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Published plans and annual reports 2017-2018: Ministry of Government and Consumer Services

Plans for 2017-2018, and results and outcomes of all provincial programs delivered by the Ministry of Government and Consumer Services in 2016-2017.

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Ministry overview

Mandate

The Ministry of Government and Consumer Services (MGCS) provides value to the Ontario Public Service, citizens and business through its key roles 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, and to provide vital programs, services and products to individuals and businesses.

About the Ministry

MGCS has 4 lines of business that deliver vital programs, services and products that support the government's priority to transform government and serve Ontarians better.

ServiceOntario is the gateway to government services for individuals and businesses; including health cards; driver and vehicle licences; fishing and hunting licences; vital events; land and personal property registration; and, business services, information and intake. Enterprise services include service design expertise and modern service delivery infrastructure to support Ontario Public Service (OPS) ministries.

Ontario Shared Services provides ministries and employees with a range of back-office services related to procurement; finance; human resources; pay and benefits; and, enterprise business services. It also supports broader public sector supply chain transformation.

As a modern regulator, **Consumer Protection Ontario** provides services directly to the public and indirectly through arm's-length administrative authorities in the areas of consumer protection, public safety and business law. It also leads the way to a fair, safe and informed marketplace through education, partnerships, legislation and enforcement.

Information, Privacy and Archives provides corporate policies and guidance on sound practices related to records and information management, access to information, and privacy protection. It collects, preserves, promotes and facilitates access to the province's documentary memory for current and future generations.

Ministry contribution to priorities and results

MGCS leads a robust agenda to deliver policies, programs and services 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 a priority focus on improving digital services. For example, to improve customer service, effective May 1, 2017, Ontarians will be able to pay fines and driver's licence reinstatement fees online. ServiceOntario has been working closely with the Ministry of Transportation and Ministry of the Attorney General on this new online service that will support the municipal collection of defaulted driving related fines under the *Provincial Offences Act* and Criminal Code, and help municipalities reinvest in communities.

MGCS led a government-wide effort to establish a government-wide policy that recognizes the inherent dignity and respect for trans and non-binary people in Ontario. The policy seeks to ensure that for all Ontarians, information about gender identity and/or sex is collected only when required, and to provide an opportunity for all

Ontarians to have ID that is consistent with their gender identity.

To help further the government's commitment to reconcile with Indigenous people in Ontario, the ministry also implemented changes that are part of "The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples." Specifically, MGCS took action to allow a child born in Ontario to be registered with a single name, and to allow an Ontarian to change their name to a single name if it is in accordance with their traditional culture.

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 developed the Ontario Shared Services Blueprint, a 5-year transformation strategy, to drive and enable government modernization by enhancing the shared services model to:

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

The ministry is continuing its work to provide guidance and support to the rest of the public service in best practices related to information management, and freedom of information legislation. It also helps preserve the province's cultural heritage through the Archives of Ontario.

MGCS also continues to strengthen consumer protection and public safety by modernizing its regulations and legislation. It plans to accomplish this by developing effective measurements of its policy, or by creating/reforming legislation and regulation for Administrative Authorities.

In its role as a modern regulator, the ministry will also continue to deliver effective and efficient consumer protection services by collaborating with other regulators and jurisdictions. Other methods will include strategic education and outreach, dispute mediation, licensing, regulation and oversight of targeted sectors under consumer protection statutes, and risk based compliance and enforcement activities.

An example of this is the successful passage of Bill 106 – the *Protecting Condominium Owners (PCOA) Act, 2015*. This initiative is a key result achieved by MGCS on the government priority to better protect consumers in Ontario. This comprehensive legislation will help improve how condos are managed and run by ensuring that all condo managers are licensed and meet province-wide requirements.

The PCOA will improve the lives of condo owners by creating more transparent management and improved communications between condo owners and boards, and make it easier for condo owners to participate in important decisions affecting their homes. The comprehensive legislation will better protect owners and all those who live in condos across the province.

The ministry also played a role in supporting Bill 47, a private members bill that amended the *Consumer Protection Act* to create important ground rules for reward points in Ontario. Amendments to the bill allow for the ministry to begin consulting on regulations which are necessary before the bill can be proclaimed and protect consumers.

