



DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION

1997-1998

ANNUAL REPORT



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Mission Statement

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

Dear Floridian,

Protecting the life, safety and health of our state's residents and visitors is my top priority. Carrying out that critical mission involves a number of state agencies including the Department of Business and Professional Regulation.

BPR plays a key role in ensuring that people licensed in certain non-medical professions meet and maintain at least minimum standards established by law. As governor, I have the statutory responsibility to appoint citizens to the boards that direct Florida's professionals. Each board includes members who are prominent in the practice of that profession as well as at least one member who represents consumers.

Our state's vital tourism economy is fueled in large part by industries, such as hotels and restaurants, which are licensed and regulated by BPR. The agency also oversees those who manufacture and sell alcoholic beverages and tobacco products. Its agents lead the important fight against the sale of these products to underage people.

It's noteworthy that the regulation of these professions and major industries require no general revenue tax dollars because BPR is funded entirely by the licensee fees it collects.

I'm pleased that the department continually strives to improve its service to its licensees and, in turn, to the citizens of Florida.

With kind regards, I am

Sincerely,



LAWTON CHILES



Dear Friend,

In accordance with 455.2285, Florida Statutes, I am releasing the Department of Business and Professional Regulation's 1997-98 Annual Report. It includes:

- a non-medical, profession-by-profession summary of revenues, expenditures, and cash balances for the period July 1, 1997 through June 30, 1998;
- 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.

This report provides citizens and licensees with a snapshot of how BPR functions in all its diverse areas. The format is similar to previous years' versions, which allows easy comparisons from year to year. And in keeping with a change implemented last year, the number listed for people licensed in a profession reflects only those licensees who are active and practicing in the profession. In order to provide a more accurate picture of the profession's status in Florida, we no longer list licenses that are inactive, null and void or delinquent.

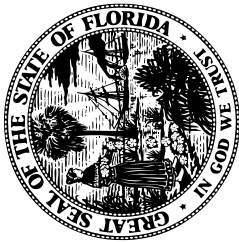
I hope you'll find the information contained in this annual report useful in understanding the licensing and regulation of Florida's major industries and professions.



