

THE COUNCIL OF THE CITY OF NEW YORK

Hon. Corey Johnson
Speaker of the Council

Hon. Diana Ayala
Chair, Committee on Consumer and Worker Protection



Report of the Finance Division on the
Fiscal 2022 Preliminary Plan and the
Fiscal 2021 Preliminary Mayor's Management Report for the
Department of Consumer and Worker Protection

March 16, 2021

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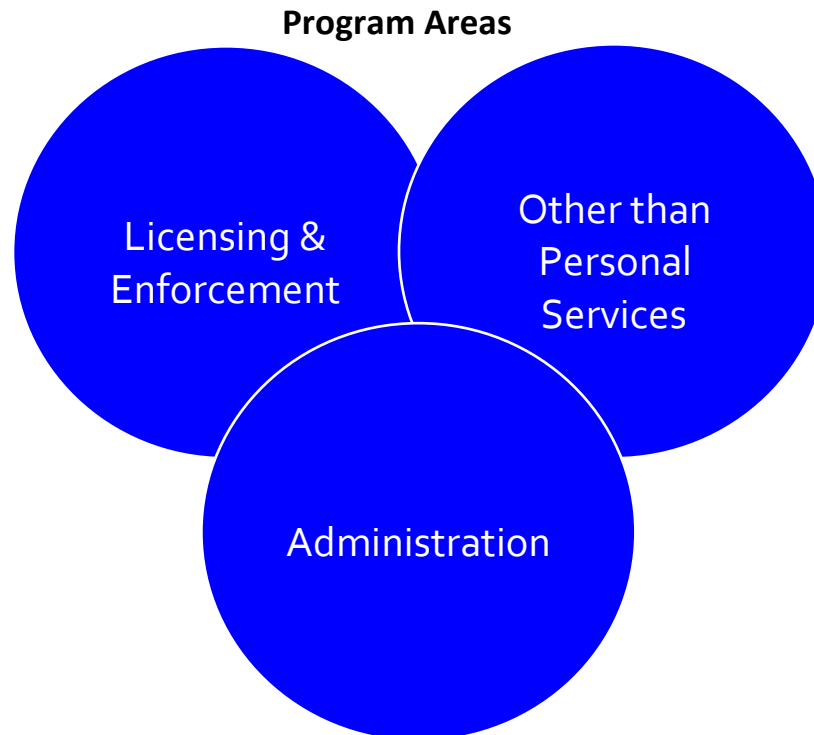
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Department of Consumer and Worker Protection

The Department of Consumer and Worker Protection (DCWP or the Department) ensures that New York City's consumers, businesses, and workers benefit from a fair and vibrant marketplace. The Department of Consumer and Worker Protection is a revenue-generating agency with the majority of income coming from licenses, permits, franchise fees, and fines.



The Department's activities include:

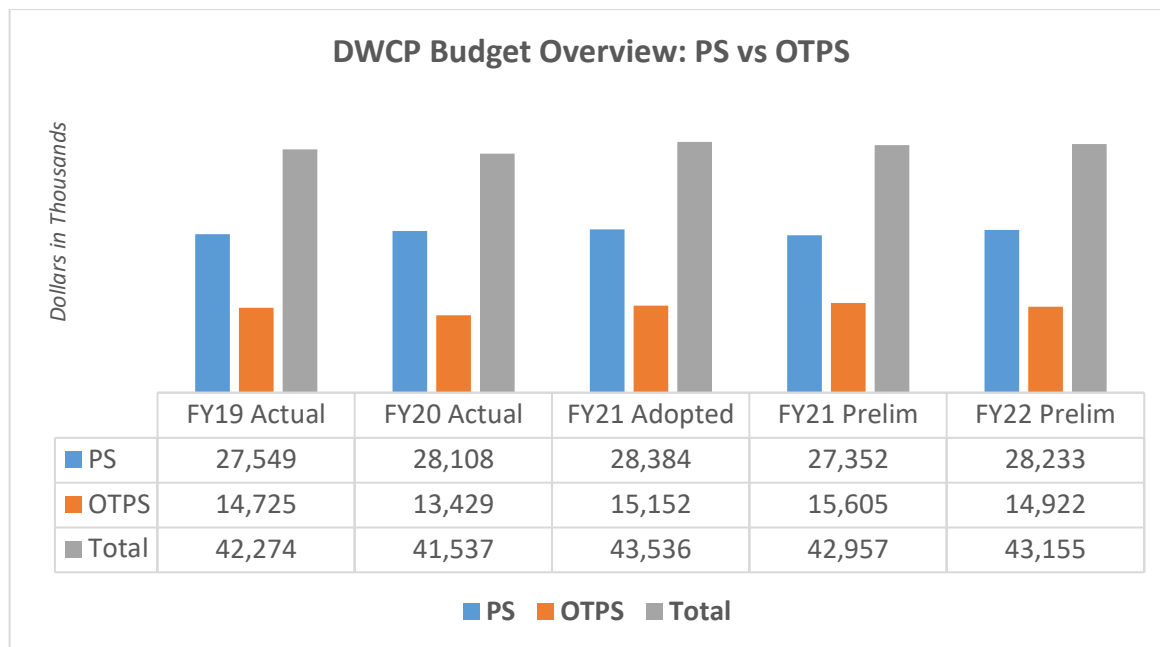
- Issuing licenses in 55 business categories and performing onsite inspections to ensure compliance with license regulations, weights and measures regulations, and the New York City Consumer Protection Law;
- Mediating and resolving individual consumer complaints, obtaining restitution for consumers, and bringing litigation and enforcement actions against repeat violators to halt deceptive advertising;
- Educating the public and businesses about their rights and responsibilities through press releases and press conferences, public awareness campaigns, community outreach, public hearings, the 311 Customer Service Center, its website, and publications;
- Providing free, one-on-one financial counseling through its network of more than 20 Financial Empowerment Centers, improving access to income-boosting tax credits, connecting individuals to safe and affordable banking and asset-building products and services, and enforcing and improving consumer protections to enhance financial stability, and
- Empowering working families by providing the tools and resources they need to achieve a healthy work-life balance.