In addition, MGCS continues to support 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. In winter 2016, the government announced the creation of a new Business Law Advisory Council to help ensure Ontario's business laws are modern and keep pace with the changing needs of business.

In conjunction with the Ministry of Economic Development and Growth, MGCS modernized and updated 8 existing statutes as part of the government's annual burden reduction bill.

MGCS is currently working to bring forward amendments that would help build confidence in the business community and strengthen Ontario's competitive advantage in the global economy.

Key performance indicators

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 Key Performance Indicators (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 making service and program improvements. These include:

- supporting amendments to the *Consumer Protection Act* under Bill 59 that were passed in 2017 to strengthen consumer protection in the areas of door-to-door sales, home inspectors and payday loans.
- further improving ServiceOntario's suite of online offerings to provide an even easier-to-use and more efficient process. These will include an expanded newborn registration system and better driver and vehicle services.
- providing support and tools to ministries while implementing a new policy regarding gender identity and sex information on the government's public-facing products and forms
- bringing forward business law amendments to help build confidence in the business community and strengthen Ontario's competitive advantage in the global economy
- continuing development of regulations that will bring into force the Protecting Condominium Owners Act,

that will include new Administrative Authorities to improve how condos are managed and run by ensuring that all condo managers are licensed and meet province-wide requirements

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

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.

Consumer Protection Ontario (CPO) has been conducting quarterly surveys to gather data on the percentage of consumers who are aware of CPO. In an August 2016 survey, consumers were asked if they were aware of CPO and 18% of respondents said 'yes.' CPO was explicitly mentioned within the question. This is known as "aided awareness." A CPO brand framework has been developed and a strategy for internal and external brand roll out is under development and expected to be available in 2017-18. A target will then be determined.

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 (AO), 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

Program/Service	Service standard	Target	2014-15	2015-16	Estimated 2016-17
Archives - Information requests	Correspondence enquiries will be completed to standard within 14 business days.	90%	97%	96%	96%
Archives - Information requests	Requests for Information will be processed and completed within 22 business days or authorized extension.	90%	98%	100%	99%
Archives - Reproduction orders	Reproduction orders will be completed to standard within 14 business days.	90%	97%	96%	92%

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, and a range of enterprise business services. It serves 63,000 OPS employees and approximately 51,000 vendors.

OSS provides 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.

Customer service

Program/Service	Service standard	Target	2014-15	2015-16	Estimated 2016-17
Official documents services – Issue documents	Clients will be satisfied with the service provided	95%	97%	94%	95%

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 by telephone. The ServiceOntario performance indicator reflects the percentage of customers who indicated a 5 rating for their overall satisfaction.

Overall satisfaction	Target	2014-15	Target	2015-16	Target	2015-16
% of customers very satisfied with their most recent ServiceOntario experience	83%	85%	N/A	N/A	N/A	N/A
% of customers satisfied or very satisfied with their most recent ServiceOntario experience	N/A	N/A	95%	91%	90%	91%