Richard T. Farrell
Secretary

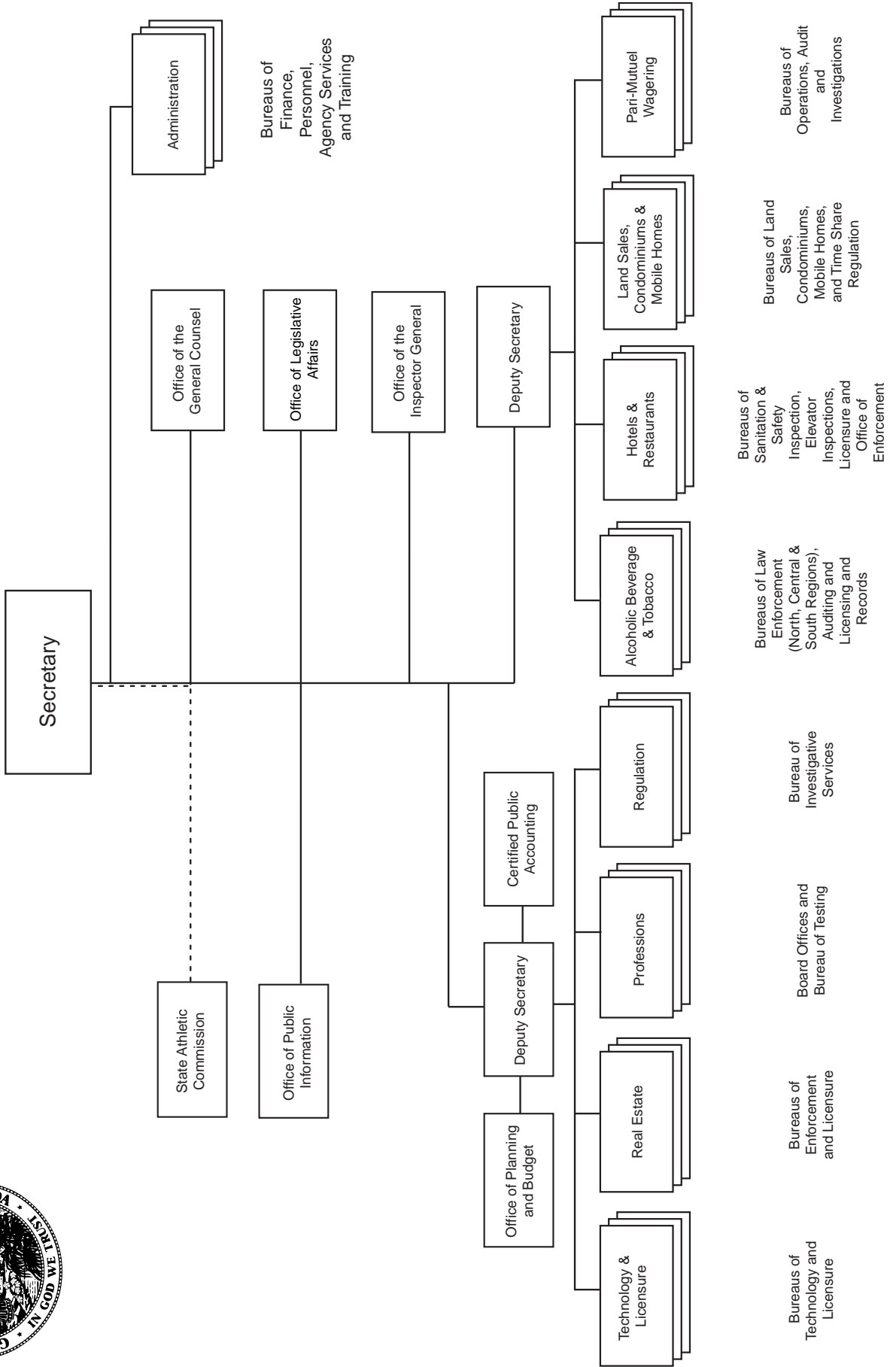


ORGANIZATIONAL CHART



Department of Business and Professional Regulation

July 8, 1998



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

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

Division of Administration	Tom Clemons, Director	(850) 921-4266	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 A. Boyd, Director	(850) 488-3227	FAX (850) 922-5175
Bureau of Auditing and Tax Collection	Melinda Miguel, Bureau Chief	(850) 487-4338	FAX (850) 922-2901
Bureau of Licensing and Records	Barry Schoenfeld, Bureau Chief	(850) 488-8288	FAX (850) 921-7800
Bureau of Law Enforcement, Northern Region	Bruce Ashley, 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
Division of Certified Public Accounting	Martha Willis, Director	(352) 955-2165	FAX (352) 955-2164
Division of Florida Land Sales, Condominiums and Mobile Homes	Philip R. Nowicki, Director	(850) 488-1631	FAX (850) 921-5446
Bureau of Condominiums	Julie Baker, Acting 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 Timeshare	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 Elevator Safety	Randall Cone, Bureau Chief	(850) 488-9097	FAX (850) 922-6208
Bureau of Licensure	Helen S. Reese, Bureau Chief	(850) 922-5335	FAX (850) 488-1514
Bureau of Sanitation and Safety Inspections	Lawrence Schwartz, Bureau Chief	(850) 488-9263	FAX (850) 488-2740
Office of Program Policy	Debra K. Williams, Biological Administrator	(850) 488-9263	FAX (850) 488-2740
Office of Program Oversight	Diann S. Worzalla, Mgt. Review Specialist	(850) 922-8850	FAX (850) 488-1514

Operational Development & Information Office	Thomas N. Coker, OMC Manager	(850) 922-8842	FAX (850) 488-2740
Hospitality Education Program	Dr. Angel Gonzalez, Administrator	(850) 644-2051	FAX (850) 644-8681
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) 922-7939
Bureau of Investigations	John J. Walsh, Bureau Chief	(305) 470-5670	FAX (305) 470-5683
Bureau of Operations	John W. Johnson, Bureau Chief Cardroom Program Administrator	(850) 488-3211	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) 922-2918
Athlete Agents	John Currie, Executive Director	(850) 488-7587	FAX (850) 922-2918
Auctioneers	John Currie, 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) 921-6347	FAX (850) 921-2321
Engineers	Florida Engineers Management Corp. Dennis Barton, Executive Director	(850) 521-0500	FAX (850) 521-0521
Funeral Directors and Embalmers	John Currie, Executive Director	(850) 488-8690	FAX (850) 922-2918
Geologists	Jim Rimes, Executive Director	(850) 487-7990	FAX (850) 922-2918
Interior Designers	Jim Rimes, Executive Director	(850) 488-6685	FAX (850) 922-2918
Land Surveyors/ Mappers	Ed Broyles, Executive Director	(850) 413-7480	FAX (850) 922-2918
Landscape Architects	Jim Rimes, Executive Director	(850) 488-6685	FAX (850) 922-2918
Pilot Commissioners	John Currie, Executive Director	(850) 488-0698	FAX (850) 922-2918
Pilotage Rate Review	John Currie, Executive Director	(850) 922-8075	FAX (850) 922-2918
Talent Agencies	John Currie, Executive Director	(850) 488-7587	FAX (850) 922-2918
Veterinarians	John Currie, Executive Director	(850) 487-1820	FAX (850) 922-2918
Bureau of Testing	Donna Harper, Bureau Chief	(850) 488-5952	FAX (850) 922-6552
Division of Real Estate	Henry M. Solares, Director	(407) 245-0800	FAX (407) 317-7245
Bureau of Licensing	Mary B. Stimmel, Bureau Chief	(407) 245-0800	FAX (407) 317-7245
Bureau of Enforcement	Jim Kimbler, Bureau Chief	(407) 245-0800	FAX (407) 317-7245
Office of Legal Services	Danny Villazon, Chief	(407) 245-0800	FAX (407) 317-7245
Appraisal Board	Charlotte Hattaway, Program Administrator	(407) 245-0800	FAX (407) 317-7245
Division of Regulation	William G. Reeves, Director	(850) 488-0062	FAX (850) 487-9622
Bureau of Investigative Services	Steve Horn, Bureau Chief	(850) 488-3477	FAX (850) 414-8280
Office of Legal Services	Wings Benton, Legal Counsel	(850) 488-0062	FAX (850) 487-9622
Division of Technology and Licensure	Pat Parmer, Director TDD (800) 955-8771	(850) 922-4435	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
State Athletic Commission (For Organizational Purposes Only)	Mike Scionti, Director	(813) 272-3157	FAX (813) 272-3687

DIVISION OF ADMINISTRATION

TOM CLEMONS, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET
TALLAHASSEE, FLORIDA 32399-1049
(850) 921-4266 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 accounting, 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; ensuring compliance with state and federal hiring guidelines; processing and counseling applicants for retirement; maintaining leave and attendance records; counseling employees and supervisors on matters regarding personnel issues and programs and administering 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 that attend.

The bureau coordinated and/or delivered 431 courses and trained 3,895 participants during FY 1997-98. The programs offered were in response to various special requests and an annual needs assessment.

DIVISION
OF ALCOHOLIC
BEVERAGES
AND
TOBACCO

RICHARD A. 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 five bureaus and 20 local offices statewide. The Bureau of Auditing and Tax Collection, the Bureau of Licensing & Records, the Bureau of Law Enforcement Northern Region, the Bureau of Law Enforcement Central Region, and the Bureau of Law Enforcement Southern Region.

cigarette or other tobacco product permits. It reviews applicant and premises qualifications for licensure, provides guidance to licensees and industry members in the area of licensing and maintains all records pertaining to these licenses throughout the state.