DCWP Fiscal 2022 Preliminary Budget: Expense

The Department's Fiscal 2022 Preliminary Budget totals \$43.1 million, including \$28.2 million in Personal Services (PS) funding to support 408 full-time positions, and \$14.9 million in Other Than Personal Services (OTPS). PS costs refer to funds intended to pay for salaries and benefits for employees of the agency, while the OTPS category accounts for funding used for all other general operating costs of the agency. Of the total OTPS funding in Fiscal 2022, approximately \$5.3 million, or 36 percent, is allocated to the Office of Financial Empowerment (OFE), which provides low-income New Yorkers with services to increase access to high-quality, low-cost financial education and counseling, safe and affordable financial inclusion, and access to income-boosting tax credits and savings.

Figure 1 illustrates DCWP's actual spending in Fiscal 2019 and 2020, the Fiscal 2021 Adopted Budget, and the Preliminary Budget for Fiscal 2021 and 2022.

Figure 1: DCWP Budget Overview



Changes in DCWP's Preliminary Budget

Budget actions in the Preliminary Plan decrease DCWP's budget by \$438,000 in Fiscal 2021 and does not introduce any changes in the Department's budget for Fiscal 2022 and the outyears. In the Preliminary Plan, the Department recognizes savings of \$509,000 through the hiring and attrition management program which allows for one replacement for every three employees lost through attrition. This action would reduce headcount by 31 positions across the Department. Additionally, the Budget recognizes some minor technical adjustments in the current fiscal year, captured in the Other Adjustments category.

Table 1 below provides a summary of DCWP spending changes from the November 2020 Financial Plan to the Fiscal 2022 Preliminary Financial Plan.

Table 1: DCWP Spending Changes (000's)

Department of Consumer and Worker Protection Spending Changes				
(Dollars in Thousands)	FY21	FY22	FY23	FY24
November 2020 Plan	\$43,395	\$43,155	\$43,401	\$43,401
New Needs	-	-	-	-
Other Adjustments	71	-	-	-
Savings	(\$509)	-	-	-
Total Change	(\$438)	-	-	-
Fiscal 2022 Prelim Budget	\$42,956	\$43,155	\$43,401	\$43,401

Agency Budget by Program Area

Table 2: Financial Summary (000's)