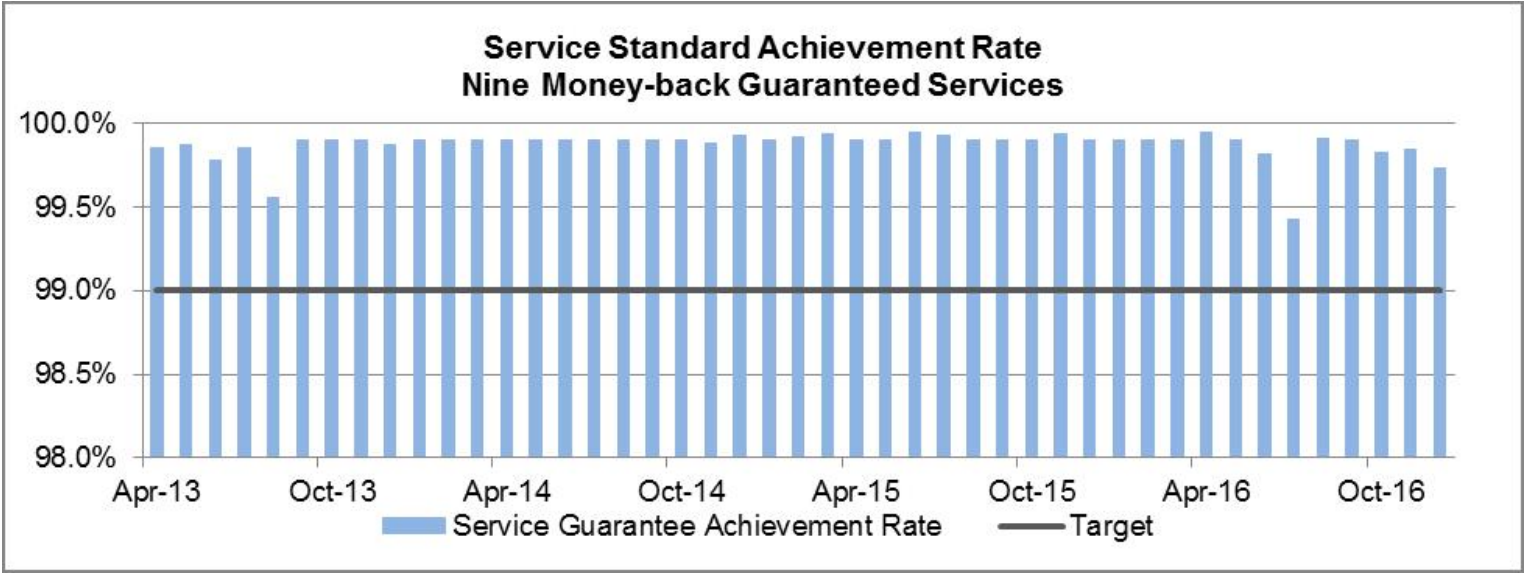
*Effective 2015-16, ServiceOntario began reporting results based on customers who were satisfied or very satisfied.

Key ServiceOntario service standards measure the percentage of transactions delivered within established timeframes and the effectiveness of service delivery processes. ServiceOntario has met or exceeded the majority of its service standards in 2015-16.

Fiscal 2015-16

Category	Number of service standards	Standards that achieved 90% or more of target
Customer service	2	100%
Information	2	100%
Permits, licences, certificates & registrations	45	88.9%
Approvals and decisions	3	100%
Total	52	90.4%

In 2015-16, the 9 money-back service guarantees have had an average 99.9% monthly achievement rate. The graph below displays 9 money-back guaranteed services that exceeded performance targets. These 9 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. Monthly average service levels exceed 99%. The goal for 2017-18 is to maintain a service standard achievement rate above 99% through strict process control and continuous improvement.