Bureau of Law Enforcement, Northern Region

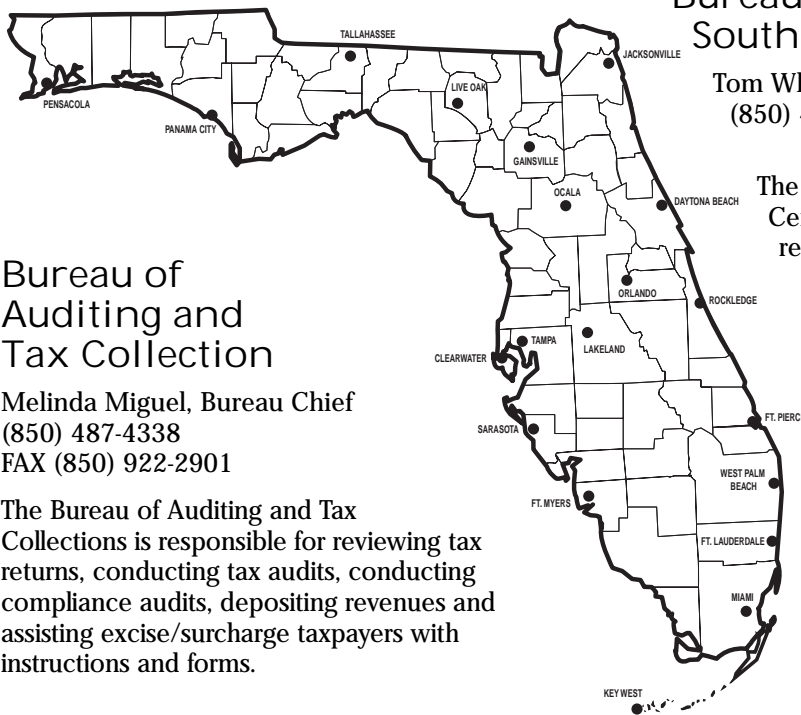
Bruce Ashley, Bureau Chief
(850) 488-3223 FAX (850) 414-1724

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



Bureau of Auditing and Tax Collection

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

The Bureau of Auditing and Tax Collections is responsible for reviewing tax returns, conducting tax audits, conducting compliance audits, depositing revenues and assisting excise/surcharge taxpayers with instructions and forms.

Bureau of Licensing and Records

Barry Schoenfeld, Bureau Chief
(850) 488-8288
FAX (850) 921-7800

The Bureau of Licensing and Records is responsible for the issuance of all alcoholic beverage licenses and

The Bureaus of Law Enforcement Northern, Central and Southern Regions are responsible for conducting investigations of:

- 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. A major portion of the division's enforcement

Division of Alcoholic Beverages & Tobacco

resources are dedicated to eliminating the sales of alcoholic beverages and tobacco products to underage persons. The division's sworn officers

augment law enforcement agencies during times of state declared emergencies.

ALCOHOL AND TOBACCO LICENSES FY 1997-98

County	Alcohol Licenses	Tobacco Licenses	County	Alcohol Licenses	Tobacco Licenses
Alachua	456	336	Lee	1137	825
Baker	45	44	Leon	474	372
Bay	558	432	Levy	115	92
Bradford	58	51	Liberty	18	18
Brevard	1185	881	Madison	47	46
Broward	3502	2660	Manatee	522	412
Calhoun	31	36	Marion	554	444
Charlotte	300	202	Martin	374	240
Citrus	286	207	Monroe	638	462
Clay	227	184	Nassau	164	133
Collier	692	430	Okaloosa	464	322
Columbia	153	140	Okeechobee	105	98
Dade	4739	4769	Orange	2034	1672
DeSoto	66	53	Osceola	488	392
Dixie	43	36	Palm Beach	2477	1894
Duval	1740	1471	Pasco	633	511
Escambia	732	582	Pinellas	2313	1844
Flagler	119	85	Polk	978	835
Franklin	63	50	Putnam	170	153
Gadsden	125	119	St. Johns	379	236
Gilchrist	24	23	St. Lucie	413	318
Glades	34	26	Santa Rosa	173	150
Gulf	50	39	Sarasota	823	531
Hamilton	47	48	Seminole	681	489
Hardee	39	38	Sumter	90	87
Hendry	102	95	Suwannee	76	64
Hernando	259	173	Taylor	70	65
Highlands	189	134	Union	14	22
Hillsborough	2088	1968	Volusia	1138	887
Holmes	50	54	Wakulla	67	53
Indian River	315	219	Walton	177	125
Jackson	129	122	Washington	45	48
Jefferson	47	44			
Lafayette	12	16			
Lake	454	342	TOTAL	36,840	29,949

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 representatives 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* 07/01/97 To 06/30/98

	Licensed Premises	Number Tested	Percent Tested	Number Purchased	Percent Purchased	Admin. Cases
Clearwater	2403	253	10.53	13	5.14	4
Daytona Beach	1325	181	13.66	54	29.83	7
Ft. Lauderdale	3699	992	26.82	62	6.25	13
Ft. Myers	2368	577	24.37	79	13.69	9
Ft. Pierce	1323	303	22.9	31	10.23	7
Gainesville	674	151	22.4	12	7.95	2
Jacksonville	2743	847	30.88	81	9.56	6
Key West	669	142	21.23	14	14.85	8
Lakeland	1276	303	23.75	45	14.85	8
Live Oak	476	102	21.43	19	18.63	3
Miami	5177	1251	24.16	62	4.96	11
Ocala	1098	151	13.75	39	25.83	7
Orlando	3806	270	7.09	66	24.44	25
Panama City	1176	244	20.75	38	15.57	6
Pensacola	1394	258	18.51	38	14.73	0
Rockledge	1240	294	23.71	89	30.27	8
Sarasota	1484	323	21.77	30	9.29	1
Tallahassee	768	256	33.33	57	22.27	9
Tampa	3108	214	6.89	16	7.48	6
West Palm Beach	2680	693	25.86	102	14.72	20
TOTALS	38,887	7,805	20.07	947	12.13	152

COMPLIANCE RATE: 87.87%

Division of Alcoholic Beverages & Tobacco

Underage Person Access To Tobacco Products Survey* 07/01/97 To 06/30/98

	Licensed Permits	Number Tested	Percent Tested	Number Purchased	Percent Purchased
Clearwater	2067	421	20.37	42	9.98
Daytona Beach	1073	362	33.74	44	12.15
Ft. Lauderdale	2935	1150	39.18	76	6.61
Ft. Myers	1712	571	33.35	78	13.66
Ft. Pierce	955	348	36.44	33	9.48
Gainesville	574	197	34.32	12	6.09
Jacksonville	2340	1228	52.48	100	8.14
Key West	498	194	38.96	29	14.95
Lakeland	1153	626	54.29	72	11.5
Live Oak	452	124	27.43	11	8.87
Miami	5255	1871	35.6	82	4.38
Ocala	946	223	23.57	14	6.28
Orlando	3178	973	30.62	70	7.19
Panama City	986	303	30.73	31	10.23
Pensacola	1080	554	51.3	11	1.99
Rockledge	977	252	25.79	16	6.35
Sarasota	1096	422	38.5	22	5.21
Tallahassee	667	129	19.34	32	24.81
Tampa	2929	1049	35.81	107	10.2
West Palm Beach	2122	920	43.36	105	11.41
TOTALS	32,995	11,917	36.12	987	8.28

COMPLIANCE RATE: 91.72%

*This report was generated on 07/22/98. Its accuracy is only as good as the data supplied by the 20 District Offices. The number of permits was fixed as of 6/20/97.