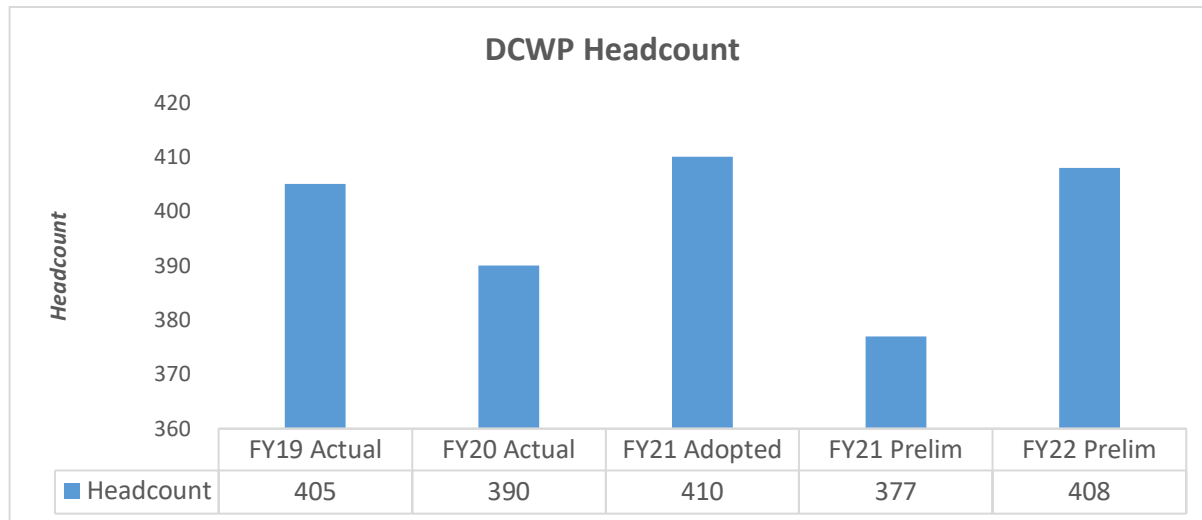
Dollars in Thousands	FY19	FY20	FY21	Preliminary Plan		*Difference
	Actual	Actual	Adopted	FY21	FY22	FY21-FY22
Personal Service						
Adjudication	\$611	-	-	-	-	-
Administration	9,237	13,489	12,320	12,536	13,084	764
Licensing/Enforcement	17,701	14,619	16,065	14,815	15,148	(917)
Subtotal	\$27,549	\$28,108	28,385	27,352	28,233	(152)
Other Than Personal Services						
Contractual Services	\$927	\$1,112	\$1,747	\$8,130	\$1,795	\$48
Fixed & Misc. Charges	11	-	500	500	500	-
Other Services & Charges	13,237	11,301	12,385	6,654	12,108	(277)
Property & Equipment	142	362	119	460	119	-
Supplies & Materials	407	652	819	360	898	79
Subtotal	\$14,725	\$13,428	15,152	15,605	14,922	(\$229)
TOTAL	\$42,274	\$41,536	43,536	42,957	\$43,155	(\$381)
Funding						
City Funds	-	-	39,655	38,883	\$39,274	(\$381)
State	-	-	1,932	1,932	1,932	-
Intra City	-	-	1,950	2,142	1,950	13
TOTAL	\$42,274	\$41,536	\$43,536	\$42,957	\$43,155	(\$381)
Budgeted Headcount						
Adjudication	1	-	-	-	-	-
Administration	117	164	154	137	168	14
Licensing/Enforcement	287	226	256	240	240	(16)
TOTAL	405	390	410	377	408	(2)

*The difference of Fiscal 2021 Adopted Budget compared to Fiscal 2022 Preliminary Budget.

The Department of Consumer and Worker Protection's (DCWP) Expense Budget for Fiscal 2022 totals \$43.1 million, of which \$39.2 million, or 91 percent, is City funded. The Department's PS budget totals \$28.2 million, which supports 408 Full-Time (FT) positions, while the Department's OTPS budget totals \$14.9 million. Compared to Department's Fiscal 2021 Adopted Budget, DCWP's Fiscal 2022 Preliminary Budget has decreased by approximately \$381,000, which is primarily related to the reduction of two full-time positions, which was included in the November 2020 Financial Plan.

Headcount

Figure 2: DCWP Total Headcount



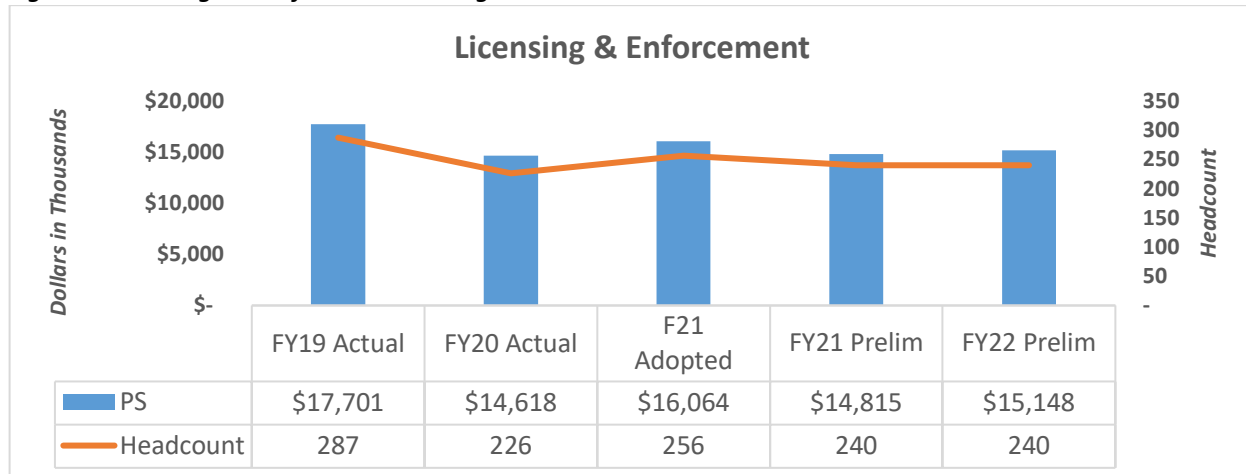
The Licensing and Enforcement program area has the Department's largest headcount, totaling 240 full-time budgeted positions, and comprises 59 percent of DCWP's entire staff for Fiscal 2022. As of January 2021, the Department was operating with an 11.2 percent full-time staff vacancy rate, equivalent to 46 vacant positions. DCWP's Fiscal 2022 headcount decreases by two positions when compared to its Fiscal 2021 Adopted Budget. In the Preliminary Plan, the Department's Fiscal 2021 budgeted headcount of 377 is significantly less than its Fiscal 2022 headcount, which is a result of the Department's hiring and attrition plan, which is only recognized in the current fiscal year.