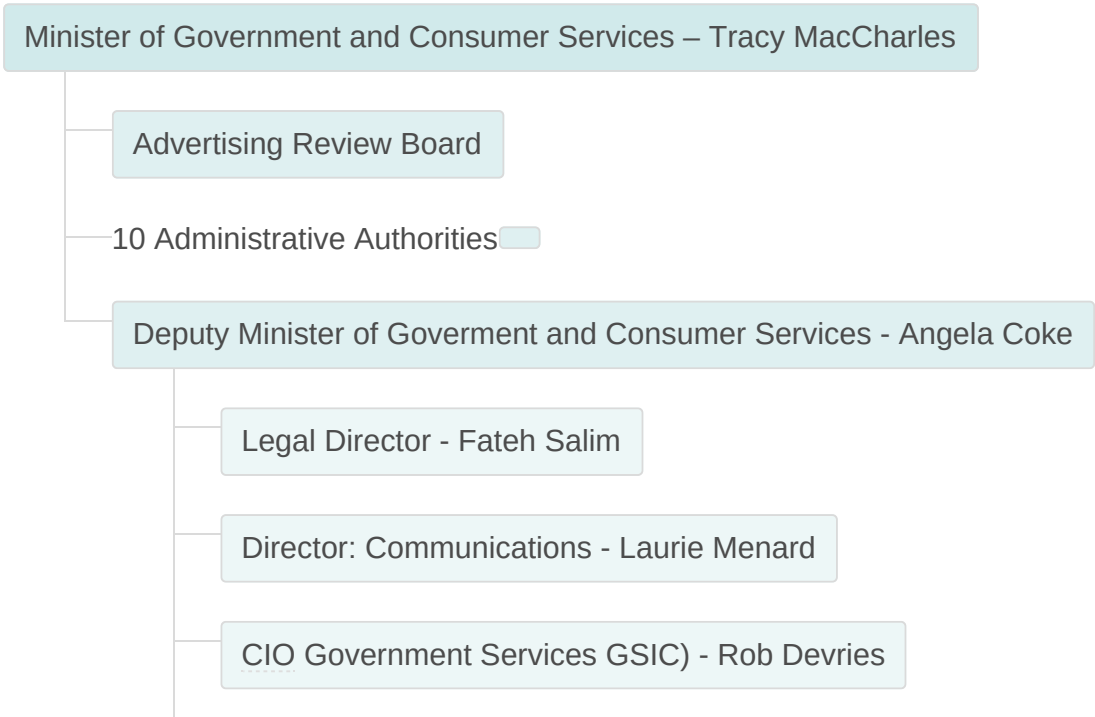


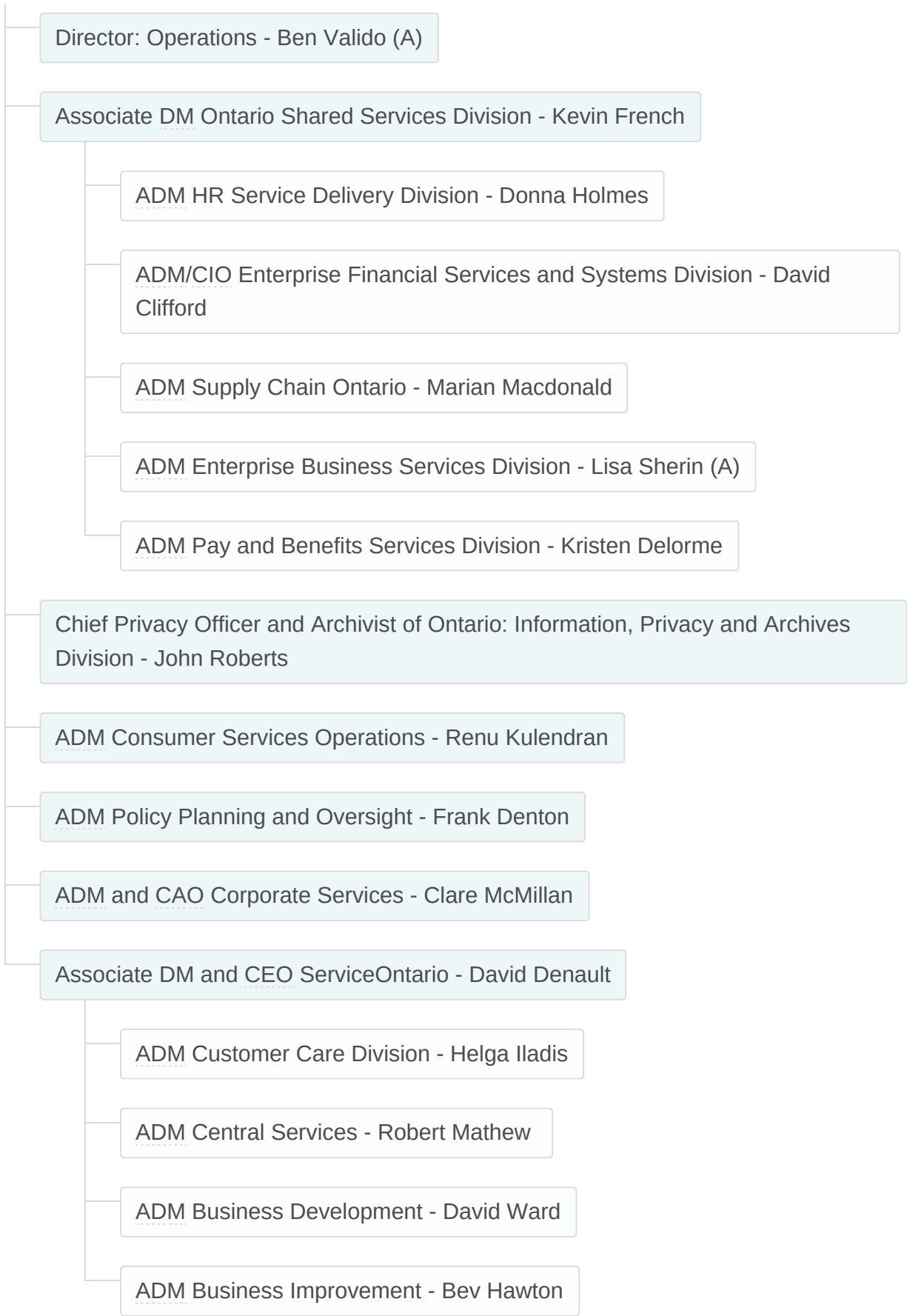
The success of these 4 lines of business relies upon the ongoing support of:

