government Services Act*, R.S.O. 1990, c. M.25, except in respect of
- services provided by the Treasury Board Secretariat
- *Motor Vehicle Dealers Act, 2002*, S.O. 2002, c. 30, Sched. B

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56

- *Not-for-Profit Corporations Act, 2010*, S.O. 2010, c. 15 (not yet in force)
- *Official Notices Publication Act*, R.S.O. 1990, c. O.3
- *Ontario New Home Warranties Plan Act*, R.S.O. 1990, c. O.31
- *Ontario Underground Infrastructure Notification System Act, 2012*, S.O. 2012, c. 4
- *Paperback and Periodical Distributors Act*, R.S.O. 1990, c. P.1
- *Partnerships Act*, R.S.O. 1990, c. P.5
- *Payday Loans Act, 2008*, S.O. 2008, c. 9
- *Personal Property Security Act*, R.S.O. 1990, c. P.10
- *Real Estate and Business Brokers Act, 2002*, S.O. 2002, c. 30, Sched. C
- *Registry Act*, R.S.O. 1990, c. R.20
- *Repair and Storage Liens Act*, R.S.O. 1990, c. R.25
- *Residential Complex Sales Representation Act*, R.S.O. 1990, c. R.28
- *Retail Business Holidays Act*, R.S.O. 1990, c. R.30
- *Safety and Consumer Statutes Administration Act, 1996*, S.O. 1996, c. 19
- *Securities Transfer Act, 2006*, S.O. 2006, c. 8
- *Technical Standards and Safety Act, 2000*, S.O. 2000, c. 16
- *Travel Industry Act, 2002*, S.O. 2002, c. 30, Sched. D
- *Vintners Quality Alliance Act, 1999*, S.O. 1999, c. 3
- *Vital Statistics Act*, R.S.O. 1990, c. V.4
- *Wine Content and Labelling Act, 2000*, S.O. 2000, c. 26, Sched. P
- *Wireless Services Agreements Act, 2013*, S.O. 2013, c. 8

Agencies, boards and commissions

Agencies

The Advertising Review Board (ARB) was established in 1985 with its mandate set out in the Procurement Directive on Advertising, Public and Media Relations, and Creative Communications Services. It is a designated mandatory central common service for the OPS ensuring the fair and transparent procurement of advertising, public/media relations, communications consulting, and creative communications services for government clients. The ARB provides ministries and government agencies with assistance and advice on the acquisition of advertising and communications services.

Advertising Review Board financial summary

Item	2016-17 Estimates	2015-16 Interim Actuals	2014-15 Actuals
Expenditure	\$1, 169, 300	\$1, 153, 375	\$1, 048, 653

Administrative authorities

The ministry's administrative authorities are based on several pieces of legislation. The *Safety and Consumer Statutes Administration Act, 1996* (SCSAA), provides a framework for the delegation of the administration of legislation with respect to electrical safety, motor vehicle dealers and sales persons, travel sales, film classification and licensing, funeral and cemetery services, as well as real estate salespersons, brokers and brokerages. The oversight frameworks applicable to technical standards, new home warranties, and appellations of Ontario-made wine are established within specific statutes for each respective area.

Individual statutes and SCSAA establish the accountability and governance framework that applies between the ministry and the not-for-profit corporation that administers legislation on behalf of the government in specific consumer protection or public safety areas.

The ministry monitors administrative authority service delivery and the government remains responsible for the legislation and regulations that are administered within a defined business sector. The administrative authorities deliver services such as licensing, inspections, complaint handling and enforcement.

The Bereavement Authority of Ontario (BAO) administers provisions of the Funeral, *Burial and Cremation Services Act, 2002*. As of January 16, 2016, the BAO is responsible for provisions related to cemeteries and crematoriums and for funeral and transfer services as of April 1, 2016. The BAO is responsible for licensing, education and outreach as well as inspections and investigations related to cemeteries, crematoriums, salespersons, funeral directors, funeral establishment operators, funeral preplanners and transfer services operators. The BAO is also responsible for the management of a funeral services compensation fund that protects consumers who contract for funeral services and suffer a financial loss if the service provider is unable or unwilling to provide the services contracted for or fails to make a payment due to a consumer.