Spending by Program Areas

The Department has two Units of Appropriation (U/As), one for its Administration and Licensing and Enforcement Division, and one U/A that houses all OTPS expenses.

Licensing and Enforcement

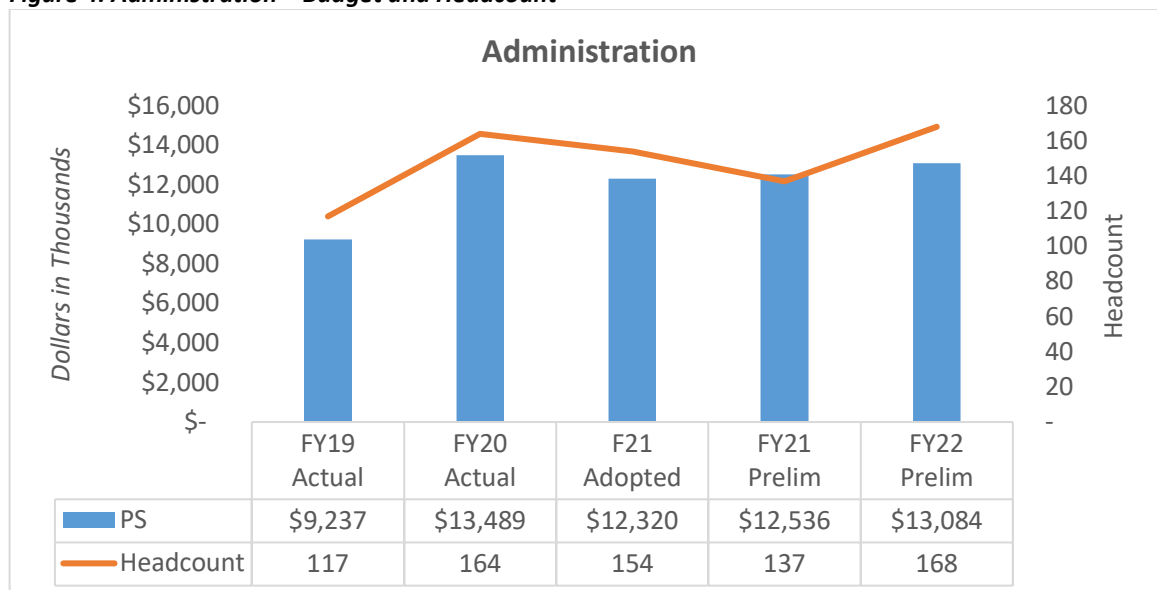
DCWP's Licensing & Enforcement Unit (LEU) oversees the Department's licensing enforcement and consumer services operations. The LEU issues licenses and provides regulatory and statutory enforcement of 55 different license categories designed to maintain fairness and integrity across the City's various marketplaces. The LEU includes divisions such as the Licensing Division, Enforcement Division, The Office of Labor Policy and Standards, Computer Services, Auditing & Accounting, and Legal & Consumer Services.

Figure 3: Licensing and Enforcement – Budget and Headcount

The Licensing and Enforcement's Unit proposed budget for Fiscal 2022 totals \$15.1 million in PS funding, to support 240 budgeted full-time positions. The Licensing and Enforcement Unit is the Department's largest division, accounting for 59 percent of the Department's budgeted positions and 53.5 percent of the Department's PS budget for Fiscal 2022.

Administration

DCWP's Administration program area includes spending for operations, staffing, budgeting, materials management, and other internal administrative services. It includes Executive Staff, Data Analysis & Planning, Human Resources, Agency Services, Finance, General Services, General Counsel, Consumer Services, External Affairs, Communication & Marketing, and Information Technology.

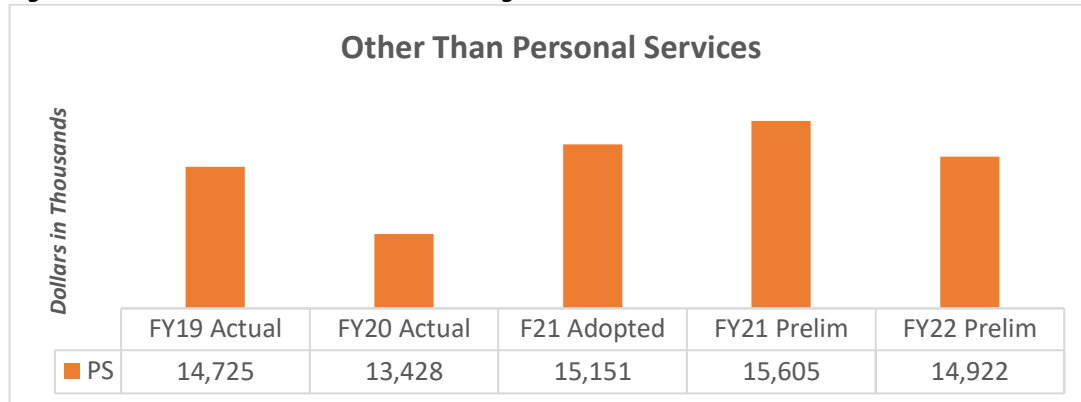
Figure 4: Administration – Budget and Headcount

The Administration Division's proposed budget for Fiscal 2022 totals \$13 million, all of which is PS funding, to support 168 full-time positions. The Division is the second largest within the Agency, accounting for approximately 41 percent of the Agency's budgeted positions and 46 percent of the Agency's PS budget for Fiscal 2022.