- communications
- corporate services
- information technology and
- 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*
- *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*
- *Home Inspection Act, 2017, S.O. 2017, c. 5, Sched. 1 (not yet in force)*
- *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.

Financial Summary

Item	2017-18 Estimates	2016-17 Interim actuals	2015-16 actuals
Expenditure	\$1,169,300	\$1,169,316	\$1,152,949

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*. The BAO is responsible for licensing and conducting inspections and investigations related to cemeteries and 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.

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). 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.

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 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 Technical Standards and Safety Authority (TSSA) administers the *Technical Standards and Safety Act*. This includes enforcement of 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 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 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.

Work is underway to establish two new condo-related authorities in accordance with the revised *Condominium Act, 1998* and the new *Condominium Management Services Act, 2015*.

A condominium authority under the *Condominium Act, 1998*, will provide public and condo director education, make information about condo corporations publicly available, and be responsible for administering a Condominium Authority Tribunal intended to support dispute prevention and resolution.

An administrative authority under the *Condominium Management Services Act, 2015* will administer the Act, including licensing of condo managers and condo management service providers.

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

Ministry financial information

Ministry planned expenditures 2017-18

Expenditure type	Amount
Operating*	\$558.2 million
Capital*	\$5.4 million
Total	\$563.6 million

*Total operating and capital expenses (excludes statutory appropriations and assets)

Ministry operating and capital (excludes statutory appropriations and assets)

Division	Expenses	Percentage
ServiceOntario	\$229,891,500	41%

Ontario Shared Services	\$214,340,700	38%
Government Services Integration Cluster	\$49,746,100	9%
Ministry Administration	\$30,637,200	5%
Information, Privacy and Archives	\$20,823,100	4%
Consumer Services	\$16,970,800	3%
Advertising Review Board	\$1,169,300	0%

Chart includes total operating and capital expenses (excludes statutory appropriations and assets)

Operating and capital summary by vote

Vote/Program operating expense	2017-18 Estimates	Change from 2016-17 Estimates	Change From 2016-17 Estimates	2016-17 Estimates	2016-17 Interim actuals	2015-16 Actuals
Ministry administration	\$30,636,200	(\$797,100)	(2.5%)	\$31,433,300	\$31,765,401	\$33,661,492
Information, Privacy and Archives	\$17,407,500	\$100	0.0%	\$17,407,400	\$17,072,226	\$18,726,272
Ontario Shared Services	\$214,338,700	\$4,061,900	1.9%	\$210,276,800	\$207,464,958	\$203,866,605
Advertising Review Board	\$1,169,300	\$0	0%	\$1,169,300	\$1,169,316	\$1,152,949
ServiceOntario	\$227,891,500	(\$11,001,300)	(4.6%)	\$238,892,800	\$249,698,900	\$246,542,136
Consumer Services	\$16,969,800	(\$66,900)	(0.4%)	\$17,036,700	\$20,231,928	\$19,350,276
Government Services Integration	\$49,743,100	(\$1,497,000)	(2.9%)	\$51,240,100	\$50,976,098	\$53,517,445

Cluster						
Total operating expense to be voted	\$558,156,100	(\$9,300,300)	(1.6%)	\$567,456,400	\$578,378,827	\$576,817,175
Statutory appropriations	\$18,868,014	\$0	0%	\$18,868,014	\$16,581,014	\$11,864,051
Ministry total operating expense	\$577,024,114	(\$9,300,300)	(1.6%)	\$586,324,414	\$594,959,841	\$588,681,226