DIVISION OF CERTIFIED PUBLIC ACCOUNTING

MARTHA WILLIS, DIRECTOR

2610 NW 43RD STREET, SUITE 1A
GAINESVILLE, FLORIDA 32606
(352) 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 \$95*

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

PHILIP R. NOWICKI, 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 five 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 326, F.S.;

Office of the Director

Philip R. Nowicki, 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 projects registered with the Bureau of Land Sales 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 the division, prior to court litigation, arbitrate certain condominium disputes.

Bureau of Condominiums

Julie Baker, Acting 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 can 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 conducts investigations and responds to complaints from the public.

The Bureau of Land Sales includes a General Regulation Section which oversees yacht and ship brokers.

Yacht & Ship Brokers

The division, under Chapter 326, F.S., 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.

Division of Florida Land Sales, Condominiums and Mobile Homes

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, inspecting 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, Florida Statutes.

A reorganization of the division occurred in August of 1997. This reorganization created seven 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. The three sub-units of Operational Development, Program Oversight, and seven district offices complete the organizational structure. The director's office also provides administrative support to the Division of Hotels and Restaurants' Advisory Council.

In FY 97-98, the division had 328 full time employees and an operating budget of \$16,824,788.

Office Of The Director

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

The Office of the Director establishes policy for and oversees activities of the division and its seven main structural units and three sub-units. The director supervises the administration of the Hospitality Education Program; oversees the presentation of the division's annual legislative budget request and ensures that appropriated funds are properly disbursed; ensures that the division is operating within its means; organizes and submits the fiscal year goals and objectives of the division and ensures they are maintained; serves as legislative liaison for the division; is responsible for implementing changes to Chapters 399, 509, and 83- Part II, Florida Statutes, as well as promulgating rules and regulations pertaining to the division's programs; works closely with the department's legal staff regarding matters of enforcement and the filing of charges against licensees when compliance cannot be obtained; and conducts emergency closures on establishments posing an immediate health or safety threat to the public by suspending their license.

Operational Development and Information Office

Thomas N. Coker, Operations and Management
Consultant Manager
(850) 922-8842 FAX (850) 488-2740

The Operational Development and Information Office (ODI) directs and coordinates computer development within the division. ODI staff works with BPR's Bureau of Technology to maintain technological support for division employees and develop long and short-range goals for computer enhancements. They have been instrumental in developing automated systems to replace outdated manual processes. Future projects include development of coordinated department/division licensing, inspection and complaints tracking systems; incorporation of optical readers for recording inspection data; and integration of personal computers in all district offices with the department's wide area network.

ODI also maintains statistical information and generates reports for the division. ODI produces and coordinates distribution of most of the division's forms, brochures, newsletters and publications. Another responsibility of ODI is drafting and coordination of rule amendments for the division. In addition, ODI responds to public requests for public records, information and statistics.

Office of Program Policy

Debra K. Williams, Biological Administrator
(850) 488-9263 FAX (850) 488-2740

The Office of Program Policy ensures that inspection staff is properly trained through its staff of qualified trainers. This office provides new employee orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

Staff is responsible for keeping abreast of federal and state food and fire safety code changes which affect the division and making recommendations to management regarding rules and policies influenced by these changes. The technical coordinators also make interpretations of law and rule to resolve specific issues brought to their attention by field staff. This staff provides leadership in any public workshops or hearings to resolve outstanding sanitation and safety issues. In addition, the coordinators address technical questions from the public regarding laws, rules and procedures and field complaints prior to investigation by the district offices.

Division of Hotels and Restaurants

Office of Program Oversight

Diann S. Worzalla, Management Review Specialist
(850) 922-8850 FAX (850) 488-1514

The Office of Program Oversight monitors, assesses, and evaluates all programs administered by the division and reports on the quantity and quality of its activities to the director and management. This office evaluates a broad spectrum of activities by assessing quality from the perspective of structure, process and outcome. Data is evaluated from which conclusions can be drawn and findings presented in a manner that draws support for correcting or preventing indicated problems. A report is issued annually which addresses outcome assessments, total quality management, and continuous quality improvement.

Hospitality Education Program

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

The Hospitality Education Program (HEP) is designed to provide education and information to operators of hospitality businesses licensed by this 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 at the new University Center at Florida State University, the Hospitality Education Program office and resource center contains over 6,000 training materials and over 60 periodicals.

Since 1995, the Hospitality Education Program has trained 58,373 hospitality industry employees, has continued to offer additional workshops each year, and now offers workshops throughout the state in communities previously not served. The majority of the program's students come from the more populous areas of the state, including Miami, Ft. Lauderdale, Tampa, St. Petersburg, Orlando, and St. Petersburg.

In FY 97-98, HEP began offering workshops in foreign languages other than Spanish. During 1998, classes were offered in Creole and Mandarin Chinese. Further, HEP responded to more than 5,000 requests for educational materials and dispersed approximately 120,000 items to the division's hospitality licensees.

The Hospitality Education Program is staffed by an Administrator, four Management Review Specialists (trainers), and three Administrative Assistants.

Bureau Of Elevator Safety

Randall Cone, Bureau Chief
(850) 488-9097 FAX (850) 922-6208

The Bureau of Elevator Safety enforces Florida's elevator laws to ensure safety for persons using vertical transportation (elevators, escalators, dumb-waiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The program enforces the American Society of Mechanical Engineers' Safety Code for Elevators and Escalators; the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; National Handicapped Requirements; Chapter 399, Florida Statutes; and Chapter 61C-5, Florida Administrative Code (FAC).

Licensing of elevators, approval of elevator plans, issuance of construction and alteration permits, registration of elevator companies, and issuance of Certificates of Competency are accomplished by four administrative support personnel located in Tallahassee. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Bureau of Licensure. The office also monitors contracted agencies (Miami, Miami Beach, Miami-Dade County and Reedy Creek Improvement District) to ensure that inspections adhere to state standards.

The Bureau of Elevator Safety employs 26 full-time employees.

