



DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

1996-1997

ANNUAL REPORT



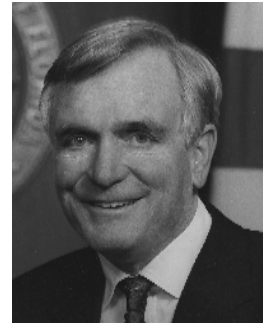
TABLE OF CONTENTS

	5	Telephone Directory
	9	Organizational Chart
	11	Division of Administration
13		Division of Alcoholic Beverages and Tobacco
	19	Division of Certified Public Accounting
21		Division of Florida Land Sales, Condominiums & Mobile Homes
	25	Division of Hotels and Restaurants
	31	Division of Pari-Mutuel Wagering
	35	Division of Professions
	40	ELVIS
	41	Division of Real Estate
	43	Division of Regulation
	45	State Athletic Commission
47		Division of Technology, Licensure and Testing
	50	BPR Internet Web Page
	51	Complaint Process
55		Analysis of Expenditures and Revenue
	59	BPR Statistical Information

Mission Statement

The Department regulates businesses and professions to protect the public, support a safe and competitive business environment, and equitably collect revenues.

Under Florida law, the governor appoints the citizens who sit on the boards that direct our state's professionals. These are people prominent in the practice of that profession as well as at least one member representing consumers. Their common goal is to protect the life, safety and health of all Floridians.



By providing the essential administrative, legal, investigative and clerical support to the boards, the Department of Business and Professional Regulation plays a key role in ensuring that those licensed in a non-medical profession meet and maintain at least minimum standards established by law.

BPR is also responsible for the licensing and regulation of major industries in our state, including large portions of Florida's tourism industry, the backbone of our economy. It also oversees those who manufacture and sell alcoholic beverages and tobacco products. Its sworn agents lead the important fight against sales of these products to underage people.

The regulation of both the non-medical professions and major industries requires no general revenue tax dollars, because BPR is funded entirely by the license fees it collects from the people and businesses being regulated under the law.

The department continues to look for new and innovative ways of improving its service to its licensees and, in turn, to the citizens of our state.

With kind regards, I am

Sincerely,

A handwritten signature in cursive script that reads "Lawton Chiles".

LAWTON CHILES

In accordance with 455.2285, Florida Statutes, I am releasing the Department of Business and Professional Regulation's 1996-97 Annual Report which includes:

- a non-medical profession-by-profession summary of revenues, expenditures, and cash balances for the period July 1, 1996 through June 30, 1997;
- licensee totals by profession and their respective fee schedules;
- a listing of total complaints received, those determined to be "legally sufficient," and all disciplinary actions taken by the professions' respective boards during the period;
- a close-up statistical look at Florida's regulated industries: alcoholic beverages and tobacco, hotels/restaurants, pari-mutuel wagering, and aspects of the land sales, condominium, mobile home parks, timeshare and yacht brokering industries.



Although we've kept a similar format to previous years' reports which allows easy comparisons from year to year, this year we've made an important change in reporting the number of people licensed in a profession. *This year's total includes only those licensees active and practicing in the profession.* Licenses that are in an inactive status, or those that are null and void, delinquent, etc., are not counted. By listing only those active in the profession, lawmakers and citizens gain a more accurate picture of the profession's status in Florida.

I hope you'll find the information contained in this annual report useful in understanding the licensing and regulation of Florida's major industries and professions.

A handwritten signature in cursive script that reads "Rick Farrell".

Richard T. Farrell
Secretary

TELEPHONE DIRECTORY

DEPARTMENT OF BUSINESS
AND PROFESSIONAL REGULATION

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399

Telephone Directory

Lawton Chiles, Governor • (850) 488-4441

Richard T. Farrell, Secretary • (850) 488-8015 FAX (850) 922-2936

Delane Anderson, Deputy Secretary • (850) 921-2306 FAX (850) 922-2936

Henry P. Osborne, Deputy Secretary • (850) 413-9646 FAX (850) 922-2936

Charles "Van" Page, Inspector General • (850) 921-3034 FAX (850) 921-2683

Lynda Goodgame, General Counsel • (850) 488-3140 FAX (850) 488-5074

Cheryl Kent, Legislative Director • (850) 487-4827 FAX (850) 922-0072

Cynthia Burt, Director, Office of Planning & Budget • (850) 487-1196 FAX (850) 921-9019

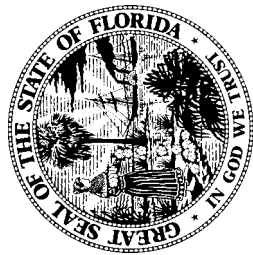
Vacant, Public Information Administrator • (850) 922-8981 FAX (850) 488-1731

Division of Administration	Tom Clemons, Director	(850) 487-9510	FAX (850) 922-8973
Bureau of Agency Services	Faye S. Mayberry, Bureau Chief	(850) 488-5611	FAX (850) 487-4796
Bureau of Finance	Terry Burns, Bureau Chief	(850) 487-2100	FAX (850) 488-8040
Bureau of Personnel	Tom Dierking, Bureau Chief	(850) 488-0583	FAX (850) 921-8992
Bureau of Training	Roy Youngblood, Bureau Chief	(850) 922-2425	FAX (850) 921-8032
Division of Alcoholic Beverages and Tobacco	Richard Boyd, Director	(850) 488-3227	FAX (850) 922-5175
Bureau of Auditing, Tax Collection, Licensing and Records	Melinda Miguel, Bureau Chief	(850) 487-4865	FAX (850) 488-3530
Bureau of Law Enforcement			
Northern Region	Barry Schoenfeld, Bureau Chief	(850) 488-3223	FAX (850) 414-1724
Central Region	Jack Wallace, Bureau Chief	(850) 488-3223	FAX (850) 414-1724
Southern Region	Tom Wheeler, Bureau Chief	(850) 488-3223	FAX (850) 414-1724
Division of Certified Public Accounting	Martha Willis, Director	(352) 955-2165	FAX (352) 955-2164
Division of Florida Land Sales, Condominiums and Mobile Homes	Robert H. Ellzey, Director	(850) 488-1631	FAX (850) 921-5446
Bureau of Condominiums	Philip R. Nowicki, Bureau Chief	(850) 488-0740	FAX (850) 488-7473
Bureau of Land Sales Registration	Jim Mullins, Bureau Chief	(850) 488-1122	FAX (850) 921-5450
Bureau of Mobile Home Regulation	W. James Norred, Bureau Chief	(850) 488-0970	FAX (850) 487-0870
Bureau of Time Share	Laura Glenn, Bureau Chief	(850) 487-2753	FAX (850) 921-5448
Division of Hotels and Restaurants	Dorothy W. Joyce, Director	(850) 488-1133	FAX (850) 488-1514
Bureau of Hotels and Restaurants	Lawrence Schwartz, Bureau Chief	(850) 488-9263	FAX (850) 488-2740

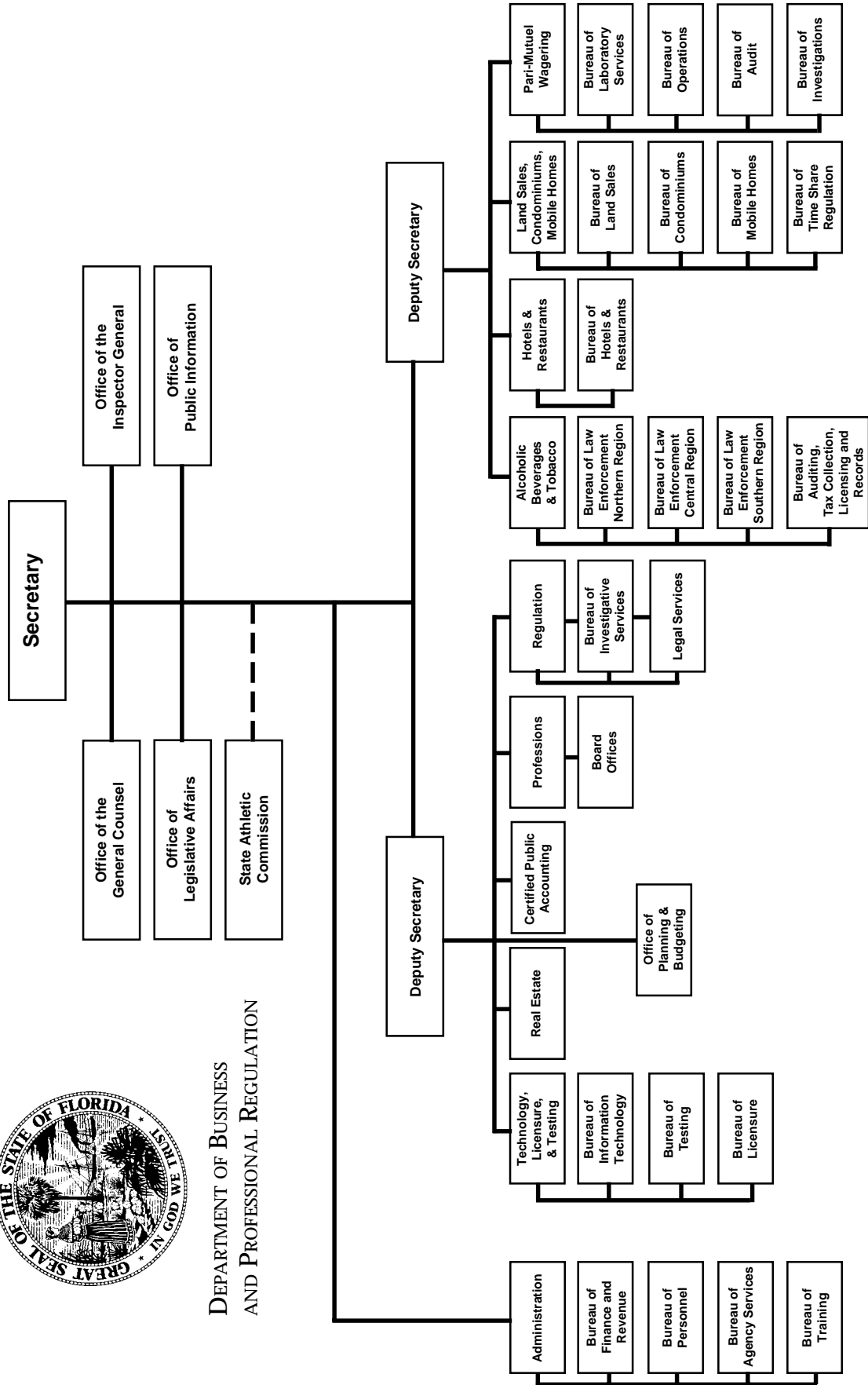
Telephone Directory

Division of Pari-Mutuel Wagering	Deborah R. Miller, Director	(850) 488-9130	FAX (850) 488-0550
Bureau of Auditing	Kenneth C. Kosloski, Jr, Bureau Chief	(850) 488-9125	FAX (850) 488-0550
Bureau of Investigations	John Walsh, Bureau Chief	(305) 470-5670	FAX (305) 470-5683
Bureau of Laboratory Services	Patrick Russell, Bureau Chief	(850) 488-8095	FAX (850) 488-4414
Bureau of Operations	John W. Johnson, Bureau Chief	(850) 488-3211	FAX (850) 488-0550
Cardroom Program Administrator	David Sirianni, Acting Cardroom Administrator	(850) 414-8702	FAX (850) 488-0550
Division of Professions	Dorothy J. Faircloth, Director	(850) 487-9501	FAX (850) 922-2918
Architects	Jim Rimes, Executive Director	(850) 488-6685	FAX (850) 922-2918
Asbestos Consultants	Ila Jones, Executive Director	(850) 488-3109	FAX (850) 921-2321
Athlete Agents	Sue Foster, Executive Director	(850) 922-4977	FAX (850) 922-2918
Auctioneers	Sue Foster, Executive Director	(850) 488-5189	FAX (850) 922-2918
Barbers	Ed Broyles, Executive Director	(850) 488-6888	FAX (850) 922-6959
Building Code Admin..	Ila Jones, Executive Director	(850) 921-4789	FAX (850) 921-2321
Community Assoc Mgrs	Ed Broyles, Executive Director	(850) 488-2141	FAX (850) 922-2918
Contractors	Rodney Hurst, Executive Director	(904) 727-6530	FAX (904) 727-3677
Cosmetologists	Ed Broyles, Executive Director	(850) 488-5702	FAX (850) 922-6959
Electrical Contractors	Ila Jones, Executive Director	(850) 488-3109	FAX (850) 922-2918
Employee Leasing Co.	Ila Jones, Executive Director	(850) 922-2971	FAX (850) 921-2321
Engineers	Jim Rimes, Executive Director	(850) 488-9912	FAX (850) 922-2918
Funeral Directors/Embalmers	Sue Foster, Executive Director	(850) 488-8690	FAX (850) 922-2918
Geologists	Jim Rimes, Executive Director	(850) 488-1105	FAX (850) 922-2918
Harbor Pilots	Sue Foster, Executive Director	(850) 488-0698	FAX (850) 922-2918
Interior Designers	Jim Rimes, Executive Director	(850) 488-6685	FAX (850) 922-2918
Landscape Architects	Jim Rimes, Executive Director	(850) 488-6685	FAX (850) 922-2918
Professional Surveyors & Mappers	Ed Broyles, Executive Director	(850) 413-7480	FAX (850) 922-2918
Talent Agencies	Sue Foster, Executive Director	(850) 488-7587	FAX (850) 922-2918
Veterinarians	Sue Foster, Executive Director	(850) 487-1820	FAX (850) 922-2918
Division of Real Estate	Henry M. Solares, Director	(407) 245-0810	FAX (407) 317-7245
Division of Regulation	William G. Reeves, Director	(850) 488-0062	FAX (850) 487-9622
Bureau of Investigative Services	Vacant, Bureau Chief	(850) 488-6602	FAX (850) 921-2124
Office of Legal Services	Wings Benton, Chief	(850) 488-0062	FAX (850) 487-9622
Division of Technology, Licensure and Testing	Pat Parmer, Director	(850) 922-4435 TDD (800) 955-8771	FAX (850) 488-1830
Bureau of Licensure	Henry Dover, Bureau Chief	(850) 487-4091	FAX (850) 487-9529
Bureau of Technology	Donna Dixon, Bureau Chief	(850) 487-3094	FAX (850) 921-2569
Bureau of Testing	Michael Jones, Bureau Chief	(850) 488-5952	FAX (850) 488-1830
State Athletic Commission (For Organizational Purposes Only)	Mike Scionti, Director	(813) 272-3157	FAX (813) 272-3687