Operating assets	2017-18 Estimates	Change from 2016-17 Estimates	Change from 2016-17 Estimates	2016-17 Estimates	2016-17 Interim actuals	2015-16 Actuals
Ontario Shared Services	\$1,000	\$2,662,800)	(100.0%)	\$2,663,800	\$2,663,800	2,605,520
Consumer Services	\$3,001,000	\$500,000)	(14.3%)	\$3,501,000	\$3,501,000	\$0
Government Services Integration Cluster	\$1,914,500	\$0	0.0%	\$1,914,500	\$1,914,500	\$1,862,389
Total Operating Assets to be Voted	\$4,916,500	(\$3,162,800)	(39.1%)	\$8,079,300	\$8,079,300	\$4,467,909

Capital expense	2017-18 Estimates	Change from 2016-17 Estimates	Change from 2016-17 Estimates	2016-17 Estimates	2016-17 Interim actuals	2015-16 Actuals
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Ministry administration	\$1,000	\$0	0.0%	\$1,000	\$1,000	\$0
Information, Privacy and Archives	\$3,415,600	(\$290,400)	(7.8%)	\$3,706,000	\$3,495,300	\$3,571,654
Ontario Shared Services	\$2,000	\$0	0%	\$2,000	\$2,000	\$0
ServiceOntario	\$2,000,000	\$0	0%	\$2,000,000	\$2,000,000	\$2,738,329
Consumer Services	\$1,000	\$0	0%	\$1,000	\$1,000	\$0
Government Services Integration Cluster	\$3,000	\$0	0%	\$3,000	\$3,000	\$0
Total Capital Expense to be Voted	\$5,422,600	(\$290,400)	(5.1%)	\$5,713,000	\$5,502,300	\$6,309,983
Statutory Appropriations	\$10,825,300	\$1,061,400	10.9%	\$9,763,900	\$13,131,490	\$7,475,955
Ministry Total Capital Expense	\$16,247,900	\$771,000	5.0%	\$15,476,900	\$18,633,790	\$13,785,938

Capital assets	2017-18 estimates	Change from 2016-	Change from	2016-17 estimates	2016-17 interim	2015-16 actuals
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		17 estimates (\$)	2016-17 estimates (%)	actuals		
Ontario Shared Services	\$23,564,300	\$13,932,300	144.6%	\$9,632,000	\$8,322,995	\$0
ServiceOntario	\$14,527,900	\$7,819,300	116.6%	\$6,708,600	\$1,040,800	\$1,176,928
Consumer Services	\$1,000	\$0	0.0%	\$1,000	\$1,000	\$0
Government Services Integration Cluster	\$7,872,600	\$1,483,600	23.2%	\$6,389,000	\$6,000,000	\$2,681,112
Total Capital Assets to be Voted	\$45,965,800	\$23,235,200	102.2%	\$22,730,600	\$15,364,795	\$3,858,040
Ministry Total Operating and Capital (not including assets)	\$593,272,014	(\$8,529,300)	(1.4%)	\$601,801,314	\$613,593,631	;\$602,467,164

For additional information see:

- [expenditure estimates](#)
- [public accounts of Ontario 2013-2014](#)
- [2017 Ontario budget](#)

2016-17 annual report

Deliver and transform government services

- ServiceOntario delivered almost 51million service interactions last fiscal year through its network of centres, online, by phone and mail
- completed a very successful public consultation about how government should collect, use, retain and display sex and gender identity information on public forms and ID. More than 3,700 people responded to the online survey, including more than 1,250 who self-identified as trans or non-binary
- as of Q2 2016-17, more than 90% of customers reported that they were satisfied or very satisfied with their most recent ServiceOntario experience
- met our money back guarantees for services 99.9 % of the time
- in partnership with the Ministry of Health and Long-Term Care, successfully launched the Healthy Smiles program, combining 5 programs into one. It provides free dental service to children in low-income families up to the age of 17. The service currently has 62% online take up and 90% customer satisfaction
- ServiceOntario introduced a new online service to support the Ministry of Transportation's QEW High-Occupancy Toll Lanes including a permit draw and, purchase and renewal system
- launched a new, easier-to-use online address change system
- began accepting applications to help Indigenous persons reclaim names that were changed by Canada's residential schools. This includes a fee waiver that is consistent with calls to action by the Truth and Reconciliation Commission
- successfully launched a new cloud based queuing system at 13 high volume ServiceOntario centres to replace the existing queuing system. Seven more sites will be moved to the new system in 2017-2018
- 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. Previously, inquiries were handled by 170 separate courts throughout the province
- enhanced the online service finder to include an improved user experience with better navigation, mapping and accessibility information to help Ontarians find the most efficient channel for the government service they need
- introduced an email reminder system for the licence plate sticker renewals, helping to further promote the online renewal service
- continued the success of the online birth registration system. Since 2007, more than 1.1 million Ontario newborns have been registered online
- introduced new identity requirements for accessible parking permit applications 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 Greater Toronto and Hamilton Area