Other Than Personal Services

The OTPS Unit of Appropriation includes all other non-PS funding within the Department of Consumer Affairs. It houses OTPS costs associated with both the Licensing and Enforcement Division and the Administration Division.

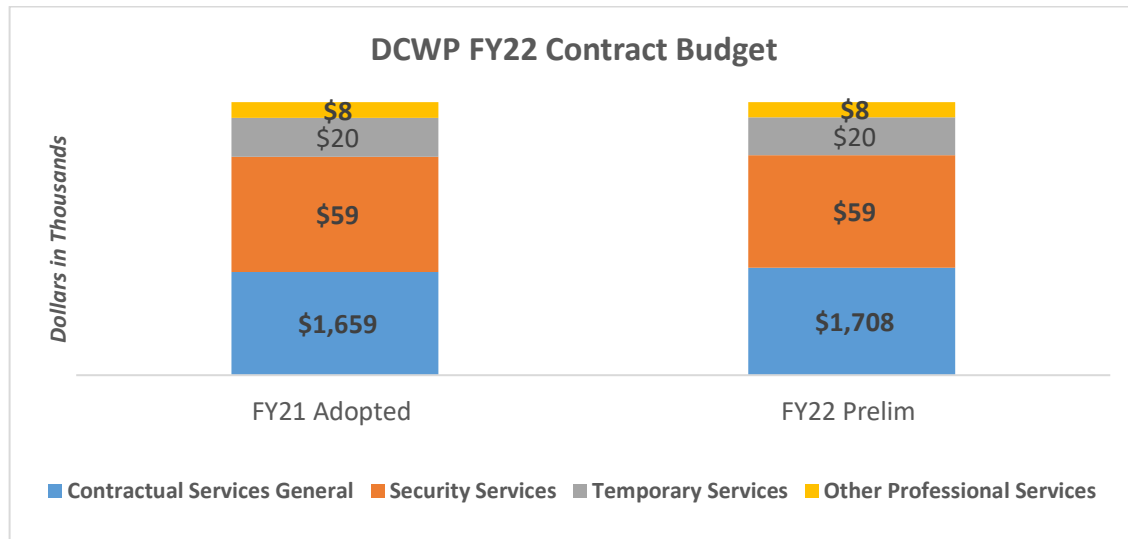
Figure 5: Other Than Personal Services – Budget and Headcount



The OTPS proposed budget for Fiscal 2022 totals \$14.9 million, which is \$229,000 less than its Fiscal 2021 Adopted Budget of \$15.1 million. The decrease is due to the fact that the current year Budget includes \$217,000 in Council initiatives funding which is not yet included in Fiscal 2022.

For additional information regarding DCWP's U/A breakdown, please refer to appendix C.

Contract Budget



The New York City Charter mandates the preparation of a Contract Budget to identify expenditures for contractual services, which are defined as any technical, consultant or personnel service provided to the City by means of a contract. The Fiscal 2022 Preliminary Contract Budget totals \$17 billion for procurement across all agencies.

The Department's Fiscal 2022 Contract Budget totals \$1.8 million for six contracts, accounting for 12 percent of DCWP's Fiscal 2022 OTPS Budget. Contracts for General Contractual Services comprise the vast majority (approximately 95 percent) of DCWP's total Contract Budget for Fiscal 2022.

For additional information regarding DCWP's Contract Budget, please refer to Appendix B.

Council Initiatives

Financial Empowerment for NYC's Renters (Ready to Rent)

The Council's funding supports a financial empowerment program for New Yorkers looking to rent housing. Ready to Rent provides increased capacity for housing outreach events led by community-based organizations as part of the Department of Housing Preservation and Development (HPD) Housing Ambassador Program. Outreach is targeted to neighborhoods slated to be rezoned in connection with the Mayor's Housing Plan, and neighborhoods that have 10 or more housing projects coming online within the next year.

The City Council has designated DCWP to work in collaboration with HPD to carry out this initiative. As part of the Fiscal 2021 Adopted Budget, this initiative has allocated a total amount of \$382,500, from which \$165,750 goes directly to HPD, \$21,250 goes directly to the Department, and \$195,500 goes to a community-based organization called Ariva. The CBO provides outreach and financial counseling for New Yorkers in targeted neighborhoods.

