

# Department of Consumer Protection

2021 Executive Proposed Budget

# Core Programs & Functions

- Enforcement of County Consumer Protection Code
- Consumer Education and Outreach
- Respond and Assist other County Departments during Declared Emergencies (Department of Health)
- Licensing of Home Improvement Contractors
- Testing of Weighing and Measuring Devices as Mandated Under State Law
- Administer and Assist in the Licensing of the Plumbing and Electrical Trades
- Citizen Participation - Citizen's Consumer Advisory Council

# Budget Summary

| ITEM                       | 2020             | 2021             |
|----------------------------|------------------|------------------|
| Operating Positions        | 23               | 23               |
| Trust Positions            |                  |                  |
| <b>TOTAL POSITIONS</b>     | <b>23</b>        | <b>23</b>        |
|                            |                  |                  |
| Personal Service           | 1,698,928        | 1,792,057        |
| Equipment                  | 44,000           | 5,000            |
| Materials & Supplies       | 49,250           | 51,000           |
| Contractual Expenses       | 33,540           | 37,600           |
| Inter-Departmental Charges | 312,767          | 325,280          |
| <b>TOTAL EXPENDITURES</b>  | <b>2,138,440</b> | <b>2,210,937</b> |
|                            |                  |                  |

# Budget Summary

| ITEM                       | 2020               | 2021               |
|----------------------------|--------------------|--------------------|
| Inter-Departmental Revenue |                    |                    |
| Departmental Revenue       | 3,414,150          | 3,709,100          |
| State & Federal Aid        |                    |                    |
| <b>TOTAL REVENUE</b>       | <b>3,414,150</b>   | <b>3,709,100</b>   |
|                            |                    |                    |
| <b>DEPARTMENT TAX LEVY</b> | <b>(1,275,710)</b> | <b>(1,498,163)</b> |
|                            |                    |                    |

# Highlights

- Responded to requests from Local Governments (New Rochelle) for Assistance with Vendors refusing to Sell and Deliver Goods and Services.
- Field Inspectors maintained previous level of activity. Inspectors implemented and promoted best safety practices.
- Reorganization and Modernization of Office Procedures. Settlement Conferences, Hearings and Board Meetings now conducted remotely.
- Continued Joint Enforcement Actions against unlicensed vendors with State, County and Local Governments (Lewisboro, Pound Ridge, New Rochelle).

# New Initiatives

- Continue to Assist Consumers with Pandemic Related Complaints.
- Proposed Updates of Consumer Protection Code.
- Continuing Expansion of Social Media.
- Public Outreach - Retail Pricing Surcharges.
- Continuing to Assist in Updating Policy and Procedures of Trades Licensing Boards.
- Assist New Vendors with Compliance.