Bureau Of Licensure

Helen S. Reese, Bureau Chief
(850) 922-5335 FAX (850) 488-1514

The Bureau of Licensure is responsible for processing licenses for public lodging and food service establishments and elevator certificates; reconciling license fees received by the division; processing elevator service maintenance contract information; data entry of new licenses and changes of ownership; providing listings and labels for public requests; providing electronically generated management reports for the division; and managing electronic data services on the mainframe computers located at the Department of Management Services' Technology Resource Center.

The Bureau of Licensure employs 10 persons who process licenses and license renewals for 66,162 public lodging and food service establishments and 35,871 elevator accounts. In addition, this bureau provides licensing information, data management and data entry support to the division.

Division of Hotels and Restaurants

Bureau Of Sanitation And Safety Inspections

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

The Bureau of Sanitation and Safety inspects more than 35,000 food service establishments and more than 30,000 lodging establishments annually to ensure the health and safety of Florida's residents and visitors. There are in excess of 200 Sanitation and Safety Specialists (more commonly called inspectors) in seven districts throughout the state. District offices are located in Miami, Ft. Lauderdale, Ft. Myers, Orlando, Tampa, Jacksonville, and Panama City.

Bureau inspectors oversee 35,732 public food service establishments. Mandated by rule to inspect each restaurant three times a year, this translates into 103,300 routine inspections, or more than 8,750 inspections per month. In FY 1997-98, the bureau's staff completed 108,704 inspections for 105.2% compliance. In addition, these same inspectors conducted more than 61,285 inspections of 30,430 public lodging facilities. The bureau completed 67,738 inspections in fiscal year 1997-98, 110.5% compliance. Inspectors logged 5,800 inspections per month – far exceeding the 5,127 required by statute.

When combined, bureau inspectors were responsible for 66,162 accounts and completed 176,442 inspections – while they were only required to complete 164,584. The 97-98 combined total represents 107.2% compliance.

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

- n conduct opening inspections for new establishments and changes of ownership;
- n conduct call-back inspections on establishments having critical violations to correct within a specified time;
- n perform health inspections for alcoholic beverage license applicants;
- n investigate complaints;
- n assist the Department of Health with foodborne illness investigations;
- n 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.

Administrators and office staff in each of the seven district offices are responsible for coordinating daily activities and scheduling inspections. 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.

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 Division of Administrative Hearings, within the Department of Management Services.

In FY 97-98, the enforcement program underwent a dramatic change. This revamping resulted in the development and implementation of many new programs and a significant increase in both the numbers of cases processed and the amount of fines collected. The newly revised program includes:

- n an all-phone informal conference format ensuring telephone conferences to be conducted in a shorter period of time where they are less adversarial, allow better preservation of evidence, and result in a greater number of settlements;
- n a statewide computer system to track cases closely once they enter the enforcement system at the district level;
- n a delinquent license computer program to both automatically identify all establishments that did not renew their licenses within the specified time and to generate a charging document for operating without a license;
- n an enforcement training program to provide uniformity to each district's enforcement staff;
- n an enforcement guideline manual covering all aspects of the new enforcement program; and
- n a program to address incomplete, fraudulent, and ineligible applications.

The Office of Enforcement is staffed by an Administrator, a Special Programs Administrator, three Management Review Specialists (settlement officers), and two Administrative Assistants.

Division of Hotels and Restaurants

1997-98 COUNTY	LODGING		FOOD SERVICE	
	Accounts	Units	Accounts	Seats
Alachua	419	25,941	409	33,395
Baker	5	166	25	1,270
Bay	501	19,184	500	43,803
Bradford	29	774	33	2,145
Brevard	571	29,136	1,031	87,542
Broward	3,740	140,415	3,559	287,713
Calhoun	7	131	20	1,450
Charlotte	124	3,179	288	25,446
Citrus	75	1,992	230	17,106
Clay	54	5,547	205	16,763
Collier	278	16,061	705	66,189
Columbia	86	3,095	102	8,070
Dade	6,717	222,419	5,037	35,368
DeSoto	18	412	42	2,773
Dixie	12	190	23	1,407
Duval	806	79,136	1,747	133,015
Escambia	418	18,046	538	45,233
Flagler	41	1,094	106	8,273
Franklin	239	1,074	45	3,378
Gadsden	30	859	50	3,436
Gilchrist	3	89	12	786
Glades	15	232	16	1,097
Gulf	61	464	24	1,224
Hamilton	17	537	18	881
Hardee	21	413	33	1,401
Hendry	30	642	60	4,319
Hernando	39	1,514	222	17,008
Highlands	133	3,519	169	13,755
Hillsborough	989	99,007	2,036	171,962
Holmes	10	286	16	1,191
Indian River	148	4,407	272	22,462
Jackson	35	1,294	69	4,668
Jefferson	19	422	22	1,486
Lafayette	4	70	7	317

1997-98	LODGING		FOOD SERVICE	
COUNTY	Accounts	Units	Accounts	Seats
Lake	246	6,883	386	30,425
Lee	619	26,991	1,118	98,358
Leon	438	26,430	496	42,979
Levy	53	890	78	5,053
Liberty	1	13	5	364
Madison	15	525	25	1,703
Manatee	373	15,930	560	43,897
Marion	209	8,723	458	33,815
Martin	112	3,852	353	27,978
Monroe	645	13,990	546	44,654
Nassau	70	3,236	132	10,962
Okaloosa	258	12,815	428	39,348
Okeechobee	25	584	68	4,788
Orange	1,340	152,224	2,653	336,529
Osceola	2,993	41,070	549	133,359
Palm Beach	1,379	66,307	2,599	240,945
Pasco	197	9,759	543	45,021
Pinellas	2,140	86,865	2,300	202,271
Polk	1,101	23,347	832	65,864
Putnam	53	1,503	113	7,556
St. Johns	182	9,597	353	25,098
St. Lucie	137	4,993	354	26,089
Santa Rosa	124	2,417	152	9,948
Sarasota	535	18,736	795	70,587
Seminole	189	30,045	673	57,795
Sumter	32	985	93	3,715
Suwannee	25	593	40	2,621
Taylor	43	817	34	2,667
Union	2	80	3	384
Volusia	873	37,623	1,127	99,222
Wakulla	8	164	31	2,688
Walton	307	5,289	135	10,456
Washington	12	295	29	1,708
TOTAL	30,430	1,295,318	35,732	3,094,181

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

DIVISION OF PARI-MUTUEL WAGERING

DEBORAH R. MILLER, DIRECTOR

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1940 NORTH MONROE STREET
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(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 Program

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

The cardroom section 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) 922-7939

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 provide 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 as well as purse requirements. The accounting staff ensures that state taxes are collected in a timely and accurate manner. It reviews the annual financial statements of each track and fronton, and compiles the division's annual report. The accounting section also provides pari-mutuel wagering revenue estimates to the General Revenue Estimating Conference on a regular basis.