For additional information of the Council Initiatives, please go to <https://council.nyc.gov/budget/wp-content/uploads/sites/54/2020/06/Fiscal-2021-Schedule-C-Cover-REPORT-Final.pdf>

Recent legislation

Local Law 54/2020.

On March 17, 2020, as a result of the COVID-19 pandemic, several businesses were ordered to close. Restaurants were required to stop providing dine-in service. As restaurants face unprecedented financial losses and can no longer utilize their sidewalk cafes during the state of emergency, the Council enacted Local Law LL 54/2020 requiring the City to waive and/or refund all revocable consent fees for unenclosed sidewalk cafes due between March 1, 2020 and February 28, 2021. Enclosed sidewalk café consent fees would be waived for the duration of the Mayor's Emergency Executive Order No. 105 published on April 4, 2020.

Int. No.1116-B.

In January of 2021, the Council passed Introduction 1116-B, which expands the availability of food vendor permits, creates an office of street vendor enforcement, and establishes a street vendor advisory board. This legislation allows for the issuance of 4,000 new street vendor permits over the next ten years. New vendors would need to acquire a Supervisory License, which is valid for two years at a cost of \$1,000. The legislation also increases enforcement measures efforts, which will require additional staffing. The financial implications on both the Revenue Budget and the Expense budget resulting from this legislation is not yet reflected in the City's Financial Plan.

Miscellaneous Revenue

Table 3: DCWP Miscellaneous Revenue

<i>Dollars in Thousands</i>						
Revenue Sources	FY19	FY20	FY21	Preliminary Plan		*Difference
	Actual	Actual	Adopted	FY21	FY22	FY21-FY22
Consumer Affairs Licenses	\$8,308	\$8,263	\$9,426	\$9,426	\$9,311	(\$115)
Fees on side Sidewalk Cafes	12,097	12,710	7,500	-	-	(7,500)
Bingo and Games of Chance	51	54	50	50	50	-
Weights Measures Inspection Fees	910	819	743	500	801	58
Review/Consent Filing Fees	324	241	300	-	-	(300)
Photo ID and Exam Fees	200	147	123	123	187	64
Consumer Affairs Fines	9,145	9,185	6,400	6,400	6,400	-
State Tobacco Program	389	667	800	800	800	-
Minor Sales	594	650	215	50	100	(115)
Gasoline Inspections	-	-	110	110	110	-
Youth Tobacco Enforcement	-	-	1,821	1,821	1,821	-
TOTAL	\$32,018	\$32,736	\$27,488	\$19,280	\$19,580	(\$7,908)

**The difference of Fiscal 2021 Adopted Budget compared to Fiscal 2022 Preliminary Budget.*

DCWP is a revenue-generating agency, with the majority of revenue coming from licenses, permits, fines and franchise fees. The Preliminary Plan estimates that DCWP will generate miscellaneous revenue of \$19.2 million in Fiscal 2021 and \$19.5 million in Fiscal 2022.

Of the total miscellaneous revenue projected in Fiscal 2022, \$9.3 million or 47% will come from licenses, \$6.4 million from consumer affairs fines and \$1.8 million from youth tobacco enforcement fines.

The Department's miscellaneous revenue projection decreases by \$8 million in Fiscal 2022 when compared to its Fiscal 2021 projection of \$27.5 million. The total amount of fines collected by DCWP resulting from enforcement activities decreased largely as a result of the pause of most enforcement activities in the first months of COVID-19 restrictions and the subsequent prioritization of community outreach, resulting in fewer cases overall.

In the Preliminary Plan, DCWP does not recognize revenue from Sidewalk Cafes in compliance with the legislation requiring the waiver of payments due from March 2020 until March 2021 as a response to COVID-19.

DCWP Fiscal 2021 Preliminary Mayor's Management Report (PMMR)

The Department of Consumer and Worker Protection (DCWP) licenses and regulates more than 59,000 businesses in more than 50 industries. DCWP services and goals include:

- Protect and advocate for consumers
- Assist and educate businesses and promote a fair marketplace
- Educate and empower New Yorkers with low incomes
- Protect and advocate for workers

The total amount of fines collected by DCWP resulting from enforcement activities decreased by 68 percent, from \$2.1 million in the first four months of Fiscal 2020 to \$671,000 in Fiscal 2021. This is largely a result of the cessation of most enforcement activities in the first months of COVID-19

restrictions and the subsequent prioritization of community outreach, resulting in fewer cases overall. Cases settled by agreement and penalties paid in full before their original hearing date decreased slightly, from 62 percent to 61 percent.

Licenses and Enforcement

The number of inspections conducted during the first four months of Fiscal 2021 decreased by 48 percent, from 19,963 to 10,465, while the number of summonses decreased by 2,944 (55 percent). Agency inspection resources were diverted to COVID-19 response. Due to COVID-19 DCWP has not been making any inspections with undercover minors attempting underage purchases, so the compliance rate for underage sales is not reportable.