The Electrical Safety Authority (ESA) is responsible for administering laws related to the Ontario Electrical Safety Code, the licensing of Electrical Contractors and Master Electricians, electricity distribution system safety, and electrical product safety.

The Ontario Film Authority (OFA) is responsible for administering the *Film Classification Act, 2005*. The OFA is responsible for licensing and inspecting theatres and film distributors and provides oversight for the Ontario Film Review Board (OFRB). The OFRB is responsible for assessing the nature, degree and impact of factors within a film to determine a classification. Film classification information helps consumers to make informed viewing decisions for themselves and their families.

The Ontario Motor Vehicle Industry Council (OMVIC) administers the *Motor Vehicle Dealers Act, 2002*, and the

Motor Vehicle Dealers Compensation Fund which is a fund for consumers who have lost money involving a registered dealer. OMVIC registers motor vehicle dealers and salespeople and conducts inspections and investigations to ensure compliance with the Act.

Ontario One Call (ON1Call) administers the *Ontario Underground Infrastructure Notification System Act, 2012*, which requires owners of underground infrastructure to be members of ON1Call and to provide the location of the infrastructure to excavators when requested. ON1Call operates a locate request routing service and enforces compliance with its members, which include gas, electrical and telecommunications utilities, and municipalities.

The Real Estate Council of Ontario (RECO) administers the *Real Estate and Business Brokers Act, 2002* which regulates the conduct of real estate salespersons, brokers and brokerages. RECO registers real estate salespersons, brokers and brokerages, enforces standards to obtain/maintain registration, requires brokers and salespersons to meet educational standards, conducts inspections of brokerage offices to ensure compliance with the Act and looks into complaints.

The Tarion Warranty Corporation administers *the Ontario New Home Warranties Plan* which provides warranty coverage to new home buyers. Tarion registers new home builders and vendors, enrolls new homes for warranty coverage, investigates illegal building practices, resolves warranty disputes between builders/vendors and homeowners, maintains a Guarantee Fund that provides for the payment of compensation under the plan, informs and educates new home builders, and through research programs, promotes progressive improvement in the quality of housing in Ontario.

The Technical Standards and Safety Authority (TSSA) enforces public safety standards in industry sectors such as amusement devices, boilers and pressure vessels, elevating devices, natural gas, petroleum and propane fuels and equipment, operating engineers and upholstered and stuffed articles.

The Travel Industry Council of Ontario (TICO) administers the *Travel Industry Act, 2002*. It registers travel agents and travel wholesalers, monitors their financial performance to identify financial risk, inspects their operations to ensure compliance with the Act, and manages Ontario's Travel Industry Compensation Fund. The Fund may reimburse customers with eligible claims for travel services paid, to or through a registered travel agent, but not provided, up to certain amounts.

The Vintners Quality Alliance Ontario (VQA Ontario) is responsible for administering an appellation of origin system governing the production and marketing of Ontario wines under the VQA label.

Ministry financial information

Ministry planned expenditures 2016-17

Expenditure type	Amount
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Operating*	\$592.1 million
Capital*	\$15.5 million
Total	\$607.6 million

* includes statutory appropriations (excludes operating and capital assets)

Ministry operating and capital (excludes statutory appropriations and assets)

Division	Percentage
ServiceOntario	42%
Ontario Shared Services	37%
Government Services Integration Cluster	9%
Ministry Administration	5%
Information, Privacy and Archives	4%
Consumer Services	3%
OPS Diversity	0%
Advertising Review Board	0%