calls were answered at contact centres within an average of 1 minute 38 seconds across the 18 supported lines of business in Q2 2016-17

- launched an online service for the Office of the Chief Coroner that allows funeral directors to request cremation and out-of-province body shipment certificates from provincial coroners
- began accepting braille documents as proof of residency for health card applications and renewals at ServiceOntario centres
- a simplified vehicle renewal notice replaced the vehicle licence renewal application form for light-duty passenger vehicles, motorcycles, mopeds and snow vehicles
- launched an Archives of Ontario private acquisitions strategy to preserve records that reflect Ontario's diversity including age, ethnicity, gender, religion, ability/disability, socio-economic status, and political perspective
- ensured over 32 applications (internal/public facing) comply with the Accessibility for Ontarians with Disabilities Act and made it easier for members of the public to access government services

Support ministries with efficient and effective enterprise services

- managed payroll and benefits administration for approximately 63,000 Ontario government employees, delivering biweekly payments totaling \$5.6 billion annually. Also made more than \$3.3 billion in payments to more than 1,000 third parties such as Canada Revenue Agency, pension administrators, insurance carriers, and bargaining agents
- placed 3,357 summer students (2016-17) in positions across the province through the Summer Experience Program
- supported the government's benefits transformation program that introduced reloadable payment cards for social assistance recipients, service and automating payments to Vision Care service suppliers
- continued supporting financial management modernization with paperless initiatives to reduce the number of paper cheques issued.
- delivered three boot camp training sessions related to the processing of freedom of information (FOI) requests for over 200 OPS and agency FOI practitioners.
- provided guidance materials to help ministries and other institutions subject to the Freedom of Information and Protection of Privacy Act, to conduct effective freedom of information searches across the OPS. The materials are intended to ensure public requests for access to government information are addressed in a consistent and timely manner.
- developed a five-year transformation strategy, the Ontario Shared Services Blueprint, to drive and enable government transformation by enhancing the shared services model.
- promoted ministry use of the mandatory commercial print vendor-of-record arrangement, reducing administrative activities and saving time.
- collaborated with Firefighters Without Borders to send used firefighting equipment to the Dominican

Republic, where it continues to be used and will help save lives.

- finalized a new corporate card agreement, providing higher rebates to the OPS and the possibility of extending favourable term to provincially funded organizations
- established an Insurance Broker of Record vendor of record for use by provincial agencies, to reduce time and labour and provide access to insurance industry expertise
- negotiated an agreement between the provincial and federal government that supports collaborative procurement, giving the province and selected broader public sector entities access to combined purchasing power with the federal government
- publications Ontario launched a new accessible Ontario Gazette, converting 15 years of past and current issues into accessible format
- provided government-wide activities and services to help prevent workplace injuries and illnesses, and to facilitate employment accommodation and timely return to work for employees with a disability. This included an initiative to promote mental health and eliminate stigma associated with mental illness in the workplace

Strengthen consumer protection and public safety

- introduced and saw through to Royal Assent the Putting Consumers First Act, which:
 - expands protection for consumers with debts in collections
 - expands protections to help consumers deal with unscrupulous door-to-door salespeople trying to sell home appliances
 - strengthens protection for consumers who use alternative financial services, such as payday loans.
- Consumer Protection Ontario:
 - responded to almost 34,000 consumer complaints and inquiries
 - conducted more than 200 business compliance inspections
 - laid more than 460 charges under the Consumer Protection Act resulting in:
 - 114 months of probation time for violators
 - more than \$684,8000 court-ordered restitution for victims and fines against violators
 - negotiated \$1.1 million in restitution and cancelled/rescinded contracts
- held extensive consultation for regulations under the Protecting Condominium Owners Act
- established two expert groups to advise the ministry 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, completed their work in summer 2016
- two not-for-profit corporations were established to support administrative authorities under the