The average days to process basic license applications increased to seven days from two days during the first four months of Fiscal 2021. The average wait time at the licensing centers increased to 14 minutes compared to just five minutes during the same period last year. In response to the increase rate of online submissions and the extremely limited capacity at the Department's in-person licensing centers, DCWP allowed more than the usual 30-days for applicants to submit all the required documentation to complete their applications, relying more heavily on mailed correspondence than usual. Additionally, Mayoral Executive Orders extended the renewal period for most license categories, substantially decreasing the number of basic license renewals that are processed in less than one business day, further skewing the numbers upward.

DCWP's Office of Financial Empowerment (OFE) saw a 16 percent decrease in the number of clients served by financial counseling programs compared to the first four months of Fiscal 2020, dropping from 3,235 to 2,727. Since October 2018, OFE clients have reduced their total debt by \$6.4 million and increased their total savings by \$1.62 million.

DCWP's Office of Labor Policy & Standards (OLPS) closed 60 Paid Safe and Sick Leave investigations during the first four months of Fiscal 2021, assessing \$186,179 in restitution for 582 employees. The average time to resolve these investigations was 234 days.

In the first four months of Fiscal 2021, the number of inquiries received by freelance workers decreased by 23 percent, from 147 to 88, while the number of complaints addressed decreased by 57 percent, from 249 to 113. The amount recovered by freelancers registering complaints decreased by 72 percent, from \$147,768 to \$69,764. The amount recovered is self-reported by freelancers in follow-up surveys and correspondence conducted by OLPS and does not necessarily reflect the actual amount of all moneys recovered.

Administration

The number of docketed complaints decreased by six percent, from 886 to 836, and correspondingly the number of resolved consumer complaints decreased from 875 to 792, over the first four months of the fiscal year. The amount of consumer restitution awarded dropped to \$296,000, a \$382,000 (56 percent) decrease from the same period last year. DCWP processed 47 percent of docketed complaints within 28 days compared to 58 percent during the same four-month period last year, while all complaints continue to be processed within 90 days.

In the first four months of Fiscal 2021 DCWP educated 7,003 businesses through violation-free business education visits, special events and trainings, and Live Chat for Businesses, an 81 percent increase from 3,871 in Fiscal 2020. This number does not include more than 5,000 business visits conducted by DCWP inspectors as part of City Hall's multi-agency business re-opening outreach and

inspection initiative, intended to support and educate businesses about public health requirements and their obligations to adhere to New York State COVID-19 regulations and best practices.

For additional information on DCWP Fiscal 2021 Preliminary Mayor's Management Report Performance, refer to appendices E.

Appendices

A: Budget Actions in the November and the Preliminary Plans

<i>Dollars in Thousands</i>	FY21			FY22		
	City	Non-City	Total	City	Non-City	Total
DCWP Budget as of the Fiscal 2021 Adopted Budget	\$39,655	\$3,881	\$43,536	\$40,187	\$3,881	\$44,068
Other Adjustments						
City Funds - Other Adjustments	(\$144)	-	(\$144)	(\$6)	-	(6)
Intra-City - Adjustment	-	192	192	-	-	-
Subtotal - Other Adjustments	(\$144)	\$192	\$48	(6)	-	(6)
Savings						
Hiring Freeze (November)	(\$118)	-	(\$118)	(\$157)	-	(\$157)
Hiring & Attrition Management (Prelim)	(509)	-	(509)	-	-	-
OTPS Savings (November)	-	-	-	(526)	-	(\$526)
Telecom Savings (November)				(\$224)		(\$224)
Subtotal - Savings	(\$627)	-	(\$627)	(\$907)	-	(\$907)
TOTAL - All Changes	(\$771)	\$192	(\$579)	(\$913)	-	(\$913)
DCWP Budget as of the Fiscal 2022 Preliminary Budget	\$38,884	\$4,073	\$42,957	\$39,274	\$3,881	\$43,155

B: Contract Budget

<i>Dollars in Thousands</i>				
Category	FY21 Adopted	Number of Contracts	FY22 Preliminary	Number of Contracts
Contractual Services General	\$ 1,659	1	\$ 1,708	1
Security Services	59	2	59	2
Temporary Services	20	1	20	1
Training Program for City Employees	6	1	6	1
Professional Services. Other	2	1	2	1
Total	\$ 1,747	6	\$ 1,795	6

C: Program Areas

C1: Licensing & Enforcement

<i>Dollars in Thousands</i>	FY19 Actual	FY20 Actual	FY21 Adopted	Preliminary Plan		*Difference
				FY21	FY22	FY21-FY22
Spending						
Personal Services (PS)	\$17,701	\$14,618	\$16,064	\$14,815	\$15,148	(\$916)
TOTAL	\$17,701	\$14,618	\$16,064	\$14,815	\$15,148	(\$916)
Funding						
City Funds			\$12,822	\$11,576	\$11,907	(\$916)
Federal Community Development			1,729	1,729	1,729	-
Intra City			1,513	1,510	1,512	-
TOTAL	\$17,701	\$14,618	\$16,064	\$14,815	\$15,148	(\$916)
Budgeted Headcount						
Full-Time Positions - Civilian	287	226	256	240	240	(16)
TOTAL	287	226	256	240	240	(16)

*The difference of Fiscal 2021 Adopted Budget compared to Fiscal 2022 Preliminary Budget.