ORGANIZATIONAL CHART



DEPARTMENT OF BUSINESS
AND PROFESSIONAL REGULATION



DIVISION OF ADMINISTRATION

TOM CLEMONS, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1049
(850) 487-9510 FAX (850) 922-8973

Division of Administration

The Division of Administration is comprised of four bureaus whose responsibility is to provide support services for the department's other divisions.

The division's diversity is evidenced by the variety of services provided, ranging from detailed accounting services for the department's more than \$150 million budget to:

- collecting and accounting for more than \$1.1 billion in revenue;
- managing human resources;
- providing meaningful and productive training courses to more than 3,895 participating employees;
- providing for departmental purchases and supplies;
- overseeing the department's vast records management needs.

Bureau of Agency Services

Faye W. Mayberry, Bureau Chief
(850) 488-5611 FAX (850) 487-4796

The Bureau of Agency Services is responsible for ensuring a smooth operation of the daily functions of the Purchasing Unit, Property Management/Receiving, Printing Services and Mail Services.

Bureau of Finance

Terry L. Burns, Bureau Chief
(850) 487-2100 FAX (850) 488-8040

The Bureau of Finance performs all accounting services for the department, which includes: invoice processing, cost allocations, revenue collection, payroll distribution, financial statement preparation and quarterly financial reports to the boards.

Bureau of Personnel

Tom Dierking, Bureau Chief
(850) 488-0583 FAX (850) 921-8992

The Bureau of Personnel provides personnel services to all employees of the department. The Bureau is responsible for keeping every department employee's personnel file; insuring compliance with state and federal hiring guidelines; processing and counseling applicants for retirement; maintaining leave and attendance records; counsels employees and supervisors on matters regarding personnel issues and programs and administers the Employee Assistance Program.

Bureau of Training

Roy Youngblood, Bureau Chief
(850) 922-2425 FAX (850) 921-8032

The Bureau of Training is responsible for identifying and responding to the training needs of BPR employees and board members. These training programs are delivered to enhance the job performance of all who attend.

The bureau coordinated and/or delivered 431 courses and trained 3,895 participants during FY 1996-97. The programs offered were in response to various special requests and an annual needs assessment.

**DIVISION
OF ALCOHOLIC
BEVERAGES
AND
TOBACCO**

RICHARD BOYD, DIRECTOR

**NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1020
(850) 488-3227 FAX (850) 922-5175**

Division of Alcoholic Beverages & Tobacco

The Division of Alcoholic Beverages and Tobacco is responsible for supervising the conduct, management, and operation of the manufacturing, packaging, distribution, and sale within the state of all alcoholic beverages pursuant to Chapter 561, Florida Statutes. It is charged with enforcing the provisions of the beverage law and the tobacco law as well as the rules and regulations adopted by the division. The division also collects and distributes all taxes, surcharges and licensing fees from alcohol and tobacco sources.

The Division of Alcoholic Beverages and Tobacco is comprised of four bureaus and 20 local offices statewide. The Bureau of Auditing, Tax Collection, Licensing & Records, the Bureau of Law Enforcement Northern Region, the Bureau of Law Enforcement Central Region, and the Bureau of Law Enforcement Southern Region.

Bureau of Law Enforcement, North Region

Barry Schoenfeld, Bureau Chief
(850) 488-3223 FAX (850) 414-1724

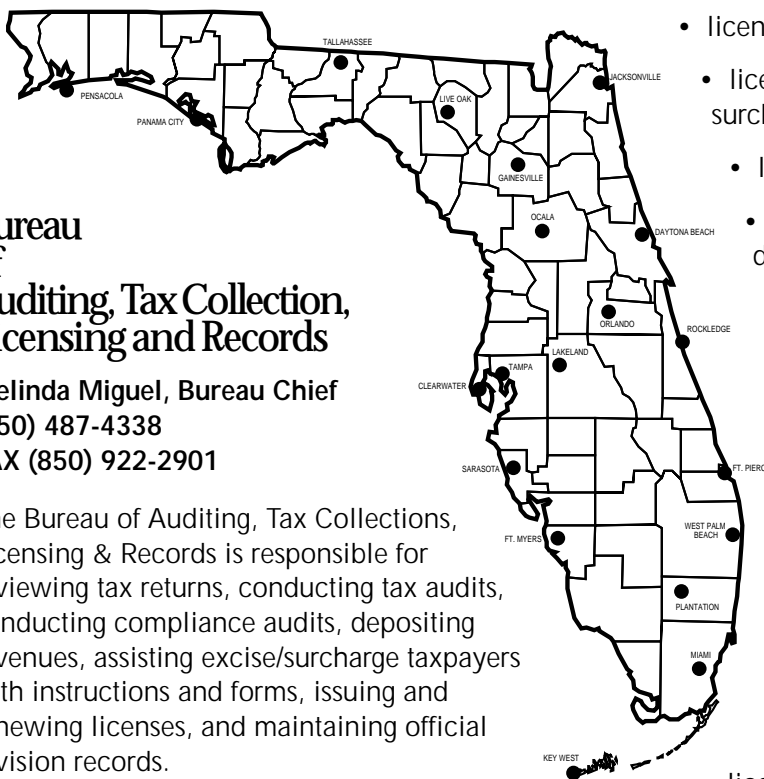
Bureau of Law Enforcement, Central Region

Jack Wallace, Bureau Chief
(850) 488-3223 FAX (850) 414-1724

Bureau of Law Enforcement, Southern Region

Tom Wheeler, Bureau Chief
(850) 488-3223 FAX (850) 414-1724

The Bureaus of Law Enforcement Northern, Central and Southern Regions duties are to conduct investigations of:



Bureau of Auditing, Tax Collection, Licensing and Records

Melinda Miguel, Bureau Chief
(850) 487-4338
FAX (850) 922-2901

The Bureau of Auditing, Tax Collections, Licensing & Records is responsible for reviewing tax returns, conducting tax audits, conducting compliance audits, depositing revenues, assisting excise/surcharge taxpayers with instructions and forms, issuing and renewing licenses, and maintaining official division records.

- license applicants;
- licensees who fail to file excise and surcharge tax returns;
- licensees with tax debts;
- conduct that would be cause to discipline a licensee;
- violations of the state's alcoholic beverage and tobacco laws;
- licensed businesses operating as public nuisances;
- licensees operating outside the restrictions of their license
- businesses operating without a state license.

The division has been given the powers by the legislature to revoke licenses and make arrests, which are effective tools to encourage compliance.

Division of Alcoholic Beverages & Tobacco

A major portion of the division's enforcement resources are dedicated to eliminating the sales of alcoholic beverages and tobacco products to

underage persons. The division's sworn officers augment local police agencies during times of state declared emergencies.

ALCOHOL AND TOBACCO LICENSES FY 1996-97

County	Alcohol Licenses	Tobacco Licenses	County	Alcohol Licenses	Tobacco Licenses
Alachua	473	372	Lee	1195	903
Baker	52	52	Leon	508	408
Bay	589	464	Levy	116	106
Bradford	59	56	Liberty	17	23
Brevard	1240	977	Madison	47	50
Broward	3699	2935	Manatee	586	465
Calhoun	35	38	Marion	593	505
Charlotte	323	227	Martin	418	263
Citrus	290	231	Monroe	669	498
Clay	232	208	Nassau	162	136
Collier	711	449	Okaloosa	486	331
Columbia	164	156	Okeechobee	115	108
Dade	5177	5255	Orange	2105	1820
DeSoto	65	56	Osecola	513	427
Dixie	43	38	Palm Beach	2680	2122
Duval	1827	1616	Pasco	659	559
Escambia	742	605	Pinellas	2403	2067
Flagler	126	96	Polk	1030	948
Franklin	69	53	Putnam	176	178
Gadsden	132	141	St. Johns	393	245
Gilchrist	25	24	St. Lucie	476	374
Glades	40	34	Santa Rosa	166	144
Gulf	50	42	Sarasota	833	575
Hamilton	53	52	Seminole	717	541
Hardee	41	41	Sumter	99	104
Hendry	99	99	Suwannee	80	66
Hernando	269	192	Taylor	76	73
Highlands	205	164	Union	18	27
Hillsborough	2180	2178	Volusia	1199	977
Holmes	55	66	Wakulla	65	52
Indian River	314	210	Walton	190	139
Jackson	142	137	Washington	46	47
Jefferson	46	43			
Lafayette	13	17			
Lake	471	390			
			TOTAL	38,887	32,995

Division of Alcoholic Beverages & Tobacco

Florida actively works to reduce or eliminate underage use of alcohol and tobacco products through programs that constantly test retailers for sales to underage persons. Undercover represen-

tatives of the division attempt to make purchases at machines and other outlets. This ongoing program keeps compliance with Florida law foremost in the minds of licensees.

Underage Person Access to Alcohol Survey 07/01/96 to 06/30/97

Enforcement District	Licensed Premises	# Tested	% Tested	# Purchased	% Hits	Admin. Complaints
Clearwater	2341	204	8.71	17	8.33	2
Daytona Bch	1433	390	27.22	86	22.05	6
Ft. Lauderdale	3959	931	23.52	66	7.09	11
Ft. Myers	2451	584	23.83	23	3.94	0
Ft. Pierce	1357	305	22.48	37	12.13	7
Gainesville	670	247	36.87	40	16.19	2
Jacksonville	2668	649	24.33	157	24.19	13
Key West	731	72	9.85	3	4.17	1
Lakeland	1370	333	24.31	72	21.62	2
Live Oak	461	183	39.7	23	12.57	1
Marianna	454	49	10.79	18	36.73	2
Miami	5700	1604	28.14	130	8.1	16
Ocala	1058	282	25.99	73	25.89	12
Orlando	3669	235	6.41	26	11.06	7
Panama City	694	203	29.25	70	34.48	5
Pensacola	1366	304	22.25	34	11.18	1
Rockledge	1325	301	22.72	49	16.28	3
Sarasota	1559	379	24.31	48	12.66	2
Tallahassee	749	206	27.5	33	16.02	5
Tampa	3002	457	15.22	46	10.07	9
West Palm Beach	2887	682	23.62	118	17.3	12
TOTALS	39,931	8,600	21.54	1,169	13.59	129

COMPLIANCE RATE 86.41%

Division of Alcoholic Beverages & Tobacco

Underage Person Access to Tobacco Products Survey 07/01/96 to 06/30/97

Enforcement District	Licensed Permits	# Tested	% Tested	# Purchased	% Purchased
Clearwater	1932	234	12.11	8	3.42
Daytona Bch	1153	446	38.68	38	8.52
Ft. Lauderdale	2896	1018	35.15	29	2.85
Ft. Myers	1700	248	14.59	1	0.4
Ft. Pierce	930	278	29.89	20	7.19
Gainesville	654	223	34.1	22	9.87
Jacksonville	2258	993	43.98	111	11.18
Key West	504	130	25.79	23	17.69
Lakeland	1158	376	32.47	15	3.99
Live Oak	441	165	37.41	10	6.06
Marianna	413	40	9.69	4	10.0
Miami	5406	1590	29.41	134	8.43
Ocala	878	319	36.33	24	7.52
Orlando	2980	839	28.15	38	4.53
Panama City	517	207	40.04	37	17.87
Pensacola	1064	570	53.57	25	4.39
Rockledge	984	199	20.22	26	13.07
Sarasota	1097	398	36.28	18	4.52
Tallahassee	616	215	34.9	38	17.67
Tampa	2715	542	19.96	20	3.69
West Palm Bch	2035	514	25.26	38	7.39
TOTALS	32,331	9,544	29.52	679	7.11

COMPLIANCE RATE 92.89%

**DIVISION
OF
CERTIFIED PUBLIC
ACCOUNTING**

MARTHA WILLIS, DIRECTOR

**2610 NW 43RD STREET, SUITE 1A
GAINESVILLE, FLORIDA 32606
(904) 955-2165 FAX (352) 955-2164**

Division of Certified Public Accounting

The Division of Certified Public Accounting is responsible for providing administrative support to the Board of Accountancy for application processing, continuing professional education requirements, determining renewal and reactivation requirements, preparing meeting agendas, as well as handling disciplinary matters, and disciplinary tracking. The division is responsible for these functions pursuant to Chapters 455 and 473, Florida Statutes.