Condominium Act and the Condominium Management Services Act

- supported passage of Bill 47, the Protecting Rewards Point Act (Consumer Protection Amendment) by developing government amendments. This led to Air Miles' decision to reverse its points-cancellation plans across Canada
- consulted on regulations necessary to implement amendments under Bill 47, without undue regulatory burden to businesses
- received the final recommendations from the Honourable J. Douglas Cunningham, QC, the special advisor appointed to undertake an independent, public review of the Ontario New Home Warranties Plan Act and the Tarion Warranty Corporation
- implemented new regulations that help protect Ontario consumers who have their vehicle towed or stored in a storage facility. New provisions include: public rate disclosure, acceptance of payments other than cash, and itemized invoicing prior to making payments.
- worked with the Technical Standards and Safety Authority (TSSA) to:
 - begin risk-based inspections rather than its previous annual-inspection practice.
 - facilities must also now carry minimum amounts of insurance.
 - reduce burden on business by simplifying training-requirement compliance
- worked with the Electrical Safety Authority to adopt of the new Ontario Electrical Safety Code, which came into force in May 2016. The 2015 Code improves public safety, reduces burden on business and facilitates the use of new technology.
- consulted with the public and industry stakeholders as part of the Travel Industry Act review. The consultations explored better ways to protect consumers who book a vacation or buy travel services
- worked with industry stakeholders and the Technical Standards and Safety Authority to:
 - simplify the requirements for retailers who assemble their customers' barbecues to reduce the regulatory burden while still requiring them to ensure the appliances are safely assembled
 - support amendments to the Liquid Fuels Handling Code to better reflect industry best practices, current technology and environmental safety
- completed consultations to update upholstered and stuffed article regulations in Ontario. The consultations looked at ways to reduce the current regulatory burden on business and take a modern approach to regulations
- established an expert stakeholder panel to review the boilers and pressure vessels regulation. The panel represented the insurance industry, manufacturers, inspection agencies and property owners. The panel completed its work in summer 2016 and its report will be the basis for a broader government consultation
- amended VQA wine standards to give wineries more flexibility in how they use the VQA logo or letters on wine closures, and to lower the minimum sugar content for all Muscat grape varieties for some wines
- inspected fitness, home furnishing, and moving sector businesses to better protect consumers. In addition, inspections were undertaken at auto body repair facilities to help tackle the underground

economy

- delegated the licensing and oversight of funerals and transfer services under the Funeral, Burial and Cremation Services Act to a new administrative authority, the Bereavement Authority of Ontario

Build a dynamic business climate

- supported the Ministry of Economic Development and Growth in the launch of the Small Business Innovation Challenge, part of the Business Growth Initiative, to build a dynamic marketplace in Ontario for innovative solutions to key public sector challenges
- made it easier for vendors to do business with government by providing them with resources and information including seminars, a reverse tradeshow, targeted information sessions
- implemented an on-line bidding system, allowing procurements to be issued, received, evaluated and awarded electronically, reducing costs and saving time for both government and vendors
- established a Business Law Advisory Council 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
- worked with Treasury Board Secretariat to adopt the Single Business Number for the Transfer Payment Administration Modernization initiative
- modernized and updated eight existing statutes as part of the Ministry of Economic Development and Growth’s annual burden reduction bill
- brought eleven additional Ontario municipalities onto BizPaL to have their business permits and licences searchable through the cross-Canada online service

Ministry interim actual expenditures 2016-17 (\$M)*

Expenditure type	Amount
Operating**	\$595.0 million
Capital**	\$18.0 million
Staff strength*** (as of March 29, 2017)	4,194

* interim actuals reflect the numbers presented in the 2017 Ontario budget

** includes statutory appropriations

*** Ontario Public Service full-time equivalent positions

Ministry of Government and Consumer Services

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