Field Operations

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 permitholder compliance with statutes and rules, purse audits, and other pertinent financial investigations.

Accounting

The accounting staff ensures that state taxes are collected in a timely and accurate manner. They also review permitholder 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 J. Walsh, Bureau Chief
(305) 470-5670 FAX (305) 470-5683

The Bureau of Investigations examines possible rule or statutory violations, which may occur in the pari-mutuel industry. These violations range in complexity from the investigation of falsified license applications to unlicensed activity.

Cases investigated by the bureau may result in administrative charges and hearings before the division director or a designated hearing officer. All division rulings during FY 97-98 were honored within the United States, Canada, Mexico and Puerto Rico, pursuant to the reciprocity agreements with the Association of Racing Commissioners International, Inc., (ARCI), and the North American Pari-Mutuel Regulators Association (NAPRA).

The bureau also conducts substantial background investigations of potential permitholders, 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.

Division of Pari-Mutuel Wagering

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 at every pari-mutuel facility. For the 32 active pari-mutuel permits statewide, about 20 state offices are open at any one 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 1997-98, the bureau issued 22,776 pari-mutuel occupational licenses to businesses and individuals and 628 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 1997-98, the stewards and judges issued 229 rulings and levied sanctions ranging from "no penalty" to fines and license suspensions.

Bureau of Operations' staff collect urine, blood and tissue samples from racing animals, which are forwarded to the University of Florida Racing Laboratory where they are analyzed for prohibited substances. Veterinarians and veterinary assistants collected 97,958 samples during Fiscal Year 1997-98, which included: 74,271 greyhound urine samples, 10,756 horse urine samples, and 12,931 horse blood samples.

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*
1997/98				
Paid Attendance	1,685,061	4,356,081	1,638,680	7,679,822
Total Handle	\$776,410,386	\$682,101,586	\$150,670,272	\$1,609,182,244
Tax Revenue	\$16,879,119	\$49,009,638	\$6,287,289	\$71,475,432*

*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 23 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	\$445*
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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.

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 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	\$105*
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.

*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 that may apply.

Division of Professions

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 XII, 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.

Regulatory Council of Community Association Managers

License fee \$105*

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, Florida Statutes.

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; coordinating maintenance for the residential development; and other day-to-day services involved with the operation of a community association.

*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 that may apply.

Division of Professions

Board of Cosmetology

Cosmetologist License fee	\$30*
Hair Braider & Hair Wrapper Registration fee	\$30*
Salon License fee	\$55*
Specialty Registration fee	\$35*

The Board of Cosmetology licenses and regulates cosmetologists, nail specialists, facialists, hair braiders, hair wrappers, 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.

Effective July 1, 1998, the Florida Engineers Management Corporation, a private nonprofit corporation established by Section 471.038, Florida Statutes, assumed the administrative, investigative, and prosecutorial services for the Engineering profession.

Board of Funeral Directors and Embalmers

Funeral Director License fee	\$255*
Funeral Director & Embalmer License	\$255*
Direct Disposer	\$255*
Embalmer	\$165*
Removal Services	\$255*
Refrigeration	\$255*
Funeral Home Establishment	\$255*
Disposal Establishment	\$305*
Cinerator Facility	\$255*

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.

*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 that may apply.

Division of Professions

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 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 and businesses providing surveying and mapping services in Florida pursuant to Chapters 472 and 177, Florida Statutes, and Rule Chapter 61G-17, Florida Administrative Code.

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.

Bureau of Testing

The Bureau of Testing is responsible for developing, administering, scoring and reporting results of valid, fair and reliable exams used to screen applicants for licensure to ensure they meet the minimum requirements. (Effective May 18, 1998, the Bureau of Testing was transferred to the Division of Professions.)

Examination Administration Unit

The Examination Administration Unit is responsible for providing services for the 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 1997-98, the bureau administered examinations to approximately 28,998 candidates. Additionally, administration services were provided to 221 candidates with special accommodations.

*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 that may apply.

Division of Professions

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.

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. During FY 1997-98, these activities included 28 national examinations, approximately 500 examiner/consultants, and 230 examination sites with a budget of \$6,508,998. This unit also develops annual legislative budget requests and prepares all financial reports for the bureau.

Candidate Services Unit

The Candidate Services Unit is responsible for scheduling candidates for license examinations. It also prepares and mails all pre and post-examination information to candidates; produces, processes and mails grade reports; conducts post-examination reviews for failed candidates; and verifies and distributes examination statistical reports to boards. In fiscal year 1997-98, this unit scheduled and provided grades to approximately 38,000 candidates and provided post examination reviews for approximately 400 candidates.

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. (The duties of this unit were distributed among the other units in the Bureau of Testing in May 1998.)

DIVISION OF REAL ESTATE

HENRY M. SOLARES, DIRECTOR

HURSTON NORTH TOWER
400 WEST ROBINSON STREET, SUITE N308
ORLANDO, FLORIDA 32801-1772
(407) 245-0800 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 goes 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	\$180*
Licensed Residential	\$230**
Certified Residential	\$230**
Certified General	\$230**

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. It is 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 and 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. These investigations are compiled into investigative reports that are then forwarded to the Legal Section.

*Fees totals are for a two-year license. Total includes the \$5.00 charge to fund action against unlicensed activity. Fee totals do not include any application, examination or other fees that may apply.

**Fee totals are for a two-year license. Total includes the \$5.00 charge to fund action against unlicensed activity. In addition, a Federal Registry fee of \$50.00 is also included. Fee amount does not include any application, examination or other fees that may apply.