The Board of Accountancy

License Fee \$100*

The Board of Accountancy is responsible for determining that applicants for licensure as Certified Public Accountants meet the statutorily mandated qualifications, determining that licensed practitioners maintain professional knowledge and comply with the laws and rules that govern the profession, and disciplining those practitioners that do not comply.

*Fee totals are for a two-year license. Totals also include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

DIVISION OF FLORIDA LAND SALES, CONDOMINIUMS AND MOBILE HOMES

ROBERT H. ELLZEY, JR., DIRECTOR

**NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1030
(850) 488-1631 FAX (850) 921-5446**

Division of Florida Land Sales, Condominiums and Mobile Homes

The Division of Florida Land Sales, Condominiums & Mobile Homes is responsible for seven regulatory programs, including:

- the regulation of the sale of subdivided lands in Florida and the sale of out-of-state subdivided lands offered for sale to Florida residents Chapter 498, F.S.;
- the regulation of residential condominiums and cooperatives, Chapter 718 and 719, F.S.;
- the regulation of real estate timesharing, Chapter 721, F.S.;
- the regulation of mobile home parks, Chapter 723, F.S.;
- the regulation of yacht and ship brokers and salesmen, Chapter 327, F.S.;
- the regulation of health care services pools, Chapter 402, F.S. (Regulation of health care service pools has been legislatively transferred to the Department of Health effective July 1, 1997)

Office of the Director

Robert H. Ellzey, Jr., Director
(850) 488-1631 FAX (850) 921-5446

In addition to providing administrative support and overseeing the day-to-day operation of the division, the Office of the Director includes the Financial Analysis and Arbitration Sections.

The Financial Analysis Section provides the division with guidance on complex and unique financial issues arising during investigations and examinations of public offering statements. It also analyzes the audited financial statements for each project registered with the Bureau of Land Sales and the Bureau of Timeshare for financial condition and statutory compliance. This guidance assists the bureaus in determining whether or not to take intervention action involving potential financial problems. The section also provides

technical assistance to the public. The Arbitration Section conducts a program of mandatory non-binding arbitration. Section 718.1255, Florida Statutes, requires that certain types of condominium disputes be arbitrated by the division prior to the disputes being filed in court.

Bureau of Condominiums

Philip R. Nowicki, Bureau Chief
(850) 488-0740 FAX (850) 488-7473

The Bureau of Condominiums is responsible for the daily activities associated with the education and enforcement of the Condominium and Cooperative Acts. The duties of the bureau involve reviewing the documents filed by developers before they offer condominium and cooperative units in Florida, providing training to association board members and unit owners and investigating alleged violations of Chapters 718 and 719 of the Florida Statutes.

Bureau of Land Sales Registration

Jim Mullins, Bureau Chief
(850) 488-1122 FAX (850) 921-5450

The Bureau of Land Sales Registration is responsible, under Chapter 498, F.S., for the regulation of the offer and disposition of subdivided lands in Florida and the offer and disposition of out-of-state lands to Florida residents. The purpose of the program is to provide disclosures and to protect citizens purchasing lots in subdivided developments.

Regulation includes review and approval of the developer's registration application, offering statements and advertising. Regulation continues until the development is completed and all lots are sold. Developers are required to establish monetary assurances that developments will be completed in accordance with the approved applications. The bureau also conducts investigations and responds to complaints from the public.

Division of Florida Land Sales, Condominiums and Mobile Homes

The Bureau of Land Sales also includes a General Regulation Section which oversees the following two industries:

Yacht & Ship Brokers

The division, under Chapter 327, F.S., also licenses and regulates the activities of salesmen and brokers of used yachts over 32 feet. Licensing is contingent upon the posting of a surety bond and furnishing proof satisfactory to the division of good moral character.

Health Care Services Pools

The division is also responsible for the regulation of health care services pools, under Chapter 402, F.S. These pools provide temporary employment in health care facilities for licensed health care personnel. Registration of health care services pools provides the public with the assurances that temporary health care workers are licensed and have met training and continuing education requirements as established by the appropriate professional regulatory board or agency. (This function transferred to the Department of Health effective July 1, 1997)

Bureau of Mobile Home Regulation

W. James Norred, Bureau Chief
(850) 488-0970 FAX (850) 487-0870

The Bureau of Mobile Home Regulation, under Chapter 723, F.S., is responsible for the regulation of mobile home parks in Florida, including the rental, development and sale of mobile home parks.

The bureau ensures compliance with the law that requires park owners file a prospectus. Prospective mobile home owners must be provided this statement informing them of the rental or lease terms.

The bureau also investigates and institutes appropriate action on complaints for violations of the

statutory provisions. Certain acts by the park owners are subject to voluntary mediation.

Bureau of Timeshare

Laura Glenn, Bureau Chief
(850) 487-2753 FAX (850) 921-5448

The Bureau of Timeshare, under Chapter 721, F.S., is responsible for the regulation of certain activities relating to the creation, sale, exchange, promotion and operation of timeshare plans offered for sale or created and existing in Florida.

The examination section ensures that the public offering statements meet statutory requirements and that advertising used in the promotion of timeshare plans is not misleading, but fairly portrays the offer.

The enforcement section conducts investigations to determine whether any person has violated or is violating applicable Florida Statutes. The bureau may institute enforcement proceedings where there is reasonable cause to believe that a violation has occurred.

The financial analysis section reviews timeshare plan audited financial statements to determine compliance, investigates and pursues administrative action with respect to financial violations, monitors financial well-being of timeshare managing entities and supports both the examinations and enforcement sections.

DIVISION OF HOTELS AND RESTAURANTS

DOROTHY W. JOYCE, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1011
(850) 488-1133 FAX (850) 488-1514

Division of Hotels and Restaurants

The Division of Hotels and Restaurants is responsible for licensing and regulating public lodging and food service establishments in Florida pursuant to Chapter 509, Florida Statutes. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices, pursuant to Chapter 399, F.S.

Office of the Director

Dorothy W. Joyce, Director
(850) 488-1133 FAX (850) 488-1514

The Office of the Director administers the Office of Licensure and Electronic Data Processing and the Hospitality Education Program in addition to overseeing the day-to-day operation of the division.

Office of Licensure and Electronic Data Processing

Helen Reese, Supervisor
(850) 922-5335 FAX (850) 488-1514

The Office of Licensure and Electronic Data Processing processes licenses for public lodging and food service establishments and certificates of operation for elevators throughout the state. In addition, this office provides licensing information, establishment information, data management and data entry support to the division.

The office performs licensing functions which include processing licenses for new establishments and changes of ownership, coordinating annual renewals, coordinating annual collection of elevator service maintenance contract information and reconciling and monitoring accounts.

Another function the office provides is data entry and retrieval and the production of electronic statistical reports, as required by the division. This office also manages the division's major database applications which are maintained on the Department of Management Services' mainframe computers at the Technology Resource Center. Besides licensing information, data are collected from inspection reports recorded by the Bureau of Hotels and Restaurants and the Elevator Inspection Program.

Hospitality Education Program

Dr. Angel Gonzalez, Administrator
(850) 644-2051 FAX (850) 644-8681

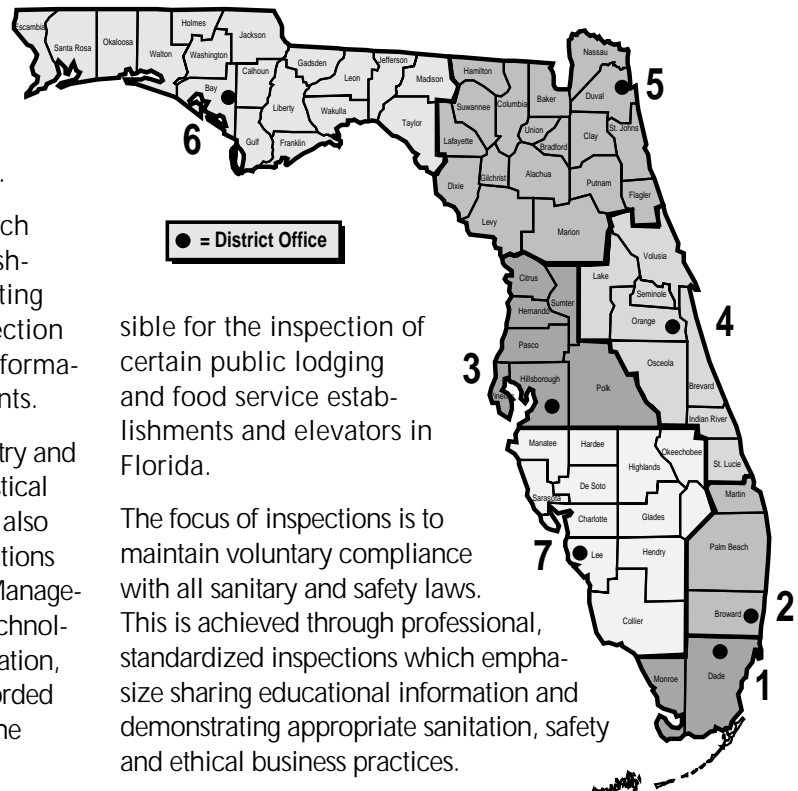
The Hospitality Education Program is designed to provide education and information to operators of businesses licensed by the division. Funding is provided from a six dollar fee which is included in each public lodging and food service establishment license fee.

The program's main function is the collection, research, preparation and presentation of educational materials and training classes to licensees relevant to the operation and regulation of the hospitality industry. Located on the campus of Florida State University, the Hospitality Education Program office and resource center contain over 6,000 training materials and over 60 periodicals.

Bureau of Hotels & Restaurants

Larry Schwartz, Bureau Chief
(850) 488-9263 FAX (850) 488-2740

The Bureau of Hotels and Restaurants is respon-



sible for the inspection of certain public lodging and food service establishments and elevators in Florida.

The focus of inspections is to maintain voluntary compliance with all sanitary and safety laws. This is achieved through professional, standardized inspections which emphasize sharing educational information and demonstrating appropriate sanitation, safety and ethical business practices.

Division of Hotels and Restaurants

In addition to periodic inspections required by law, the bureau's 216 inspectors also

- conduct opening inspections for new establishments and changes of ownership;
- perform health inspections for alcoholic beverage license applicants;
- investigate complaints;
- assist the Department of Health with foodborne illness investigations;
- collect delinquent fees and fines;
- resolve landlord/tenant disputes regarding security deposits.

Further, the bureau enforces licensee compliance with the Florida Clean Indoor Air Act and long distance telephone carrier access and posting of charges for the Florida Public Service Commission.

The bureau is organized into seven districts throughout the state. Administrators and office staff are responsible for coordinating daily activities and scheduling inspections. In addition, the bureau also manages a statewide plan review program for public food service establishments.

Administrative enforcement cases are initiated in the districts to ensure compliance with the law. The division is authorized by law to assess fines up to \$1,000 per offense per day and to suspend or revoke an operator's license for violations of law or rule.

Within the Bureau of Hotels and Restaurants are:

Office of Health and Safety Coordination

The Office of Health and Safety Coordination provides technical support regarding laws and rules, develops training, coordinates complaint handling and oversees quality assurance efforts for the division.

Office of Enforcement

Yeteva Hightower, Administrator
(850) 488-9263 **FAX (850) 488-2740**

The Office of Enforcement oversees the administrative enforcement program for the division. In addition, this office coordinates indexing of enforcement cases and works with department legal staff to process emergency orders and formal hearings with the Department of Administrative Hearings.

Elevator Inspection Program

Randall Cone, Administrator
(850) 488-9097 **FAX (850) 922-6208**

The Elevator Inspection Program ensures that certain public elevators, moving walkways, escalators, dumbwaiters and other vertical transportation devices are designed and installed properly and operate safely.

Activities of this bureau include plan reviews for all new construction, relocations and alterations to ensure that construction and installation plans reflect sound engineering and safety considerations required by law and code. The office also routinely inspects vertical transportation devices to protect the public from deficiencies in construction, operation and maintenance. In addition, the office monitors contracted agencies (Dade County, Miami Beach, Metro Dade County and Reedy Creek Improvement District) to ensure that inspections adhere to state standards.

