



Consumer Protection

APPROVED FY23 BUDGET

\$2,477,443

FULL TIME EQUIVALENTS

18.00

 ERIC FRIEDMAN, DIRECTOR

MISSION STATEMENT


The mission of the Office of Consumer Protection (OCP) is to enforce consumer protection laws prohibiting unfair and deceptive business acts or practices to ensure a fair marketplace for consumers and businesses. Activities include complaint resolution, business registration, law enforcement, education, legislation, advocacy, and outreach to vulnerable consumers.

BUDGET OVERVIEW




The total approved FY23 Operating Budget for the Office of Consumer Protection is \$2,477,443, an increase of \$24,106 or 0.98 percent from the FY22 Approved Budget of \$2,453,337. Personnel Costs comprise 94.67 percent of the budget for 19 full-time position(s) and no part-time position(s), and a total of 18.00 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 5.33 percent of the FY23 budget.

COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **Thriving Youth and Families**
-  **A Growing Economy**
-  **Effective, Sustainable Government**

INITIATIVES

-  In December 2021, the OCP celebrated its 50th anniversary and engaged in a week-long program that consisted of consumer education presentations, an anniversary open house, and recognition from the County Executive and members of the County Council.
-  OCP has built out the Public Election Fund Liaison function as assigned by the County Executive and has created a useful FAQ for members of the public, media, and candidates to consult on public election fund-related questions.
-  OCP received media coverage from NBC-4 for its investigations that uncovered forced arbitration clauses in local auto repair shops' service contracts.

- ★ OCP expanded its language access program, establishing an in-house roster of volunteers that speak five different languages to assist residents and merchants with limited English proficiency.

PROGRAM CONTACTS

Contact K. Samuel Buo of the Office of Consumer Protection at 240.777.3760 or Julie Knight of the Office of Management and Budget at 240.777.2760 for more information regarding this department's operating budget.

PROGRAM PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable). The FY22 estimates reflect funding based on the FY22 Approved Budget. The FY23 and FY24 figures are performance targets based on the FY23 Approved Budget and funding for comparable service levels in FY24.

Measure	Actual FY20	Actual FY21	Estimated FY22	Target FY23	Target FY24
Program Measures					
Number of business registrations received ¹	637	707	725	730	735
Number of complaint cases received	1,070	1,040	1,075	1,100	1,130
Percent of consumer protection cases closed that are resolved by OCP	62.00%	63.35%	65.00%	66.40%	68.00%
Average number of calendar days to issue a business license / certificate of registration (excluding new home builder registrations)	14.10	9.94	7.01	5.00	5.00
Average number of workdays to investigate and close a written complaint (All complaints)	42.60	38.26	40.00	43.00	40.00
Average OCP customer satisfaction rating - Outcome of the customer's case (4 point scale) based on customer satisfaction survey	3.66	3.54	3.66	3.50	3.60

¹ Actual FY21 amount includes registrations received for New Home Builders, New Home Sellers, Motor Vehicle Repair and Towing operators, Secondhand Personal Property dealers, and Small Electrical Repair dealers.

PROGRAM DESCRIPTIONS

☀ Consumer Protection

The Consumer Protection program is a law enforcement function established in 1971 responsible for enforcing consumer protection laws to prohibit unfair and deceptive business acts to ensure fairness and integrity in the marketplace for consumers and businesses. The program is responsible for receiving, investigating, and resolving complaints, educating consumers and merchants, and registering and licensing certain businesses.

The program has the authority to issue civil citations for violations of law, issue subpoenas to compel testimony and documents, and collaborate with other agencies to advocate for legislation.

The program also staffs the Patient Advocate, administers the Domestic Worker law, and beginning in May 2021, the program now provides the County's Public Election Fund Liaison Service.

BUDGET SUMMARY

	Actual FY21	Budget FY22	Estimate FY22	Approved FY23	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	1,429,598	1,814,684	1,622,091	1,869,261	3.0 %
Employee Benefits	437,772	510,146	465,312	476,209	-6.7 %
County General Fund Personnel Costs	1,867,370	2,324,830	2,087,403	2,345,470	0.9 %
Operating Expenses	82,947	128,507	128,507	131,973	2.7 %
County General Fund Expenditures	1,950,317	2,453,337	2,215,910	2,477,443	1.0 %
PERSONNEL					
Full-Time	17	19	19	19	—
Part-Time	1	0	0	0	—
FTEs	16.60	18.00	18.00	18.00	—
REVENUES					
Miscellaneous Revenues	25	0	0	0	—
New Home Builder's License	143,865	153,000	147,000	153,000	—
Other Fines/Forfeitures	1,500	1,000	1,500	1,000	—
Other Licenses/Permits	52,630	51,000	52,000	51,000	—
County General Fund Revenues	198,020	205,000	200,500	205,000	—
GRANT FUND - MCG					
EXPENDITURES					
Salaries and Wages	4,558	0	0	0	—
Employee Benefits	0	0	0	0	—
Grant Fund - MCG Personnel Costs	4,558	0	0	0	—
Operating Expenses	1,730	0	0	0	—
Grant Fund - MCG Expenditures	6,288	0	0	0	—
PERSONNEL					
Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	0.00	—
REVENUES					
Federal Grants	6,288	0	0	0	—
Grant Fund - MCG Revenues	6,288	0	0	0	—
DEPARTMENT TOTALS					
Total Expenditures	1,956,605	2,453,337	2,215,910	2,477,443	1.0 %
Total Full-Time Positions	17	19	19	19	—
Total Part-Time Positions	1	0	0	0	—
Total FTEs	16.60	18.00	18.00	18.00	—
Total Revenues	204,308	205,000	200,500	205,000	—

FY23 APPROVED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
FY22 ORIGINAL APPROPRIATION	2,453,337	18.00
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Annualization of FY22 Compensation Increases	38,173	0.00
Increase Cost: FY23 Compensation Adjustment	33,889	0.00
Increase Cost: Annualization of FY22 Personnel Costs	8,726	0.00
Increase Cost: Motor Pool Adjustment	1,839	0.00
Increase Cost: Printing and Mail Adjustment	1,627	0.00
Decrease Cost: Retirement Adjustment	(60,148)	0.00
FY23 APPROVED	2,477,443	18.00

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY22 Total\$	FY22 FTEs	FY23 Total\$	FY23 FTEs
COUNTY GENERAL FUND					
Fire and Rescue Service	Fire	88,896	1.00	95,778	1.00

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY23	FY24	FY25	FY26	FY27	FY28
COUNTY GENERAL FUND						
EXPENDITURES						
FY23 Approved	2,477	2,477	2,477	2,477	2,477	2,477
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	84	84	84	84	84
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	2,477	2,561	2,561	2,561	2,561	2,561