Operating and capital summary by vote

Vote/Program (Operating Expense)	2016-17 Estimates	Change from 2015-16 Estimates	Change from 2015-16 Estimates	2015-16 Estimates	2015-16 Interm Actuals	2014-15 Actuals
Ministry administration	\$29,381,000	\$1,494,100	5.4%	\$27,886,900	\$31,970,317	\$26,013,541
OPS Diversity	\$3,810,800	\$28,900	0.8%	\$3,781,900	\$3,575,943	\$3,787,737
Information, Privacy and Archives	\$17,555,800	(\$2,761,200)	(13.6%)	\$20,317,000	\$18,893,100	\$18,282,515
Ontario	\$212,615,800	\$6,862,900	3.3%	\$205,752,900	\$209,942,993	\$206,607,684

Shared Services						
Advertising Review Board	\$1,169,300	\$8,900	0.8%	\$1,160,400	\$1,153,375	\$1,048,653
ServiceOntario	\$239,477,800	\$154,700	0.1%	\$239,323,100	\$248,251,301	\$239,136,314
Consumer Services	\$15,692,600	(\$1,139,600)	(6.8%)	\$16,832,200	\$18,203,046	\$19,369,165
Government Services Integration Cluster	\$53,529,500	(\$1,035,600)	(1.9%)	\$54,565,100	\$55,560,317	\$53,702,449
Total Operating Expense to be Voted	\$573,232,600	\$3,613,100	0.6%	\$569,619,500	\$587,550,392	\$567,948,058
Statutory Appropriations	\$18,868,014	\$0	\$0	\$18,868,014	\$8,274,104	(\$7,556,762)
Ministry Total Operating Expense	\$592,100,614	\$3,613,100	0.6%	\$588,487,514	\$595,824,496	\$560,391,296

Vote/Program (Operating Assets)	2016-17 Estimates	Change from 2015-16 Estimates	Change from 2015-16 Estimates	2015-16 Estimates	2015-16 Interim Actuals	2014-15 Actuals
Ontario Shared Services	\$2,663,800	\$28,800	1.1%	\$2,635,000	\$2,605,600	\$2,579,935
Consumer Services	\$3,501,000	\$3,500,000	350,000%	\$1,000	\$1,000	\$0
Government Services Integration Cluster	\$1,914,500	\$0	\$0	\$1,914,500	\$1,914,500	\$1,607,464
Total Operating	\$8,079,300	\$3,528,800	77.5%	\$4,550,500	\$4,521,100	\$4,187,399

Assets to be Voted						
Vote/Program (Capital Expense)	2016-17 Estimates	Change from 2015-16 Estimates	Change from 2015- 16 Estimates	2015-16 Estimates	2015-16 Interim Actuals	2014-15 Actuals
Ministry administration	\$1,000	\$0	0%	\$1,000	\$0	\$0
Information, Privacy and Archives	\$3,706,000	(\$72,700)	(1.9%)	\$3,778,700	\$3,571,700	\$3,644,884
Ontario Shared Services	\$2,000	\$0	0%	\$2,000	\$0	\$0
ServiceOntario	\$2,000,000	\$0	0%	\$2,000,000	\$2,945,000	\$1,645,254
Consumer Services	\$1,000	\$0	0%	\$1,000	\$0	\$0
Government Services Integration Cluster	\$3,000	\$0	0%	\$3,000	\$0	\$0
Total Capital Expense to be Voted	\$5,713,000	(\$72,700)	(1.3%)	\$5,785,700	\$6,517,200	\$5,290,138
Statutory Appropriations	\$9,763,900	\$2,321,100	31.2%	\$7,442,800	\$7,466,100	\$6,885,964
Ministry Total Capital Expense	\$15,476,900	\$2,248,400	17%	\$13,228,500	\$13,983,300	\$12,176,102