Operational Development and Information Office

Tom Coker, OMC Manager
(850) 922-8842

The ODI Office is responsible for planning, development and support of the divisions's personal computer resources. This office designs tracking systems, oversees purchase of workstations and software, and provides technical support for the division. In addition, this office prepares statistical reports, manages forms development and distribution, and provides statistical data for public information requests. This office also provides graphics support

to the division for forms, publications and brochures developed for employees and industry.

for public inspection upon request.

The 1996 Legislature established in law the requirement that public food service establishments maintain their most recent inspection report on the premises and to make it available

The following table is a county by county listing of the number of food service and lodging facilities licensed by the division. The cumulative number of seats available at the food service facilities and the number of lodging units is also included

1996-97 COUNTY	LODGING		FOOD SERVICE	
	Accounts	Units	Accounts	Seats
Alachua	410	24,695	404	33,365
Baker	5	166	25	1,509
Bay	496	18,604	507	42,772
Bradford	29	774	31	1,914
Brevard	545	28,731	1,002	87,556
Broward	3,735	134,845	3,486	279,957
Calhoun	6	125	19	1,477
Charlotte	127	3,237	281	25,877
Citrus	76	1,991	231	16,569
Clay	54	5,468	207	17,391
Collier	293	15,987	699	66,163
Columbia	83	3,104	99	7,955
Dade	6,782	223,522	5,143	330,479
DeSoto	17	397	38	2,747
Dixie	13	188	22	1,324
Duval	794	75,645	1,679	127,614
Escambia	395	16,718	535	46,152
Flagler	41	1,052	106	8,188
Franklin	281	1,084	45	3,378
Gadsden	29	825	49	3,490
Gilchrist	3	89	11	658
Glades	15	232	17	1,011
Gulf	67	487	22	1,298
Hamilton	17	543	18	857
Hardee	19	364	33	1,389
Hendry	33	682	58	3,975
Hernando	40	1,525	230	17,284
Highlands	137	3,577	157	13,849
Hillsborough	973	95,440	2,040	167,049
Holmes	10	286	15	1,160
Indian River	146	4,107	261	21,499
Jackson	35	1,285	67	4,106
Jefferson	18	420	22	1,445

1996-97 COUNTY	LODGING		FOOD SERVICE	
	Accounts	Units	Accounts	Seats
Lafayette	4	70	7	357
Lake	236	6,744	377	28,887
Lee	582	25,670	1,084	94,110
Leon	380	25,073	499	44,406
Levy	52	883	72	4,573
Liberty	1	13	5	487
Madison	15	525	26	1,637
Manatee	448	15,410	554	42,818
Marion	201	8,089	446	33,318
Martin	111	3,511	353	27,929
Monroe	615	13,517	558	43,422
Nassau	69	2,891	122	10,161
Okaloosa	331	12,454	430	38,851
Okeechobee	25	584	74	5,290
Orange	1,320	144,137	2,519	316,091
Osceola	2,813	39,390	536	133,100
Palm Beach	1,374	64,099	2,585	233,000
Pasco	197	9,505	545	43,937
Pinellas	2,144	85,596	2,193	197,632
Polk	1,283	22,915	818	65,542
Putnam	50	1,421	106	6,727
St. Johns	182	9,170	344	24,685
St. Lucie	141	4,616	357	24,866
Santa Rosa	129	2,319	142	9,198
Sarasota	567	17,668	795	69,876
Seminole	184	28,843	667	57,655
Sumter	31	974	89	3,678
Suwannee	26	589	38	2,394
Taylor	41	810	38	3,002
Union	2	80	4	214
Volusia	877	37,702	1,163	100,515
Wakulla	8	165	38	2,900
Walton	281	4,763	125	9,640
Washington	11	287	31	1,653
TOTAL	30,455	1,256,678	35,299	3,024,008

Currently the Division of Hotels and Restaurants is publishing a regular listing of disciplinary actions taken against restaurants. This information is also available on the Internet at <http://www.state.fl.us/dbpr/> and can be accessed twenty-four hours a day.

A reorganization of the division has been approved by the Governor's office for implementation by December of 1997. This reorganization plan creates six main units within the division: the Bureau of Sanitation and Safety Inspections (formerly the Bureau of Hotels and Restaurants); the Bureau of Elevator Safety (formerly the Elevator Inspection

Program); the Bureau of Licensure (formerly the Office of Licensure and Electronic Data Processing); the Office of Enforcement; the Office of Program Policy; and the Hospitality Education Program. Three sub-units of Operational Development, Program Oversight, and seven district offices complete the organizational structure.

DIVISION OF PARI-MUTUEL WAGERING

DEBORAH R. MILLER, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1035
(850) 488-9130 FAX (850) 488-0550

Division of Pari-Mutuel Wagering

The Division of Pari-Mutuel Wagering is responsible for the licensing and regulation of Florida's pari-mutuel industries, including cardroom regulation, and the timely collection of all pari-mutuel taxes and fees, pursuant to Chapters 550 and 849, Florida Statutes.

Cardroom Programs Administrator

David Sirianni, Cardroom Administrator
(850) 488-9130 FAX (850) 488-0550

The cardroom administration section is responsible for the regulation of pari-mutuel cardroom facilities in order to ensure the integrity of the games. The cardroom coordinator facilitates the regulation of cardroom operations with the bureaus of auditing, operations and investigations.

The cardroom section, through each bureau, is responsible for the licensing of cardroom operators, cardroom employees and the businesses that do business with cardroom operators; the investigation of licensees; the accurate collection of cardroom tax revenue, distribution of tax revenue to the counties and municipalities, and auditing each facility to ensure compliance with Florida Statutes and the Florida Administrative Code.

Bureau of Auditing

Kenneth C. Kosloski, Jr., Bureau Chief
(850) 488-9125 FAX (850) 488-0550

The Bureau of Auditing is charged with financial oversight of the pari-mutuel industry. The Bureau is divided into three functional areas; field operations, compliance audits and accounting. Each functional area of the bureau contributes toward a common goal of ensuring the integrity of pari-mutuel wagering pools while accounting for and safeguarding state revenues. Field operations provides each track and fronton with an auditor to ensure the accuracy of every pari-mutuel calculation of admissions, track and fronton revenues, and taxes due to the state. The compliance audit staff audits various aspects of pari-mutuel activity such as totalisator functions, compliance with the rules and statutes and purse requirements. The accounting staff

ensures that state taxes are collected on a timely and accurate basis, reviews the annual financial statements of the cardroom, track and frontons and compiles the division's annual report. The accounting section provides pari-mutuel wagering revenue estimates to the General Revenue Estimating Conference on a regular basis.

Field Audit

A field auditor is assigned to each track or fronton to ensure that pari-mutuel calculations are accurate, that the pari-mutuel pools are distributed as required by laws and rules, and that admissions are recorded accurately with proper payment of tax.

Compliance Audit

The compliance audit staff audits various aspects of pari-mutuel activity, which may include totalisator tests, reviews of permit holder compliance with statutes and rules, purse audits, and other pertinent financial investigations. The compliance audit staff also conducts rules workshops and hearings, and drafts rules governing wagering and totalisator technology.

Accounting

The accounting staff ensures that state taxes are collected on a timely and accurate basis and reviews permit holder financial statements and other financial reports. The staff compiles statistical information as requested by the department, legislature, industry or Governor's Office.

Bureau of Investigations

John Walsh, Bureau Chief
(305) 470-5670 FAX (305) 470-5683

The Bureau of Investigations examines possible rule or statutory violations which occur in the pari-mutuel industry. These violations range in complexity from the investigation of falsified license applications to drug violations, to race-fixing and bookmaking.

Division of Pari-Mutuel Wagering

Cases investigated by the bureau may result in administrative charges and hearings before the division director or a designated hearing officer, or in referrals to other regulatory agencies including law enforcement for criminal prosecution. All division rulings during FY 96-97 were honored within the United States, Canada, Mexico and Puerto Rico, pursuant to the reciprocity agreement of the Association of Racing Commissioners International, Inc.

The bureau also conducts substantial background investigations of potential permit holders which includes an in-depth examination of the applicant's personal and financial background, in order to ensure compliance with Sections 550.054 and 550.1815, Florida Statutes.

Bureau of Laboratory Services*

Dr. Ian R. Tebbett

Director

(850) 488-8095

FAX (850) 488-4414

The Bureau of Laboratory Services is responsible for detecting and identifying any prohibited drug, medication, stimulant, depressant, hypnotic, local anesthetic, or drug masking agent in the blood, urine or other bodily fluid of racing horses and greyhounds. During FY 1995-96, the bureau received 79,556 samples which resulted in 427,126 analyses.

To ensure that state testing methods are able to detect and identify increasingly sophisticated drugs being introduced, the bureau participates in collaborative research with the University of Florida, College of Veterinary Medicine.

*The day to day operations of the lab have been transferred to the University of Florida, School of Veterinary Medicine, for a period of one year, effective July 1, 1997.

Bureau of Operations

John W. Johnson, Bureau Chief

(850) 488-3211

FAX (850) 488-0550

The Bureau of Operations is responsible for overseeing the network of state offices located in every pari-mutuel facility. For the 34 active pari-mutuel permits statewide, there are an average of 20 state offices open at any time. The bureau is connected to the Tallahassee headquarters and other pari-mutuel facilities in the state by computer systems.

Florida law mandates that each person connected with a racetrack/fronton or cardroom obtain an occupational license. During FY 1996-97, the bureau issued 23,766 pari-mutuel occupational licenses to businesses and individuals, and 941 cardroom occupational licenses to businesses and individuals. Most new license applicants are fingerprinted. The prints are then forwarded to the Florida Department of Law Enforcement and Federal Bureau of Investigation for processing.

In addition to licensing, the bureau is responsible for ensuring that the day-to-day operation of races and games is conducted in accordance with Florida pari-mutuel rules and laws. The bureau's stewards and judges monitor the actual race and also conduct inquiries and hearings into alleged violations of the pari-mutuel rules and laws. In FY 1996-97, the stewards and judges issued 925 rulings and levied sanctions ranging from no penalty to fines and license suspensions.

Bureau of Operations staff also collect urine, blood and tissue samples from racing animals, which are sent to the division's lab, currently operated by the University of Florida.

Division of Pari-Mutuel Wagering

PARI-MUTUEL WAGERING STATISTICS				
1994/95	Horse	Dog	Jai-Alai	Totals
Paid Attendance	2,208,133	5,897,749	2,179,180	10,285,062
Total Handle	\$ 590,940,346	\$ 800,744,617	\$ 190,620,911	\$ 1,582,305,874
Tax Revenue	\$ 16,112,779	\$ 67,797,851	\$ 9,625,778	\$ 93,536,408*
1995/96				
Paid Attendance	2,037,230	5,395,716	1,960,757	9,403,703
Total Handle	\$ 599,882,707	\$ 745,215,792	\$ 180,752,712	\$ 1,525,851,211
Tax Revenue	\$ 16,792,027	\$ 63,310,564	\$ 8,685,901	\$ 92,966,959*
1996/97				
Paid Attendance	1,884,775	4,923,047	1,772,122	8,579,944
Total Handle	\$ 711,570,118	\$ 716,043,640	\$ 164,829,188	\$ 1,592,442,946
Tax Revenue	\$ 16,067,719	\$ 48,838,225	\$ 7,152,424	\$ 76,335,094*

*Includes other state revenue from licenses, fees, escheats, trust fund fines, misc. revenues and fines, etc.

DIVISION OF PROFESSIONS

DOROTHY J. FAIRCLOTH, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-0760
(850) 487-9501 FAX (850) 922-2918

Division of Professions

The Division of Professions is responsible for the licensure of nearly 25 non-medical professions within the state, pursuant to Chapter 455, Florida Statutes, and the individual practice acts that govern each of the professions. It serves as a liaison between the public and the professional boards as well as between licensees and their respective boards.

The professional boards are charged with setting criteria for applicants in their respective professions and ensuring that licensed practitioners meet minimum standards. Each profession has a practice act, the law that supports its existence and defines how the profession is regulated.

Discipline of a licensee is the ultimate responsibility of the profession's board members who are appointed by the Governor. Each board also develops administrative rules to further define the standards of the profession.

Board of Architecture and Interior Design

Architecture License fee	\$100*
Certificate of Authorization for	\$100*
corporation	
Interior Design License fee	\$100
Certification of Authorization for	\$100*
Corporation	

The Board of Architecture and Interior Design is responsible for the licensing and regulation of individuals and businesses seeking certification in the State of Florida, pursuant to Chapter 481, Part I, Florida Statutes and Rule Chapter 61G-1, Florida Administrative Code. Certification is granted on the basis of compliance with statutory requirements.

Asbestos Consultants

Asbestos Consultant License fee	\$505*
Contractor's License fee	\$505*
Business License fee	\$505*

The department is responsible for the licensing and regulation of asbestos consultants and contractors in Florida. It is also responsible for reviewing asbestos training courses and providers for compliance with state and federal regulations, pursuant to Chapter 469, Florida Statutes and Rule Chapter 61E-1, Florida Administrative Code.