DIVISION OF REGULATION

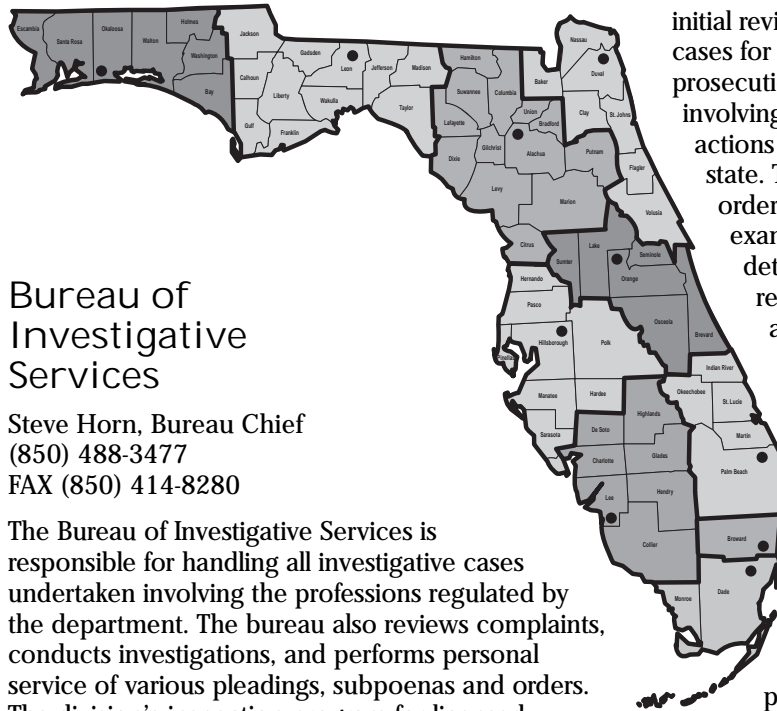
WILLIAM G. REEVES, DIRECTOR

NORTHWOOD CENTRE
1940 NORTH MONROE STREET TALLAHASSEE, FLORIDA 32399-2212
(850) 488-0062 FAX (850) 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 nearly 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

Steve Horn, Bureau Chief
(850) 488-3477
FAX (850) 414-8280

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

Office of Legal Services

Wings Benton, Legal Counsel
(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.

Pursuant to Chapter 455.2285(8), the department is pursuing several efforts to close any investigation or disciplinary proceeding that has been ongoing for more than a year. The approaches being used are: (1) developing an alternative dispute resolution and a quality assurance program; (2) when a dispute is apparent, speeding referrals to the Division of Administrative Hearings; (3) improving procedures for reviewing year old cases to insure they are progressing; and (4) earlier focus on cases that could become a year old.

REGION 1 – FT. WALTON BEACH
103 Lewis Street
Ft. Walton Beach, FL 32547-3142
(850) 833-9160 (850) 833-9164 FAX

REGION 2 – TALLAHASSEE
1940 North Monroe Street
Tallahassee, FL 32399-2218
(850) 488-0736 (850) 922-2517 FAX

REGION 3 – JACKSONVILLE
7960 Arlington Expressway, Suite 230
Jacksonville, FL 32211-7438
(904) 727-5590 (904) 727-5596 FAX

REGION 4 – GAINESVILLE
106 NW 33rd Court
Gainesville, FL 32607-2558
(352) 955-2155 (352) 334-1656 FAX

REGION 5 – ORLANDO
400 West Robinson Street, N501
Orlando, FL 32801-1732
(407) 245-0750 (407) 317-7315 FAX

REGION 6 – TAMPA
3725 W. Grace Street, Suite 500
Tampa, FL 33607-4405
(813) 554-2229 (813) 554-2302 FAX

REGION 7 – FT. MYERS
2295 Victoria Ave., Suite 263
Ft. Myers, FL 33901-3877
(941) 338-2373 (941) 338-2379 FAX

REGION 8 – PALM BEACH GARDENS
3932 RCA Blvd., Suite 3210
Palm Beach Gardens, FL 33410-4228
(561) 624-6910 (561) 624-6921 FAX

REGION 9 – MARGATE
5080 Coconut Creek Parkway
Margate, FL 33063
(954) 917-1330 (954) 917-1343 FAX

REGION 10 – MIAMI
Rhode Bldg., Phase II
401 NW 2nd Ave., N607
Miami, FL 33128-1765
(305) 377-7115 (305) 376-1958 FAX

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.

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 W. 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 providing mainframe processing of all technology applications via a wide-area network for 1,680 employees throughout the State of Florida. The division also provides complete inter-connectivity through local-area networks and supports the more than 2,000 devices, work stations, printers, laptops and telecommunications used by the department. Annually, over 600,000 licenses for 23 professions regulated by the department are revenue receipted, processed and issued from the Bureau of Licensure/Revenue. The division is comprised of 88 employees in the Office of Division Director, the Bureau of Technology, and the Bureau of Licensure/Revenue.

Bureau of Technology

Donna Dixon, Bureau Chief
Phone: (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 divided into five units.

Customer Service Center

The Technology Support Center provides technical assistance to BPR employees functions as a help desk and resource center for the department.

The Client Information Distribution Services unit also offers public access to BPR 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, CD-ROM, or on digital audio tapes.

Fees charged for this information are designed to cover the cost 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 102 telephone systems and 2,639 telephone lines serving 3,274 telecommunications instruments. They provide training on new telephones and voice mail and install, troubleshoot and contact the appropriate agencies for repair services.

Application Development

The Application Development staff develops and maintains 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/Revenue

Henry Dover, Bureau Chief
(850) 487-9520 FAX (850) 488-1830

The Bureau of Licensure/Revenue administers the licensing policy established by the Florida Legislature and the department. The bureau collects and deposits revenue from the licensing process and

creates receipt records on the department's computer master file. This bureau also produces and maintains licenses and distributes renewal notices on a biennial basis. Other functions and duties include processing of refunds; computerized license verification systems; telephone and walk-in assistance service; and returned licenses.

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/>

COMPLAINTS AGAINST PROFESSIONALS

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 that 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 that is reviewed by department attorneys. They can submit it to that profession's Probable Cause Panel that is comprised of current and former board members for that profession. After studying the evidence, the panel decides whether to dismiss the case, issue a citation or "letter of guidance" for minor matters, or formally find probable cause, which results in a formal Administrative Complaint being filed against the licensee.

Administrative Action

Once the Administrative Complaint is filed, the licensee has 21 days to respond. 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.

Complaint Process

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 Court of Appeals.