Vote/Program (Capital Assets)	2016-17 Estimates	Change from 2015-16 Estimates	Change from 2015- 16 Estimates	2015-16 Estimates	2015-16 Interim Actuals	2014-15 Actuals
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Ontario Shared Services	\$9,632,000	\$9,629,000	320966.7%	\$3,000	\$3,000	\$2,650,388
ServiceOntario	\$6,708,600	\$2,736,300	68.9%	\$3,972,300	\$3,972,300	\$4,423,883
Consumer Services	\$1,000	\$0	0%	\$1,000	\$1,000	\$0
Government Services Integration Cluster	\$6,389,000	\$3,706,700	138.2%	\$2,682,300	\$2,682,300	\$0
Total Capital Assets to be Voted	\$22,730,600	\$16,072,000	241.4%	\$6,658,600	\$6,658,600	\$7,074,271
Ministry Total Operating and Capital (not including Assets)	\$607,577,514	\$5,861,500	1.0%	\$601,716,014	\$609,807,796	\$572,567,398

For additional information see:

- <http://www.fin.gov.on.ca/english/budget/estimates/>
- <http://www.fin.gov.on.ca/english/budget/paccts/>
- <http://www.fin.gov.on.ca/en/budget/ontariobudgets/2016/>

Annual report 2015-16

Business achievements

Within the five core lines of business outlined in ministry overview (Part One), MGCS achieved several key milestones in 2015-16, which align with the ministry's four key priorities:

Transform horizontal government service delivery:

ServiceOntario delivered almost 49 million service interactions last fiscal year through its network of almost 300 ServiceOntario centres, online services, and by phone and mail.

- achieving a 99.9% average monthly success rate on meeting our money back guarantee for nine services.

As of Q3 2015-16, the overall customer satisfaction rate, the percent of customers satisfied or very satisfied with their most recent ServiceOntario experience, was 91%

- the contact centre achieved an average answer speed of 34 seconds for calls received across the 18 supported lines of business, with 90% of customers being satisfied or very satisfied with the service they received
- completed over 11 million transactions through our online channel in 2014-2015, up from 10.6 million in 2013-2014
- began implementing a two-year plan to remove red and white health cards from circulation and replace them with the more-secure photo health card. As of January 31, 2016, there have been more than 1.6 million removed from circulation
- launched a new online option with the Ministry of the Attorney General to file small claims court papers online and began providing contact centre support for this service and for inquiries previously handled by 170+ courts throughout the province
- partnered with the Ministry of Finance to supply telephone support for the launch of the new Ontario Retirement Pension Plan
- introduced new identity requirements for applicants and third-party applicants applying for an accessible parking permit in order to strengthen the integrity of the program. Also introduced a more secure, tamper-resistant permit to reduce fraud and misuse of the program
- successfully integrated contact centres from three locations into one location to maximize efficiency in the Central region
- in partnership with the Ministry of Health, successfully launched the Healthy Smiles program. Healthy Smiles combines 5 programs into 1. This program provides free dental service to children up to and including the age of 17 to low income families
- continued to explore cost saving opportunities by matching ServiceOntario centre operating hours with the needs of the community and customer demand. Adjusted the hours of operation at 30 public retail offices and amalgamated two offices in the communities of Kitchener and London
- completed 1 million birth registrations through the online channel since its introduction
- contributed to the success and safety of the 2015 Pan Am/Parapan Am Games by processing and fulfilling applications for Security Guard Licences for security staff. Incoming security licence applications increased by 27% from September 2014 to May 2015 but the ministry was able to meet service standards
- received GTEC's (Canada's Government Technology Exhibition and Conference) prestigious 2015 Distinction Awards Program award for the work being done to modernize Ontario's electronic land registration system. Ontario's Electronic Land Registration System is the first of its kind in the world
- the Payment Card Industry Data Security Standard (PCI DSS) Team was honoured at the Government Technology Exhibition and Conference (GTEC) for playing a pivotal role in enabling ServiceOntario to pass its first annual PCI DSS onsite assessment
- implemented enhancements and changes to the Summer Experience program, which provided employment