Athlete Agents

License Fee	\$755*
-------------------	---------------

The department is responsible for the licensing and regulation of athlete agents as defined in Chapter 468, Part IX, Florida Statutes, and Rule Chapter 61-24, Florida Administrative Code. The intent of athlete agent licensure is to protect the interests of student athletes and academic institutions by regulating the activities of athlete agents involving student athletes at colleges or universities in Florida.

Athletic Trainers

Athletic Trainer's License fee	\$130*
--------------------------------------	---------------

The department is responsible for the regulation of athletic training and trainers, as defined in Chapter 468, Part XIV, Florida Statutes, and Rule Chapter 61-25, Florida Administrative Code. The intent of this licensure is to ensure that athletes be assisted by persons adequately trained to recognize, prevent, and treat physical injuries sustained during athletic activities. (This profession was transferred to the Department of Health effective July 1, 1997.)

Board of Auctioneers

Auctioneer's License fee	\$255*
Apprentice License	\$255*
Auction Business License	\$255*

The Board of Auctioneers examines, licenses and regulates auctioneers, auctioneer apprentices, and auction businesses, pursuant to Chapter 468, Part

*Fee totals are for a two-year license. Totals also include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

Division of Professions

VI, Florida Statutes and Rule Chapter 61G-2, Florida Administrative Code. The purpose of this board is to protect the public from unscrupulous auctioneers through licensure and regulation.

Barbers' Board

Barber's License fee	\$55*
Barber Establishment	\$80*

The Barbers' Board examines, licenses, and regulates barbers and barber shops, pursuant to Chapter 476, Florida Statutes and Rule Chapter 61G-3, Florida Administrative Code.

Building Code Administrators and Inspectors Board

Building Code Inspectors	\$5*
Local government employee license	
Other (non-government employee)	\$25*

The Building Code Administrators and Inspectors Board is responsible for ensuring that building code administrators and inspectors administer state and local building codes properly, thus avoiding the physical and economic injury to the public which can result from those practicing below the standard of the profession. The profession is regulated pursuant to Chapter 468, Part XIII, Florida Statutes and Rule Chapter 61G-19, Florida Administrative Code.

Construction Industry Licensing Board

ALL construction licenses as follows:

License fee	\$209*
• General	
• Building	
• Residential	
• Sheet Metal	

- Roofing
- Class A & B Air Conditioning
- Air Conditioning Service
- Mechanical
- Commercial Pool/Spa
- Residential Pool/Spa
- Swimming Pool/Spa Service
- Plumbing
- Underground Utility and Excavation
- Residential Solar Water Heating Specialty
- Solar
- Specialty Structure
- Pollutant Storage System Specialty
- Gypsum Drywall Specialty
- Traditional Thatched Structure
- Gas Line Specialty
- Internal Pollutant Storage Tank Lining Applicator
- Precision Tank Tester

The Construction Industry Licensing Board is responsible for the licensing and regulation of those contractors practicing in certain building and construction trades. The board licenses over 54,000 contractors in the State of Florida. Their licenses are divided into two major categories:

Registered

The applicant has taken and passed a local competency examination and can practice only within that locale.

Certified

The applicant has taken and passed an examination and can practice throughout Florida.

*Fee totals are for a two-year license. Totals also include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

Division of Professions

Regulatory Council of Community Association Managers

License fee **\$50**

The department, in conjunction with the Regulatory Council of Community Association Managers is responsible for the licensing and regulation of community association managers, under Part VIII of Chapter 468, F.S.

Community association management constitutes any of the following practices requiring substantial specialized knowledge, judgment, and managerial skill when done for remuneration and when the association or associations served contain more than 50 units or have an annual budget or budgets in excess of \$100,000; controlling or disbursing funds of a community association, preparing budgets or other financial documents for a community association, assisting in the noticing or conduct of community association meetings, and coordinating maintenance for the residential development and other day-to-day services involved with the operation of a community association.

Board of Cosmetology

License fee **\$25***

Salon fee **\$55***

The Board of Cosmetology licenses and regulates cosmetologists, nail specialists, and cosmetology salons, pursuant to Chapter 477, Florida Statutes and Rule Chapter 61G-5, Florida Administrative Code.

Electrical Contractors' Licensing Board

Certified License **\$305***

Registered License **\$155***

The Electrical Contractors' Licensing Board is responsible for the licensing and regulation of all electrical and alarm systems contractors in the

state, pursuant to Chapter 489 Part II, Florida Statutes and Rule Chapter 61G-6, Florida Administrative Code.

Board of Employee Leasing Companies

License fee single company **\$1500***

License fee group license **\$2500***

Each controlling person pays **\$1000***

The Board of Employee Leasing Companies is responsible for ensuring that each of its licensees is in compliance with workers' compensation coverage for leased employees, monitoring the financial viability of each company on a quarterly basis, and corresponding with licensees and applicants regarding licensure requirements. The profession is regulated pursuant to Chapter 468, Part XI, Florida Statutes and Rule Chapter 61G-7, Florida Administrative Code.

Board of Professional Engineers

License fee **\$125***

Certificate of Authorization **\$125***

The Board of Professional Engineers is responsible for the licensing and regulation of engineers and engineering firms in Florida, pursuant to Chapter 471, Florida Statutes and Rule Chapter 61G-15, Florida Administrative Code.

Board of Funeral Directors and Embalmers

Funeral Director License fee **\$135***

Funeral Director & Embalmer License **\$215**

Direct Disposer **\$255***

Embalmer **\$85***

Removal Services **\$155***

Refrigeration **\$155***

Funeral Home Establishment **\$230***

Disposal Establishment **\$105***

*Fee totals are for a two-year license. Totals also include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

Division of Professions

The Board of Funeral Directors and Embalmers is responsible for the licensing and regulation of funeral directors, embalmers, and direct disposers. The board is also responsible for inspection and licensure of funeral homes, cinerator facilities and direct disposal establishments, as well as registration of removal services, centralized embalming facilities and refrigeration facilities, pursuant to Chapter 470, Florida Statutes and Rule Chapter 61G-8, Florida Administrative Code.

Board of Professional Geologists

License fee **\$125***
Certificate of Authorization **\$300***

The Board of Professional Geologists is responsible for the licensing and regulation of professional geologists, as described in Chapter 492, Florida Statutes, and Rule Chapter 61G-16, Florida Administrative Code.

Board of Hearing Aid Specialists

License fee **\$380***

The Board of Hearing Aid Specialists is responsible for the licensing and regulation of Florida hearing aid specialists and trainees, pursuant to Chapter 484 Part II, Florida Statutes and Rule Chapter 61G-9, Florida Administrative Code. (This profession transferred to the Department of Health effective July 1, 1997.)

Board of Landscape Architecture

License fee **\$305***
Certificate of Authorization **\$455***

The Board of Landscape Architecture is responsible for the licensing and regulation of professional landscape architects and firms providing landscape architectural services in Florida, pursuant to Chapter 481 Part II, Florida Statutes and Rule Chapter 61G-10, Florida Administrative Code.

Board of Massage Therapy

License fee **\$100***
Massage Establishment **\$100***

The Board of Massage Therapy is responsible for the licensing and regulation of massage therapists as defined in Chapter 480, Florida Statutes, and Chapter 61G-11, Florida Administrative Code. The board is also charged with the inspection and licensure of massage establishments. (This profession transferred to the Department of Health effective July 1, 1997.)

Board of Pilot Commissioners

Harbor Pilots State Pilot License fee **\$205***
Deputy Pilot **\$105***

The Board of Pilot Commissioners is responsible for the licensing and regulation of state and deputy harbor pilots, pursuant to Chapter 310, Florida Statutes and Rule Chapter 61G-14, Florida Administrative Code.

Pilotage Rate Review Board

The Pilotage Rate Review Board is responsible for investigating and determining whether requested rate charges will result in fair, just and reasonable rates of pilotage, pursuant to Chapter 310, Florida Statutes and Rule Chapter 61E-13, Florida Administrative Code.

Board of Professional Surveyors & Mappers

License fee **\$255***
Certificate of Authorization **\$355***

The Board of Professional Surveyors & Mappers is responsible for the licensing and regulation of professional surveyors and mappers in Florida, pursuant to Chapter 472 and 177, Florida Statutes, and Rule Chapter 61G-17, Florida Administrative Code.

*Fee totals are for a two-year license. Totals also include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

Division of Professions

Talent Agencies

License fee **\$400***

The department is charged with the regulation of talent agencies as defined in Chapter 468, Part VII, Florida Statutes and Rule Chapter 61-19, Florida Administrative Code.

Board of Veterinary Medicine

License fee **\$265***

Veterinary Premises license fee
(one time fee) **\$250***

The Board of Veterinary Medicine is responsible for the licensing and regulation of veterinarians and veterinary establishments in Florida, pursuant to Chapter 474, Florida Statutes and Rule Chapter 61G-18, Florida Administrative Code.

Water/Wastewater Operator Certification Program

License fee **\$80***

The Drinking Water & Domestic Wastewater Treatment Plant Operators Certification Program was created to protect public health and the environment from hazards which result from the operation of water and wastewater treatment plants. The profession is regulated pursuant to Chapter 468, Part XII, Florida Statutes and Rule Chapter 61E-12, Florida Administrative Code. (This profession transferred to the Department of Environmental Protection effective July 1, 1997)

FLORIDIANS CAN NOW CALL ELVIS

- Floridians interested in learning if a contractor is licensed in Florida can call ELVIS (Electronic License Verification Information System) at (850) 488-9242.
- Using a touchtone telephone, a citizen enters the nine-character contractor's license number and learns within seconds if the license is active and if the contractor may practice in Florida.
- ELVIS supports eight incoming telephone lines and is available seven days a week, 24 hours a day. There is no charge for the service.

*Fee totals are for a two-year license. Totals also include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

DIVISION OF REAL ESTATE

HENRY M. SOLARES, DIRECTOR

HURSTON NORTH TOWER
400 WEST ROBINSON STREET, SUITE N308
ORLANDO, FLORIDA 32801-1772
(407) 245-0810 FAX (407) 317-7245

Division of Real Estate

The Division of Real Estate is responsible for supporting the activities of the Florida Real Estate Appraisal Board, Florida Real Estate Commission, and the Florida Real Estate Commission Foundation Advisory Committee. This support includes:

- record keeping services
- examination services
- educational services
- investigative services
- legal services

The division performs the functions of administration, administrative support, application processing, approval of educational courses, complaint intake, examination development, investigation, prosecution and record keeping.

The Legal Section and the Appraisal Section report directly to the division director.

Legal Section

The Legal Section reviews the investigative reports and then recommends to a Probable Cause Panel that the case be dismissed or that it go forward to a formal or informal hearing. The Legal Section prosecutes cases that go forward to hearing.

Appraisal Section

The Appraisal Section reviews applications, schedules appraiser candidates for examinations, issues temporary permits, and provides administrative support to the Florida Real Estate Appraisal Board.

Registered Appraiser	\$205*
Licensed Residential	\$255*
Certified Residential	\$255*
Certified General	\$255*

Bureau of Licensing

The Bureau of Licensing is comprised of Education, Application and Records Sections. The Education Section develops examinations, reviews and approves course submission for educational offerings, revises the Florida Real Estate Commission Handbook, and provides administrative support to the Florida Real Estate Commission Foundation Advisory Committee and the Florida Real Estate Appraisal Board. The Application Section reviews applications, schedules candidates for examinations and provides administrative support to the Florida Real Estate Commission. The Records Section maintains all records of real estate licensees, appraisers, schools, real estate corporations, partnerships, branch offices and multiple brokers. They are also responsible for maintaining accurate records on instructors, school permit holders and additional locations of the schools.

Salesman License	\$85.00*
Broker License	\$95.00*

Bureau of Enforcement

The Bureau of Enforcement is composed of Complaints, Investigations. The Complaints Section serves as an intake section for complaints against licensed salespersons, brokers, and appraisers and analyzes complaints as to legal sufficiency and jurisdiction. The Investigation Section, using a network of investigators spread throughout the state, conducts investigations into complaints wherein the Complaints Section has determined that there is both legal sufficiency and jurisdiction. These investigations are compiled into investigative reports that are then forwarded to the Legal Section.

*Fees totals are for a two-year license. Totals include the \$5 charge to fund action against unlicensed activity in that profession, if applicable. Fee totals do not include any application, examination or other fees which may apply.

DIVISION OF REGULATION

WILLIAM G. REEVES, DIRECTOR

**NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-2212
(904) 488-0062 FAX (904) 487-9622**

Division of Regulation

The Division of Regulation performs regulatory functions as set forth in Chapter 455, Florida Statutes, such as complaint intake, and investigation and prosecution for over two dozen professions which fall within the purview of the Department of Business and Professional Regulation.