C2: Administration

<i>Dollars in Thousands</i>	FY19	FY20	FY21	Preliminary Plan		*Difference
	Actual	Actual	Adopted	FY21	FY22	FY21-FY22
Spending						
Personal Services (PS)	\$9,237	\$13,489	\$12,320	\$12,536	\$13,084	\$764
TOTAL	\$9,237	\$13,489	\$12,320	\$12,536	\$13,084	\$764
Funding						
City Funds			\$12,320	\$12,536	\$13,084	\$764
TOTAL	\$9,237	\$13,489	\$12,320	\$12,536	\$13,084	\$764
Budgeted Headcount						
Full-Time Positions - Civilian	117	164	154	137	168	14
TOTAL	117	164	154	137	168	14

*The difference of Fiscal 2021 Adopted Budget compared to Fiscal 2022 Preliminary Budget.

C3: Other Than Personal Services

<i>Dollars in Thousands</i>	FY19	FY20	FY21	Preliminary Plan		*Difference
	Actual	Actual	Adopted	FY21	FY22	FY21-FY22
Spending						
Other Than Personal Services (OTPS)	\$14,725	\$13,428	\$15,152	\$15,605	\$14,922	(\$230)
TOTAL	\$14,725	\$13,428	\$15,152	\$15,605	\$14,922	(\$230)
Funding						
City Funds			\$14,513	\$14,770	\$14,283	(\$230)
Federal Community Development			202	202	202	-
Intra City			437	437	437	-
TOTAL	\$14,725	\$13,428	\$15,152	\$15,605	\$14,922	(\$230)
Budgeted Headcount						
Full-Time Positions - Civilian	-	-	-	-	-	-
TOTAL	-	-	-	-	-	-

*The difference of Fiscal 2021 Adopted Budget compared to Fiscal 2022 Preliminary Budget.

D: Fiscal 2020 Preliminary Mayor's Management Report Performance Indicators

D1: Licensing and Enforcement

Ensure all businesses comply with NYC's Consumer Protection Law and related laws	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Total inspections	65,673	62,971	41,251	*	*	19,776	10,465
Total summonses issued	15,152	16,338	11,020	*	*	5,334	2,374
Licensing Law compliance rate (%)	95%	95%	93%	93%	93%	93%	91%
Tobacco Program – Sale to youth compliance rate %	90%	90%	89%	Up	Up	89%	N/A

Promptly negotiate settlements on violations issued to businesses	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Total settlements (\$000)	\$5,725	\$6,393	\$4,357	*	*	\$1,967	\$671

Ensure that business licensing is easy	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Basic license application - Average processing time (days)	4	2	3	4	4	2	7
Licensing Centers wait time (minutes)	15	8	5	15	15	6	14

Help residents with low incomes achieve financial stability	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Clients served by Office of Financial Empowerment financial counseling programs	10,171	8,405	6,899	*	*	3,235	2,727
Percent achieving measurable success (%)	38.0%	25.0%	21.0%	*	*	NA	NA
Total debt reduced by clients (\$000) (cumulative)	\$63,473	\$71,953	\$79,837	*	*	\$75,483	\$81,852
Total savings accumulated (\$) (cumulative)	\$5,321,956	\$6,877,862	\$7,860,236	*	*	\$7,017,402	\$8,636,931
Tax returns filed through citywide Tax Credit Campaign	124,778	112,616	67,132			N/A	N/A

Investigate complaints in a timely manner to ensure employers' compliance with the Paid Safe and Sick Leave Law	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY20	FY20	FY21
Paid Safe and Sick Leave (PSSL) complaints received	304	261	263	*	*	87	37
PSSL complaints investigated	392	289	220	*	*	93	60
Average time to resolve PSSL complaint investigations (days)	280	247	241	Down	Down	272	234

Assist freelancers in exercising their rights under the Freelance Isn't Free Law	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Freelance Isn't Free inquiries received	255	349	370	*	*	147	88
Freelance Isn't Free complaints received and addressed	258	602	619	*	*	249	113
Amount recovered for Freelance Isn't Free Complaints (\$)	\$298,915	\$866,574	\$519,210	*	*	\$299,166	\$69,764

D2: Administration

Mediate consumer complaints with businesses to achieve fair and timely outcomes	Actual			Target		4-Month Period	
	FY178	FY19	FY20	FY20	FY21	FY20	FY21
Total docketed complaints	2,804	2,720	2,166	*	*	886	836
Resolved consumer complaints	2,701	2,536	2,099	*	*	875	792
Consumer restitution awarded (\$000)	\$3,485	\$1,620	\$1,187	*	*	\$678	\$296

Educate businesses to help them understand their responsibilities toward consumers and their employees	Actual			Target		4-Month Period	
	FY18	FY19	FY20	FY21	FY22	FY20	FY21
Businesses educated through direct outreach	18,031	19,348	17,089	*	*	3,871	7,003