opportunities for almost 3400 students in 2015

- ensured compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and made it easier for members of the public to access government services:
 - upgraded OPS Careers to a new, more robust and reliable platform in full compliance with the AODA
 - completed redesign and AODA compliance check of all Ministry of Government and Consumer Services public-facing forms, as well as over 500 court forms for Ministry of the Attorney General, in both English and French
 - conduct annual random spot checks of public offices to verify that they remain compliant with the AODA Customer Service Standard
 - introducing a protocol for health cards that allows braille residency documents to be accepted at ServiceOntario centres
 - hosted consultation with stakeholders to obtain their insights about the accessibility practices of online, in person, and telephone services. Feedback from the consultation was used for accessibility planning and will continue to inform future plans to ensure accessibility for everyone
 - ensuring that over 32 applications (internal/public facing) are compliant with the AODA

Support ministries with efficient and effective enterprise services and solutions:

- as part of the General and Roads Liability program in OSS, developed an e-claim form that the public can access on the Ministry of Transportation website to submit claims for vehicle damage that they may have sustained on a provincial roadway
- continued the implementation of a four-year records and information management transformation roadmap for the OPS with the goal of promoting “a culture in the OPS where records and information management is second nature and practiced by all staff”. Updated guidance included a Common Records Series for Transitory Records and related guidance resources
- led recordkeeping amendments to the *Freedom of Information and Protection of Privacy Act (FIPPA)* and the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* that addressed the recommendations made by the Information and Privacy Commissioner of Ontario in a June 2013 Special Report related to records management
- released guidance to help ministries and Broader Public Sector institutions comply with the new recordkeeping requirements under FIPPA/MFIPPA
- released new email records management guidance to OPS ministries in collaboration with the I&IT organization
- successfully completed an OPS-wide campaign to raise awareness of privacy protection on the occasion of International Data Privacy Day on January 28, 2016. Sought contribution from the Information and Privacy Commissioner, which was well-received
- promoted public access to Ontario's historic documents by adding over 775 items to the Library's collection, including 57 rare and out of print titles related to Ontario's history

Supported the CBC with filming an episode of the Fifth Estate focussing on Northern Ontario Miners. Filming was done in the Archives' Reading Room and featured one of the Archives' long time researchers. Displayed new Ontario's Sporting Past travelling exhibit at the 2015 Pan Am/Parapan Am Games Aquatic Centre and new Ontario's Agricultural Past travelling exhibit at the International Plowing Match and the Royal Winter Fair

- delivered Ontario curriculum-linked educational workshops to over 2,500 Ontario students, including for the first time to students in the Cornwall area during the International Plowing Match.
- promoted access to historical Ontario Vital Statistics and other archival records by:
 - establishing a 6-year agreement with Ancestry.com to digitize and provide online access to historical Ontario birth, marriage and death records. Ancestry will make access to the digitized records available in the Archives reading room and in any branch of the Ontario Public Library system
 - establishing an agreement with Family Search International to digitize and provide online access to historical Ontario birth, marriage and death records previously available only on microfilm
- attracted 320,000 visitors to the Ontario Archives website. Visitors viewed over one million pages of information
- responded to 10,173 phone inquiries and 7,646 correspondence inquiries from the public
- received 4,450 visitors to the Archives of Ontario. Conducted research orientations for 509 clients which represent an increase of 91% over the same period last fiscal. Completed 9,255 conservation treatments
- working with Treasury Board Secretariat to launch the first ever OPS Anti-Racism Action Plan, which aims to:
 - reduce incidents of race-based discrimination and harassment
 - develop and implementing effective strategies to further diversify the OPS at every level, including senior management
 - provide communications and training to increase awareness and understanding of racism and its impacts, and to clarify expectations that every OPS employee will help create an even more respectful and inclusive workplace
- in collaboration with the Ministry of the Attorney General, as well as other ministries, completed a coordinated review of 51 high-impact statutes that affect persons with disabilities. Amendments to 11 statutes across seven ministries were approved and are expected to be included in a spring bill
- the OPS has already made great strides towards increasing inclusion in the workplace. The OPS has been named one of Canada's Best Diversity Employers for nine years in a row, from 2008 – 2016
- make it easier for vendors to do business with government:
 - continue offering vendors access to resources and information on how to do business with the Ontario Government and the Broader Public Sector, through websites, seminars both in-person and webinar, the annual Supply Ontario reverse tradeshow, and targeted information sessions attracting an estimated 3800 vendors
 - continue the roll-out of online bidding, enabling vendors to submit bids electronically, reducing costs and saving time in responding to government procurement opportunities