There are two areas within the Division of Regulation:

Bureau of Investigative Services

Vacant, Bureau Chief
(850) 488-6602
FAX (850) 921-2124

The Bureau of Investigative Services is responsible for handling all investigative cases undertaken involving the professions regulated by the department. The bureau also reviews complaints, conducts investigations, and performs personal service of various pleadings, subpoenas and orders, as well as probationary follow-up investigations. The

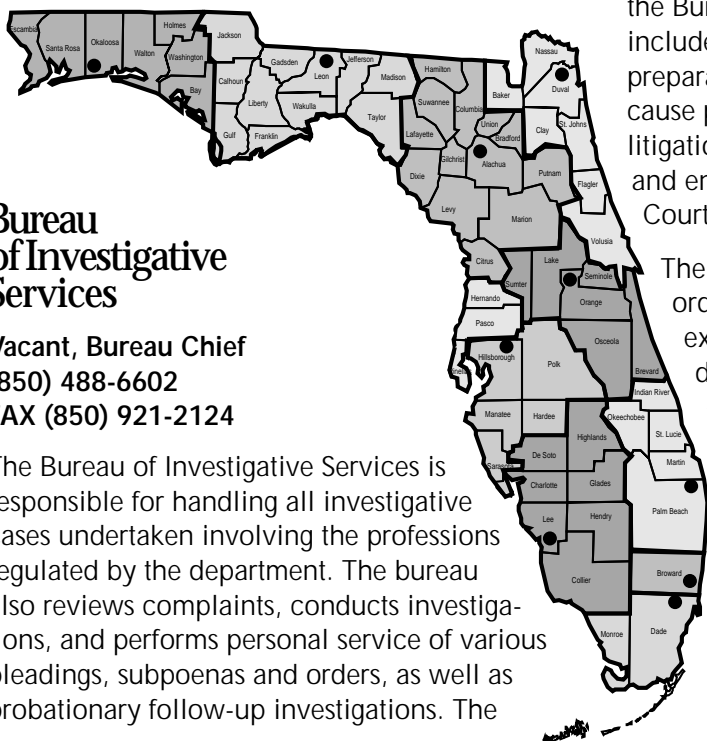
division's inspection program for licensed facilities is maintained within the Bureau of Investigative Services.

Office of Legal Services

Wings Benton, Chief
(850) 488-0062 **FAX (850) 487-9622**

The Office of Legal Services is the prosecution unit within the division. It provides legal advice and support to the Bureau of Investigative Services and receives and processes all cases investigated by the Bureau of Investigative Services. The process includes initial review of cases by attorneys, preparation of cases for presentation to a probable cause panel, prosecution of formal charges, litigation of cases involving attorney fee issues, and enforcement actions initiated in the Circuit Courts throughout the state.

The office is responsible for the issuance of orders compelling mental and/or physical examinations of licensees, as well as initial determination that an emergency suspension or restriction order should be issued, upon approval of the Secretary.



REGION 1 FT. WALTON BEACH
 24 Hollywood Blvd. SW, Suite 4
 Ft. Walton Beach, Fl. 32548
 (850) 833-9160

REGION 2 TALLAHASSEE
 2520 N. Monroe Street, Suite B
 Tallahassee, Fl. 32303-4069
 (850) 488-0736

REGION 3 JACKSONVILLE
 7960 Arlington Expressway
 Suite 230
 Jacksonville, Fl. 32211
 (904) 727-5590

REGION 4 GAINESVILLE
 106 N.W. 33rd Court
 Gainesville, Fl. 32607
 (352) 955-2155

REGION 5 ORLANDO
 400 West Robinson Street, N.501
 Orlando, Fl. 32801
 (407) 245-0750

REGION 6 TAMPA
 9325 Bay Plaza Blvd., Suite 210
 Tampa, Fl. 33619
 (813) 744-6060

REGION 7 FT. MYERS
 2295 Victoria Avenue, Suite 263
 Ft. Myers, Fl. 33901
 (941) 338-2373

REGION 8 PALM BEACH GARDENS
 3932 RCA Boulevard
 Suite 3210
 Palm Beach Gardens, Fl.
 33410-4228
 (561) 624-6910

REGION 9 FT. LAUDERDALE
 6261 N.W. 6th Way, Suite 110
 Ft. Lauderdale, Fl. 33309
 (954) 958-5550

REGION 10 MIAMI
 Rhode Bldg., Phase II
 401 N.W. 2nd Ave., N607
 Miami, Fl. 33128
 (305) 377-7115

STATE ATHLETIC COMMISSION

MIKE SCIONTI, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1017
(813) 272-3157 FAX (813) 272-3687

State Athletic Commission

The State Athletic Commission regulates professional boxing and kickboxing in Florida by authority of Chapter 548.003 Florida Statutes.

The commission is comprised of five members appointed by the Governor and confirmed by the Senate.

Policy and guidelines mandated by the commission are implemented and managed by the

Executive Director, who serves at the pleasure of the commission.

While the commission is a separate state agency, it is organizationally assigned to the department for the purpose of providing administrative support.

**DIVISION
OF
TECHNOLOGY,
LICENSURE
AND TESTING**

PAT PARMER, DIRECTOR

**NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-2206
(850) 922-4435 FAX (850) 488-1830 TDD (800) 955-8771**

Division of Technology, Licensure & Testing

The Division of Technology, Licensure and Testing is responsible for fulfilling the department's technology, licensure and testing needs.

Bureau of Technology

Donna Dixon, Bureau Chief
(850) 487-3094 FAX (850) 921-2569

The Bureau of Technology is the department's data center responsible for the computer automation, information systems, network and telecommunication services provided to the agency and the public. The bureau is composed of five units:

Customer Service Center

The Technology Support unit provides technical assistance to BPR employees.

The bureau also offers public access to information through the Listings and Labels unit within the Customer Service Center. This service provides lists (laser and green bar), labels (pressure sensitive and Cheshire), diskettes and tapes. Plans are underway to make this data available to the public electronically via the Internet, diskette or on digital audio tapes.

Fees charged for this information are designed to cover the cost to the department to provide the data. Costs will vary depending on the number of records requested and the output media used. Please call (850) 488-8860 for cost estimates and information on available data.

Network and Telecommunications Support

The Office of Network and Telecommunications is an internal support unit responsible for planning,

designing, implementing and maintaining BPR's computer network and telecommunications infrastructure. The network staff provides ongoing support for over 2,100 employees in 89 separate office locations throughout the state. The telecommunications staff maintains and supports 104 telephone systems, 2,639 telephone lines serving 3,274 telecommunications instruments. They install, troubleshoot and provide training on new telephones and voice mail; and contact the appropriate agencies for repair services.

Application Development

The Application Development staff develop and maintain BPR's corporate database application systems. These systems support the department's business functions of licensing and regulation of professions and businesses, as well as automated tracking and processing of examination applications, revenue collection, renewal processing, complaint management and case tracking.

Operations

Operations staff process internal and external ad-hoc requests for the department's database application systems. They are responsible for the creation, printing and distribution of agency reports, licenses, exam results, tapes, labels, and diskettes.

Administration

Administration staff support the bureau in the areas of contract management, budget analysis, and hardware and software inventory, as well as coordinating the daily administrative functions within the bureau.

Division of Technology, Licensure & Testing

Bureau of Licensure

Henry Dover, Bureau Chief
(850) 487-9520 FAX (850) 921-5371

The Bureau of Licensure is responsible for the processing of the majority of the licenses of the professions regulated by the department. Currently, the bureau does not process licenses for the Divisions of Pari-Mutuel Wagering, Hotels and Restaurants, and Florida Land Sales, Condominiums and Mobile Homes. These divisions will be added in October 1998. In addition, the bureau processes licenses for the Department of Health under agreement between the two agencies.

The bureau is organized into six units:

Electronic Data Processing Records Maintenance

New licenses are added to the master file and any changes to the licensee's record are processed by this unit. There were 606,168 license record changes or additions done by this unit this year.

Document Control

Processes refunds when necessary, corrects problems associated with the automatic license issuing process, audits renewal and licenses issuances prior to mailing, reconciles revenue collected to licenses issued. This unit processed 95,351 initial and 510,817 renewed licenses this year.

License Renewal

Processes and supervised the mailing of renewal notices to the licensees. This unit prepared and mailed 656,032 renewal notices this year.

Licensure Services

Assists licensees in the renewal process through telephone communication and in writing; processes license request by licensees who walk into the department, handles returned licenses. This unit handled 61,091 telephone inquiries, pro-

cessed 4,741 walk-in licensees, processed 3,644 returned/undeliverable licenses and handled 7,265 mail inquiries.

License Audit/Management

Prepares certified records for agency administrative hearings, audits mail services, maintains envelope and license inventory.

Technical Communication

Operates and maintains the bulletin board system for electronic licensure verifications, operates and maintains the interactive voice response unit to assist licensees in a timely, efficient renewal of their license. The bulletin board averages 30,000 inquiries per month.

Bureau of Testing

Michael Jones, Bureau Chief
(850) 488-5952 FAX (850) 488-1830

Examination Administration Unit

The Examination Administration Unit is responsible for providing services for the preparation and administration of all department examinations. Statutorily, the bureau must ensure that each examination is administered appropriately and that it reliably measures the candidate's ability to practice in the professions regulated by the department. During FY 1996-97, the bureau administered examinations to approximately 50,616 candidates. Additionally, administration services were provided to 223 candidates with special accommodations.

Psychometrics & Research Unit

The Psychometrics & Research Unit is responsible for the development, preparation, scoring and psychometric defense of department-developed licensure and certification examinations and for ensuring the validity and reliability of all examinations used by the Department

Division of Technology, Licensure & Testing

Business Management Unit

The Business Management Unit is responsible for overseeing the fiscal management of the Bureau. Included is the management of all contracts for the administration of Florida-based national examinations, for examiners and consultants, and for examination preparation and sites (28 national examinations, approximately 500 examiner/consultants, and 230 examination sites — budget for FY 1996-97 was \$9,233,312). This unit also develops annual legislative budget requests and prepares all financial reports for the Bureau.

Testing Systems Support Unit

The Testing Systems Support Unit is responsible for the administration of the information technology used to develop, prepare and score licensure and certification examinations developed and/or administered by the Bureau. This technology also provides the data necessary for the psychometric defense of department-developed examinations.

BPR Internet Web Page

May 1, 1996 marked the launch date of BPR's web page, a part of the Florida Communities Network on the Internet. One of the first web pages in the country providing a searchable database for licensees, it provides online access to information on professional and businesses licensed by BPR.

All data available on the BPR web page is updated daily and is available seven days a week, 24 hours a day.

The BPR's Internet address is:

<http://www.state.fl.us/dbpr/>

COMPLAINT PROCESS

Complaint Process

The department helps protect Florida and its visitors by investigating citizen complaints dealing with professionals and industries it regulates under the law. The most serious cases receive the department's immediate attention and can often result in an Emergency Suspension Order being issued by the Secretary of the Department of Business and Professional Regulation.

STATE CONFIDENTIALITY LAW PROTECTS LICENSED PROFESSIONALS

All investigations conducted by the department involving the professionals it licenses are, by law, confidential. Unless and until a finding of probable cause is made, the department may not disclose any details of an investigative case or even confirm that one exists. Ten days after a finding of probable cause, the confidentiality protections are lifted and the department may then disclose all information it has gathered. From that point on, everything that involves the case is public. If no finding of probable cause is made, the original complaint and all information about it remains confidential forever.

SOME COMPLAINT INVESTIGATIONS ARE NOT CONFIDENTIAL

While many BPR investigations are confidential, many are not. The state confidentiality law applies only to licensed professionals regulated under Chapter 455, Florida Statutes. This includes most, but not all, medical and non-medical professions in Florida. Another portion of Florida law protects the confidentiality of criminal investigations such as those performed by the sworn officers of the Division of Alcoholic Beverages and Tobacco.

The confidentiality law does not apply to investigations of the regulated industries under BPR's jurisdiction including public food and lodging, pari-mutuel wagering, land sales, condominiums, mobile home parks, timeshare, and yacht brokering.

STATE TAKES ACTION ON BEHALF OF STATE, NOT INDIVIDUAL CONSUMERS

It is important to remember the department does not act as the personal attorney of the citizen

filing the complaint, but acts on behalf of the people of Florida collectively when it files an Administrative Complaint against a licensed professional. While the department does review every complaint it receives, it is the ultimate responsibility of the citizen making the complaint to seek as many remedial avenues as is prudent to resolve the individual dispute with the licensed professional. This can include pursuing the matter in civil court.

Reviewing The Complaint

The department reviews complaints received by first checking to see if the department has jurisdiction and if the subject of the complaint is licensed. If the complaint involves an issue not under BPR jurisdiction, it is referred to the agency having the authority to act.

If the person is not licensed and is engaging in the practice of a licensed profession, that person could be violating criminal statutes. Here, the department works closely with the 20 State Attorneys in Florida to bring criminal cases against the unlicensed individuals.