- expanded and promoted shared services, including to agencies and the broader public sector:
 - partnered with Ministry of Health and Long Term Care on an agreement to develop a healthcare sector supply chain management strategy. The strategy, currently under development, will focus on reduced administration, enhanced compliance, and greater participation in collaborative procurement
 - assumed management of the OPS security screening programs, which includes the screening of contractors doing business with the OPS, prospective and existing employees and Order-in-Council appointees. A total of approximately 20,000 security checks are requested annually
- advanced the OPS Human Resources plan, to make the OPS an employer of first choice:
 - continued support for the OPS Sexual Harassment Prevention Action Plan, including participation in a review of the current Workplace Discrimination & Harassment Policy and Program. The review is expected to be completed in fiscal 2016-17
- support ministries with efficient and effective enterprise services and solutions:
 - working with government partners and Canada Revenue Agency to modernize financial management, through such initiatives as a unique identifier (Single Business Number) to those doing business with government, whether they are vendors or Transfer Payment recipients

Strengthen consumer protection and public safety:

- introduced the *Protecting Condominium Owners Act, 2015*. The Act received Royal Assent in December 2015. The Act will increase protections for condominium owners and, improve how condo corporations are run
- brought together two expert groups to advise the government on the implementation of two new administrative authorities: the condominium authority and the condominium managers licensing authority. The advisory groups composed of governance, condo sector and business experts, will build the foundation for the two new authorities
- undertook public consultations about ways to protect consumers who use alternative financial services such as payday loans, cashing services for government cheques, money transfer services, remittances and debt collectors. A bill was introduced in the legislature on December 9, 2015, which, if passed, will increase protection and information requirements for consumers
- established the Sharing Economy Advisory Committee in partnership with MOF and other key ministries to work on the development of an integrated strategy to outline the Government's approach to supporting the sharing economy, and initiated a public consultation.
- undertook inspections on roofing and auto body repairs businesses to help tackle the underground economy and protect consumers by promoting compliance with consumer protection legislation.
- officially delegated administration of the *Film Classification Act, 2005*, to a new administrative authority, the Ontario Film Authority, to ensure greater responsiveness and collaboration with industry
- officially delegated responsibility for the licensing and oversight of cemeteries, crematoria and their salespersons under the *Funeral, Burial and Cremation Services Act, 2002*, (FBCSA) to a new

administrative authority, the Bereavement Authority of Ontario. Responsibility under the FBCSA for the licensing and oversight of funeral and transfer service providers will take place as of April 1, 2016

- launched reviews of the:
 - *Ontario New Home Warranties Plan Act* and the Tarion Warranty Corporation to provide recommendations on how to improve consumer protection, accountability, transparency and board governance
 - Ontario's Operating Engineers regulation to determine how the regulation could be modernized to reduce administrative burdens for businesses
- consulted with the municipal, policing, towing, storage, vehicle financing and leasing, insurance and other related sectors to strengthen consumer protection in the towing and vehicle storage sectors. On December 17, 2015, a regulation amending O. Reg 17/05 (General) made under the *Consumer Protection Act, 2002*, and a new regulation made under the *Repair and Storage Liens Act* were filed. New rules, once in effect, will protect Ontario consumers who are faced with having their vehicle towed and held in a storage facility
- improved protections for consumers who feel pressured to sign a contract at the door for a water heater, giving them twice as long to reconsider their decision with a new 20-day cooling-off period as part of reforms to the *Consumer Protection Act, 2002* effective as of April 1, 2015
- helped home buyers by increasing real estate market openness and transparency. Protections under the *Real Estate and Business Brokers Act, 2002* were developed to improve transparency in multiple bidding situations. These protections came into force July 1, 2015
- increased protection for vulnerable, indebted Ontarians against the abusive and predatory practices of some companies that offer debt settlement services. Protections were created by amendments to the renamed *Collection and Debt Settlement Services Act*, and came into force July 1, 2015.
- partnered with the:
 - Technical Standards and Safety Authority (TSSA) to implement the remaining 2008 Propane Safety Review Panel recommendations through regulatory changes to strengthen propane safety by moving from annual to risk-based inspections, and by creating a new requirement for facilities to carry minimum amounts of insurance. At the same time, the ministry reduced burden on business by simplifying compliance with existing training requirements and enabling TSSA to make enhancements to the risk and safety management plan process for small facilities
 - Ontario One Call to support the effective implementation and administration of the *Ontario Underground Infrastructure Notification System Act, 2012* and its regulation.
 - Electrical Safety Authority to facilitate the adoption of the 2015 Ontario Electrical Safety Code, which will come into force on May 5, 2016 and will enhance public safety, reduce burden on business and facilitate the use of new technology
- worked with industry stakeholders and the Technical Standards and Safety Authority to:
 - simplify the requirements for retailers who want to assemble barbecues and other portable outdoor fuel-burning appliances for their customers. The changes were designed to reduce the regulatory burden on retailers while still requiring them to take steps to ensure that the appliances are safely assembled

- initiate research and analysis of Liquefied Natural Gas (LNG) and its importance to stakeholders and consumers. The project resulted in key findings which will inform future consideration of strengthening and enhancing multiple fuels regulations while reducing burden on business
- implemented newly established inspection authorities under the *Consumer Protection Act, 2002*, to allow inspectors to take a more preventative and targeted approach to compliance matters. As of April 1, 2015, inspectors were able to proactively enter businesses in Ontario, examine documentation relevant to an inspection and, require cooperation in the inspection process
- for the period from April 1, 2015 to January 31, 2016, the ministry:
 - responded to approximately 23,798 consumer complaints and inquiries. Conducted over 365 business compliance inspections and educational field visits
- laid 143 charges under the *Consumer Protection Act, 2002* and other Acts enforced by the ministry, resulting in:
 - 12 months of incarceration violators and 351 months of probation for violators
 - \$101,200 in fines against violators
 - \$460,146 court-ordered restitution for victims
- negotiated approximately \$1,431,778 in restitution and cancelled/rescinded contracts

Build a dynamic business climate

- established an expert stakeholder panel to review corporate and commercial statutes. Released the panel's final report in summer 2015 for public consultations. Established a Business Law Advisory Council, as recommended by the expert panel, to make recommendations on priority amendments to the province's business laws to improve the business climate and solidify Ontario's position as a jurisdiction of choice for business
- moved forward to proclaim amendments previously passed under the *Business Names Act*, *Business Corporations Act* and *Personal Property Security Act*
- engaged provincial and territorial counterparts to reduce the burden on businesses by examining ways to increase harmonization of extra-provincial corporate registration processes

Ministry interim actual expenditures 2015-16*

Expenditure type	Amount
Operating**	\$595.8 million
Capital**	\$14.0 million
Staff Strength*** (as of February 29, 2016)	4,124

* interim actuals reflect the numbers presented in the 2016 Ontario Budget

** includes statutory appropriations
*** Ontario Public Service Full-Time Equivalent positions.

Updated: November 18, 2016
Published: October 6, 2016

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