If the subject of the complaint is licensed, the department looks for "legal sufficiency," that is, to see if the allegations, if proven true, violate that section of the Florida law that governs that profession. Such a violation could result in disciplinary action being taken, including license revocation, suspension and/or fine. Once determined legally sufficient, the case is referred for investigation.

Investigation

After gathering all available evidence, the investigator prepares a report which is reviewed by department attorneys. They can submit it to that profession's Probable Cause Panel comprised of current and former board members of that profession. After studying the evidence, the panel decides whether to dismiss the case, issue a "letter of guidance" in lieu of a finding of probable cause, which results in formal charges being filed against the licensee.

Complaint Process

Administrative Action

Once the Administrative Complaint is filed, the licensee has 21 days to respond how he wishes to exercise his due-process rights. The licensee can either ask for:

- an informal hearing before the board;
- a formal hearing before the state Division of Administrative Hearings if facts are in dispute; or
- a 60-day "hold" so that a settlement may be negotiated and settled.

If the licensee requests a hearing before the Division of Administrative Hearings, the department prepares its case, acting as the prosecutor on behalf of the state. After the formal hearing, the Administrative Law Judge issues a recommended order. The case then goes to the appropriate board for formal action.

If both parties can agree on terms, a Consent Agreement ("settlement") is prepared and sent to the board. The board may approve the agreement or may take other action. Whatever action the board approves is embodied in a Final Order. A licensee has 30 days to appeal a Final Order to the District Courts of Appeal.

How to File A Complaint

If you have a complaint concerning Florida's non-medical professions, you can call (800) 342-7940 to obtain information on how to file a complaint. The recorded message provides the address to write to in order to obtain the state form. To receive the most complete information, be sure to name the profession when writing to:

Complaints
Department of Business and Professional Regulation
1940 North Monroe Street
Tallahassee, Florida 32399-0782

You may also download the Uniform Complaint Form via the Internet by accessing the BPR home page at <http://www.state.fl.us/dbpr>

ANALYSIS OF EXPENDITURES AND REVENUES

Analysis of Expenditures and Revenues

EXPENDITURES 1996-97 AMOUNTS AND PERCENTAGES BY DIVISION

Administration	\$10,944,725	6.24%
Alcoholic Beverages and Tobacco*	51,969,710	29.65%
Hotels and Restaurants	15,549,589	8.87%
Land Sales, Condominiums and Mobile Homes	7,835,463	4.47%
Pari-Mutuel Wagering**	43,238,835	24.67%
Professions, Real Estate, Accounting, Medical Quality Assurance***	20,156,405	11.50%
State Athletic Commission	860,988	0.49%
Regulation	9,088,375	4.51%
Testing, Licensure and Technology	15,754,035	8.99%
Totals	175,278,225	100.00%

Excludes all Intra-departmental transfers between funds and investments.

Includes service charge to general Revenue.

*Excludes Cigarettes Tax Collection Trust Fund (\$420,263,702)

**Includes \$29 million transfer to Counties.

***Includes \$477,038 transfer to Agency for Health Care Administration

BALANCE IN BPR TRUST FUNDS*

Administrative Trust Fund	\$ 2,625,696
AB&T Trust Fund	10,460,054
Land Sales, Condominiums & Mobile Homes Trust Fund	7,765,325
Hotels and Restaurants Trust Fund	6,853,309
Pari-Mutuel Wagering Trust Fund	3,896,077
Cigarette Tax Collection Trust Fund	2,673,889
Education and Research Trust Fund	3,662,534
Professional Regulation Trust Fund:	
Professions, Real Estate, Accounting	35,874,898
State Athletic Commission Trust Fund	590,017
Totals	\$70,739,265

*Balances are prior to fiscal year end accruals.

Analysis of Expenditures and Revenues

REVENUES 1996-97 AMOUNTS AND PERCENTAGES BY DIVISION

Administration*	\$ 1,787,086	.150%
Alcoholic Beverages and Tobacco	1,028,732,264	86.200%
Hotels and Restaurants	18,807,145	1.576%
Land Sales, Condominiums and Mobile Homes	10,438,287	.875%
Pari-mutuel Wagering	76,266,251	6.391%
Professions, Real Estate, Accounting, Medical Quality Assurance** and State Athletic Commission	56,977,810	4.774%
Testing, Licensure and Technology	<u>409,326</u>	<u>.034%</u>
Totals	\$1,193,418,169	100.000%

* Includes \$1,780,825 received from Agency for Health Care Administration

** Includes \$4,234,128 received from Agency for Health Care Administration

AMOUNTS AND PERCENTAGES BY TYPE

Taxes	\$1,065,744,038	89.302%
Licenses	81,105,720	6.796%
Fees	33,594,919	2.815%
Interest	2,795,772	.234%
Fines	3,158,239	.265%
Refunds	364,086	.031%
Other	73,139	.005%
Transfers In from Other Agencies	<u>6,582,256</u>	<u>.552%</u>
Totals	\$1,193,418,169	100.000%

BPR STATISTICAL INFORMATION

Licensees

	TOTAL NUMBER OF LICENSEES*		NUMBER OF ACTIVE LICENSEES
	94/95	95/96	96/97
DIVISION OF ALCOHOLIC BEVERAGES & TOBACCO			
Alcoholic Beverage Retailers	38,425	39,931	38,168
Tobacco Retailers	29,245	32,241	33,079
<i>AB&T TOTAL</i>	67,670	72,172	71,247
DIVISION OF CERTIFIED PUBLIC ACCOUNTING			
Accountants	28,406	29,640	22,959
Accountancy Firms	2,447	2,421	2,433
<i>ACCOUNTANCY TOTAL</i>	30,853	32,061	25,392
DIVISION OF FLORIDA LAND SALES, CONDOMINIUMS AND MOBILE HOMES			
Timeshare Solicitors	627	770	1,502
Condominium Community Association Managers	8,932	9,731	**
Health Care Service Pool	96	110	112
Land Sales Registrants	150	150	132
Yacht Brokers	596	561	674
Yacht Salespersons	829	793	938
<i>FLS/C/MH TOTAL</i>	11,230	12,115	10,358
DIVISION OF HOTELS AND RESTAURANTS			
Public Lodging Establishments	31,050	30,401	30,445
Public Food Service Establishments	34,890	35,261	35,299
Elevators	34,192	34,116	34,539
<i>H&R TOTAL</i>	100,132	99,778	100,293
DIVISION OF PARI-MUTUEL WAGERING			
Occupational	22,476	25,575	25,559
Wagering Permit Holders (Active)	41	41	33
<i>PARI-MUTUEL TOTAL</i>	22,517	25,616	25,592
DIVISION OF PROFESSIONS			
<i>ALARM CONTRACTORS TOTAL</i>	1,409	3,198	2,689
Architect Corporation	2,713	2,861	1,501
Architect	11,954	12,301	7,331
<i>ARCHITECT TOTAL</i>	14,667	15,162	8,832
<i>ASBESTOS CONSULTANTS TOTAL</i>	556	725	487
<i>ATHLETE AGENTS TOTAL</i>	284	302	86
Auctioneer Apprentice	124	126	26
Auctioneer Business	1,320	1,455	851
Auctioneers	1,842	2,015	1,390
<i>AUCTIONEER TOTAL</i>	3,286	3,596	2,267

* 94/95 and 95/96 numbers include active, inactive, suspended, etc. licenses.

**Now reported under Professions.

Licensees

	TOTAL NUMBER OF LICENSEES*		NUMBER OF ACTIVE LICENSEES
PROFESSIONS	94/95	95/96	96/97
Barber Shops	5082	4,883	2,451
Barbers	22,668	23,015	9,450
Barbers (Other)	821	824	185
<i>BARBER TOTAL</i>	28,571	28,722	12,086
Building Code Administrators	757	884	850
Building Code Inspectors	2,176	2,622	2,767
Building Code (Other)	2,450	2,926	1,489
<i>BUILDING CODE TOTAL</i>	5,383	6,432	5,106
<i>COMMUNITY ASSOCIATION MANAGER</i>	**	**	7,585
<i>CONTRACTORS TOTAL</i>	115,939	120,171	54,561
Cosmetologist (Other)	51,515	58,483	40,601
Cosmetologist	165,006	169,109	88,774
Cosmetology Salons	25,974	26,160	14,588
<i>COSMETOLOGY TOTAL</i>	242,495	253,752	143,963
<i>DRINKING WATER TREATMENT PLANT OPERATORS</i>	5,388	5,545	4,105
<i>ELECTRICAL CONTRACTORS TOTAL</i>	14,729	15,181	7,173
Employee Leasing Companies	68	97	102
Employee Leasing Companies (Other)	266	356	326
<i>EMPLOYEE LEASING COMPANY TOTAL</i>	334	453	428
Engineer Business	4,684	4,923	2,777
Engineers	31,909	33,027	24,216
<i>ENGINEER TOTAL</i>	36,593	37,950	26,993
Funeral Homes	802	820	819
Funeral Directors	117	118	84
Funeral Home Directors/Embalmers	3,026	3,096	2,337
Funeral (Other)	932	936	491
<i>FUNERAL TOTAL</i>	4,877	4,970	3,731
Geologist Business	240	263	213
Geologists	1,807	1,904	1,671
<i>GEOLOGY TOTAL</i>	2,047	2,167	1,884
Deputy Pilot	20	25	22
State Pilot	80	87	88
<i>HARBOR PILOT TOTAL</i>	100	112	110
<i>HEARING AID SPECIALISTS TOTAL</i>	1,473	1,514	700
Interior Design Business	782	863	644
Interior Designers	3,548	3,643	2,211
<i>INTERIOR DESIGN TOTAL</i>	4,330	4,506	2,855

* 94/95 and 95/96 numbers include active, inactive, suspended, etc. licenses.

**Previous numbers reported under Land Sales, Condominiums and Mobile Homes.

Licensees

	TOTAL NUMBER OF LICENSEES*		NUMBER OF ACTIVE LICENSEES
PROFESSIONS	94/95	95/96	96/97
Land Surveyor Business	1,343	1,389	797
Land Surveyors	3,395	3,511	2,472
<i>LAND SURVEYOR TOTAL</i>	4,738	4,900	3,269
Landscape Architects	1,362	1,387	939
Landscape Business	219	233	167
<i>LANDSCAPE ARCHITECT TOTAL</i>	1,581	1,620	1,106
Massage Establishments	3,445	3,304	2,733
Massage Therapists	16,886	19,803	14,317
<i>MASSAGE TOTAL</i>	20,331	23,107	17,050
<i>TALENT AGENCIES TOTAL</i>	401	445	275
Veterinarians	6,367	6,624	4,343
Veterinarian Establishments	1,417	1,455	1,447
<i>VETERINARY TOTAL</i>	7,784	8,079	5,790
<i>WASTEWATER TREATMENT OPERATORS TOTAL</i>	5,968	6,160	4,612
<i>DIVISION OF PROFESSIONS TOTAL</i>	523,264	548,499	310,743
DIVISION OF REAL ESTATE			
Real Estate Appraisers	8,030	8,217	5,797
Real Estate Branch Office	2,718	3,311	2,538
Real Estate Broker	76,261	78,054	49,135
Real Estate Salesman	245,766	256,322	100,651
Real Estate (Other)	21,447	20,222	14,731
<i>REAL ESTATE TOTAL</i>	354,222	366,126	172,852
TOTAL LICENSEES	1,109,888	1,156,646	716,503

* 94/95 and 95/96 numbers include active, inactive, suspended, etc. licenses.

BPR ON-LINE SERVICE AVAILABLE TO HELP FLORIDIANS VERIFY LICENSES

Citizens with access to a computer and modem can access the Department of Business and Professional Regulation's license database to verify licensure and to check licensee disciplinary history.

Like the ELVIS program (see page 40), the BPR bulletin board service is available 24 hours-a-day, seven days a week. It can be accessed by calling (850) 488-3387.

Trust Fund Balances

UNENCUMBERED CASH BALANCES (AS OF JUNE 30, 1997)

	Trust Fund	Unlicensed Activity
ACCOUNTANCY	\$ 1,796,976	\$(1,845)
ARCHITECTURE	1,426,826	93,825
ASBESTOS UNIT	282,760	4,738
ATHLETE AGENTS	24,780	1,352
ATHLETIC TRAINERS	118,596	3,449
AUCTIONEERS	720,072	23,548
AUCTIONEER RECOVERY FUND	387,982	0
BARBERS	(58,240)	142,197
BUILDING CODE INSPECTORS AND ADMINISTRATORS	1,711,987	37
COMMUNITY ASSOCIATION MANAGERS	71,103	516
CONSTRUCTION	(43,668)	272,998
CONSTRUCTION RECOVERY FUND	2,557,266	0
COSMETOLOGY	(1,724,459)	1,252,269
ELECTRICAL	1,337,408	64,030
EMPLOYEE LEASING	521,447	2,127
ENGINEERS	5,703,920	232,980
FUNERAL	(208,251)	39,629
GEOLOGIST	212,446	17,734
HEARING AID SPECIALISTS	103,142	10,885
INTERIOR DESIGNERS	1,011,902	29,927
LAND SURVEYORS	400,926	37,222
LANDSCAPE ARCHITECTURE	171,756	13,665
MASSAGE	2,099,674	154,527
PILOTS	(31,410)	997
REAL ESTATE APPRAISAL	2,688,603	69,938
REAL ESTATE COMMISSION	6,046,058	1,664,467
REAL ESTATE RECOVERY	898,331	0
TALENT AGENCIES	(275,146)	2,938
VETERINARY MEDICINE	873,747	47,784
WATER AND WASTEWATER OPERATORS	594,575	96,627
TOTAL PROFESSIONAL REGULATION TRUST FUND	\$29,421,109	\$4,278,561

Complaints Against Professionals

Professions	COMPLAINTS RECEIVED			LEGALLY SUFFICIENT COMPLAINTS		
	94/95	95/96	96/97	94/95	95/96	96/97
Achitects	137	115	85	110	78	65
Architect Corporations	28	11	12	23	5	11
<i>TOTAL</i>	<i>165</i>	<i>126</i>	<i>97</i>	<i>133</i>	<i>83</i>	<i>76</i>
Interior Designer	141	133	57	115	117	51
Interior Design Business	18	15	9	10	8	6
<i>TOTAL</i>	<i>159</i>	<i>148</i>	<i>66</i>	<i>125</i>	<i>125</i>	<i>57</i>
Accountant	242	221	205	188	140	168
Accountancy Corporation	36	38	44	30	26	31
<i>TOTAL</i>	<i>278</i>	<i>259</i>	<i>249</i>	<i>218</i>	<i>166</i>	<i>199</i>
<i>ATHLETE AGENT</i>	<i>3</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>1</i>	<i>2</i>
<i>ATHLETIC TRAINERS</i>	<i>*</i>	<i>0</i>	<i>0</i>	<i>*</i>	<i>0</i>	<i>0</i>
Auctioneer Business	64	46	26	50	29	11
Auctioneer Apprentice	4	0	1	3	0	1
Auctioneer	88	49	55	67	31	36
<i>TOTAL</i>	<i>156</i>	<i>95</i>	<i>82</i>	<i>120</i>	<i>60</i>	<i>48</i>
Barber	116	150	151	105	142	146
Barber Shop	60	69	80	48	57	76
Barber College	0	2	0	0	0	0
<i>TOTAL</i>	<i>176</i>	<i>221</i>	<i>231</i>	<i>153</i>	<i>199</i>	<i>222</i>
Building Examiner	1	0	11	1	0	3
Building Inspector	25	16	34	13	5	27
Building Code Administrator	7	11	18	4	4	15
<i>TOTAL</i>	<i>33</i>	<i>27</i>	<i>63</i>	<i>18</i>	<i>9</i>	<i>45</i>
<i>COMMUNITY ASSOCIATION MANAGER</i>	<i>*</i>	<i>*</i>	<i>228</i>	<i>*</i>	<i>*</i>	<i>143</i>
Air Conditioning Contractor	496	331	322	302	136	203
Building Contractor	911	510	376	605	185	184
Roofing Contractor	1,206	1,044	736	741	496	419
Plumbing Contractor	223	182	132	163	89	78
General Contractor	2,244	1,505	1,408	1,629	632	835
Asbestos Contractor	0	0	7	0	0	7
Gypsum Wall Contractor	0	3	0	0	0	0
Mechanical Contractor	66	45	34	40	18	19
Pool Contractor	519	387	338	343	161	162
Residential Contractor	785	418	375	499	183	176
Sheet Metal Contractor	8	3	3	4	2	1
Underground Utilities Contractor	13	22	20	9	19	11
Solar Energy Contractor	12	9	6	8	5	4
Certified Traditional Thatched	*	5	1	*	1	0
Pollutant Storage Sys. Contractor	6	6	4	4	5	3
Registered Specialty Contractor	97	48	45	14	6	9

* Category not broken out in previous years.

Complaints Against Professionals

Professions	COMPLAINTS RECEIVED			LEGALLY SUFFICIENT COMPLAINTS		
	94/95	95/96	96/97	94/95	95/96	96/97
Specialty Structure Contractor	21	12	12	19	3	9
Certified Solar Contractor	2	1	0	2	0	0
Precision Tank Test Contractor	2	0	1	2	0	0
Qualified Business Organization	*	0	7	*	0	2
<i>TOTAL</i>	<i>6,611</i>	<i>4,531</i>	<i>3,827</i>	<i>4,384</i>	<i>1,941</i>	<i>2,122</i>
Cosmetology Salon	466	387	485	343	298	431
Cosmetologist	476	386	683	418	333	660
Cosmetology School	0	0	0	0	0	0
Facial Specialist	*	5	16	5	3	16
Full Specialist	14	13	22	11	11	22
Nail Specialist	130	116	1,929	118	105	1,921
<i>TOTAL</i>	<i>1,093</i>	<i>907</i>	<i>3,135</i>	<i>895</i>	<i>750</i>	<i>3,050</i>
Direct Disposer	1	5	4	0	1	2
Direct Disposer Establishment	13	17	9	4	8	8
<i>TOTAL</i>	<i>14</i>	<i>22</i>	<i>13</i>	<i>4</i>	<i>9</i>	<i>10</i>
Electrical Contractor	252	384	188	75	307	127
Alarm System Contractor	153	153	104	98	113	76
Electrical Specialty Contractor	26	25	15	131	18	8
<i>TOTAL</i>	<i>431</i>	<i>562</i>	<i>307</i>	<i>304</i>	<i>438</i>	<i>211</i>
Certified Employee Leasing Controlling Person	93	84	112	83	75	93
Employee Leasing Company	69	44	50	62	39	46
Employee Leasing Company Group	26	13	14	22	9	6
Employee Leasing Company Group Member	27	14	29	25	13	19
<i>TOTAL</i>	<i>215</i>	<i>155</i>	<i>205</i>	<i>192</i>	<i>136</i>	<i>164</i>
Engineering Business	18	9	15	10	2	8
Professional Engineer	137	99	72	99	71	55
<i>TOTAL</i>	<i>155</i>	<i>108</i>	<i>87</i>	<i>109</i>	<i>73</i>	<i>63</i>
Removal Services	2	2	5	1	2	5
Embalmer	0	0	3	0	0	2
Funeral Director	3	3	5	3	3	5
Funeral Director and Embalmer	78	81	55	57	49	46
Funeral Home	141	85	149	78	31	102
Crematory Registrant	3	6	8	2	2	8
<i>TOTAL</i>	<i>227</i>	<i>177</i>	<i>225</i>	<i>141</i>	<i>87</i>	<i>168</i>
<i>GEOLOGISTS</i>	<i>2</i>	<i>3</i>	<i>6</i>	<i>1</i>	<i>1</i>	<i>5</i>

* Category not broken out in previous years.

Complaints Against Professionals

Professions	COMPLAINTS RECEIVED			LEGALLY SUFFICIENT COMPLAINTS		
	94/95	95/96	96/97	94/95	95/96	96/97
HARBOR PILOTS	16	5	1	16	5	1
HEARING AID SPECIALISTS	144	134	250	113	41	159
INDUSTRIAL HYGIENIST/ ASBESTOS CONSULTANT	0	5	7	0	4	7
Land Surveyor Business	24	7	8	19	3	2
Land Surveyor	87	50	35	71	32	23
<i>TOTAL</i>	<i>111</i>	<i>57</i>	<i>43</i>	<i>90</i>	<i>35</i>	<i>25</i>
Landscape Architect	15	16	13	12	11	9
Landscape Architect Business	0	8	5	0	3	5
<i>TOTAL</i>	<i>15</i>	<i>24</i>	<i>18</i>	<i>12</i>	<i>14</i>	<i>14</i>
Massage	110	127	79	73	81	57
Massage Establishment	118	72	59	89	54	50
<i>TOTAL</i>	<i>228</i>	<i>199</i>	<i>138</i>	<i>162</i>	<i>135</i>	<i>107</i>
Real Estate Broker	3,372	5,520	5,403	2,459	4,260	4,226
Broker Salesman	9	0	0	5	0	0
Branch Office	5	10	14	0	2	1
Real Estate Corporation	950	909	975	364	418	433
Partnership	10	8	0	7	3	3
Real Estate Salesman	1,159	1,123	1,267	696	629	723
Continuing Education Schools	14	6	14	12	5	11
<i>TOTAL</i>	<i>5,519</i>	<i>7,576</i>	<i>7,673</i>	<i>3,543</i>	<i>5,317</i>	<i>5,397</i>
REAL ESTATE APPRAISER	164	191	133	130	176	112
TALENT AGENCY	125	84	81	65	36	40
Veterinary Establishment	48	43	53	10	5	7
Veterinarian	305	252	201	175	121	98
<i>TOTAL</i>	<i>353</i>	<i>295</i>	<i>254</i>	<i>185</i>	<i>126</i>	<i>105</i>
Drinking Water Management	6	2	18	4	2	7
Waste Water Management	16	14	11	9	9	9
<i>TOTAL</i>	<i>22</i>	<i>16</i>	<i>29</i>	<i>13</i>	<i>11</i>	<i>16</i>
<i>SUBTOTAL</i>		<i>15,929</i>				
Complaints Referred/Closed-No Jurisdiction		609				
Grand Total	16,401	16,538	17,450	11,129	9,980	12,568

* Category not broken out in previous years.

Unlicensed Activity Complaints

Professions	COMPLAINTS AGAINST UNLICENSED PRACTITIONERS		
	94/95	95/96	96/97
Accountancy	63	44	30
Architecture/Interior Design	100	57	66
Athlete Agent	3	0	1
Athletic Trainers	*	0	0
Auctioneer	11	16	13
Barbers	39	26	99
Building Code Administrators	2	2	13
Community Association Managers	*	*	57
Construction	790	639	646
Cosmetology	103	161	409
Direct Disposers	0	1	1
Electrical Contractors	125	117	118
Employee Leasing	4	5	17
Engineering	27	23	22
Funeral Director/Embalmer	12	7	17
Geologist	1	0	4
Harbor Pilots	1	1	1
Hearing Aid Specialists	3	1	1
Industrial Hygienist/Asbestos Consultant	0	0	3
Land Surveyors	7	5	7
Landscape Architect	12	4	6
Massage	22	33	68
Real Estate Commission	*	105	187
Real Estate Appraisers	*	0	10
Talent Agency	33	13	21
Veterinary Medicine	20	6	20
Waste Water Management	0	0	1
GRAND TOTAL	1,378	1,266	1,838

* Category not broken out in previous years.

DISCIPLINARY DATA

	ADMIN. COMPLAINT	REVOKED	SUSPENDED	PROBATION	FINES	REPRIMANDS	AMT. OF FINES
Division of AB&T	1552	481	15	—	—	71	\$523,198.41
Div. of Real Estate	779	109	45	87	93	120	\$263,779
Real Estate Appraisers	34	5	2	4	14	2	\$19,016
Division of CPAs	36	7	14	13	15	2	\$18,950
Div. of Hotels & Restaurants							
Food	857	—	121	—	777	—	\$415,927
Lodging	571	—	89	—	469	—	\$191,215
Elevators	609	—	—	—	395	—	\$83,600
Division of LS/C/MH							
Land Sales	643	9	5	—	16	—	\$72,796.42
Condominiums	3145	—	—	—	252	—	\$201,604
Mobile Homes	93	—	—	—	93	—	\$27,315
Yacht & Ship Brokers	71	3	—	—	34	—	41,250
Timeshare	77	—	—	—	—	—	\$125,411
Division of PMW	143	39	2	—	22	0	\$4,900
Division of Professions							
Architects	20	1	6	4	16	2	\$18,829
Auctioneers	6	4	1	1	5	—	\$14,643
Barbers	36	—	—	—	60	—	\$27,224.18
Bldg. Code Admin.	4	—	—	—	—	—	\$11,500
Contractors	411	89	4	51	142	4	\$536,800
Cosmetology	1831	—	—	—	223	—	\$157,450
Elec. Contractor	83	2	6	7	35	4	\$29,632.50
Employee Leasing	38	—	3	2	40	—	\$42,113
Engineers	27	—	—	20	27	—	\$65,570.87
Funeral	26	4	8	12	23	—	\$46,050
Geology	1	—	—	—	—	—	0
Harbor Pilots	4	1	4	2	—	—	0
Hearing Aid Specialists	—	—	—	—	—	—	\$1,000
Interior Design	47	—	9	1	21	—	\$47,805
Surveyors	8	3	9	3	3	2	\$10,250
Landscape Arch.	1	—	—	—	—	—	0
Massage	—	2	2	6	18	1	\$10,569
Talent Agency	11	4	—	—	1	—	0
Veterinarians	25	—	—	5	5	—	\$14,496
Wastewater Mgt.	5	1	—	—	3	—	

Notes

Notes

Notes



Department of Business and Professional Regulation
Northwood Centre • 1940 North Monroe Street • Tallahassee, Florida 32399-0750