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 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 1997-98

AMOUNTS AND PERCENTAGES BY DIVISION

Administration	\$10,816,064	5.87%
Alcoholic Beverages and Tobacco*	54,692,366	29.66%
Hotels and Restaurants	18,524,229	10.05%
Land Sales, Condominiums, and Mobile Homes	8,672,941	4.70%
Pari-Mutuel Wagering**	43,300,764	23.48%
Professions, Real Estate, Accounting, MQA***	24,532,366	13.30%
Regulation	8,828,818	4.79%
State Athletic Commission	745,319	0.40%
Testing, Licensure and Technology	<u>14,292,992</u>	<u>7.75%</u>
Totals	\$184,405,859	100.00%

Excludes all Intra-departmental transfers between funds and investments.

Includes service charge to General Revenue.

*Excludes Cigarette Tax Collection Trust Fund (\$446,162,584)

**Includes \$29 million transfer to Counties.

***Includes \$3.6 million transfer to Department of Health.

BALANCE IN BPR TRUST FUNDS*

Administrative Trust Fund	\$ 2,851,285
AB&T Trust Fund	10,758,899
Land Sales, Condominiums & Mobile Homes Trust Fund	7,693,976
Hotel and Restaurants Trust Fund	6,107,816
Pari-Mutuel Wagering Trust Fund	4,176,781
Cigarette Tax Collection Trust Fund	4,747,413
Professional Regulation Trust Fund	
Professions, Real Estate, Accounting	37,286,580
State Athletic Commission	<u>612,554</u>
Totals	\$74,235,304

*Balances are prior to fiscal year end accruals.

Analysis of Expenditures and Revenues

REVENUES 1997-98

Administration*	\$1,001,951	0.08%
Alcoholic Beverages and Tobacco	1,068,063,557	87.82%
Hotels and Restaurants	19,619,923	1.61%
Land Sales, Condominiums and Mobile Homes	10,679,974	0.88%
Pari-Mutuel Wagering	69,279,980	5.70%
Professions, Real Estate, Accounting, Medical Quality Assurance and State Athletic Commission**	47,148,953	3.88%
Testing, Licensure and Technology	<u>347,990</u>	<u>0.03%</u>
Totals	\$1,216,142,328	100.00%

*Includes \$760,793 received from Department of Health

**Includes \$3.9 million received from Department of Health and AHCA

AMOUNTS AND PERCENTAGES BY TYPE

Taxes	\$1,094,656,669	89.99%
Licenses	72,313,888	5.94%
Fees	35,887,373	2.99%
Interest	3,555,574	0.29%
Fines	3,984,405	0.32%
Refunds	439,739	0.04%
Transfers in from other Agencies	<u>5,304,680</u>	<u>0.43%</u>
Totals	\$1,216,142,328	100.00%

BPR STATISTICAL INFORMATION

Licensees

	95/96*	96/97**	97/98**
	Total Licensees	Active	Licenses
DIVISION OF ALCOHOLIC BEVERAGES & TOBACCO			
Alcoholic Beverage Retailers	39,931	38,887	36,840
Tobacco Retailers	32,241	32,995	29,949
<i>AB&T TOTAL</i>	72,172	71,882	66,789
DIVISION OF CERTIFIED PUBLIC ACCOUNTING			
Accountants	29,640	22,959	23,483
Accountancy Firms	2,421	2,433	2,389
<i>ACCOUNTANCY TOTAL</i>	32,061	25,392	25,872
DIVISION OF FLORIDA LAND SALES, CONDOMINIUMS AND MOBILE HOMES			
Timeshare Solicitors	770	1,502	1,668
Health Care Service Pools	110	112	***
Land Sales Registrants	150	132	157
Yacht Brokers	561	674	670
Yacht Salespersons	793	938	974
<i>FLS/MH TOTAL</i>	2,384	3,358	3,469
DIVISION OF HOTELS AND RESTAURANTS			
Public Food Service Establishments	35,261	35,299	35,732
Public Lodging Establishments	30,401	30,445	30,600
Elevators	34,116	34,539	38,292
<i>H&R TOTAL</i>	99,778	100,283	104,624
DIVISION OF PARI-MUTUEL WAGERING			
Occupational	25,575	25,559	22,776
Wagering Permit Holders (Active)	41	33	32
<i>PARI-MUTUEL TOTAL</i>	25,616	25,592	22,808****
DIVISION OF PROFESSIONS			
<i>ALARM CONTRACTORS TOTAL</i>	3,198	2,689	1,368
Architects	12,301	7,331	7,844
Architect Corporations	2,861	1,501	1,685
<i>ARCHITECT TOTAL</i>	15,162	8,832	9,529
<i>ASBESTOS CONSULTANTS TOTAL</i>	725	487	507
<i>ATHLETE AGENTS TOTAL</i>	302	86	760
Auctioneers	2,015	1,390	1,337
Auctioneer Apprentice	126	26	23
Auctioneer Business	1,455	851	745
<i>AUCTIONEER TOTAL</i>	3,596	2,267	2,105
Barbers	23,015	9,450	9,923
Barber Shops	4,883	2,451	2,519
Barbers (Other)	824	185	224
<i>BARBERS TOTAL</i>	28,722	12,086	12,666

Licensees

Professions	95/96*	96/97**	97/98**
	Total Licensees	Active	Licenses
Building Code Administrators	884	850	855
Building Code Inspectors	2,622	2,767	3,925
Building Code (Other)	2,926	1,489	2,002
<i>BUILDING CODE TOTAL</i>	6,432	5,106	6,782
<i>COMMUNITY ASSOCIATION MANAGERS TOTAL</i>	9,731	7,585	8,575
<i>CONTRACTORS TOTAL</i>	120,171	54,561	48,282
Cosmetologist	169,109	88,774	86,818
Cosmetologist (Other)	58,483	40,601	41,100
Cosmetology Salons	26,160	14,588	15,571
<i>COSMETOLOGY TOTAL</i>	253,752	143,963	143,489
<i>ELECTRICAL CONTRACTORS TOTAL</i>	15,181	7,173	7,018
Employee Leasing Companies	97	102	104
Employee Leasing Companies (Other)	356	326	111
<i>EMPLOYEE LEASING COMPANY TOTAL</i>	453	428	215
Engineering Business	4,923	2,777	3,006
Professional Engineers	33,027	24,216	25,849
<i>ENGINEER TOTAL</i>	37,950	26,993	28,855
Funeral Directors	118	84	92
Funeral Homes	820	819	835
Funeral Home Directors/Embalmers	3,096	2,337	2,313
Funeral (Other)	936	491	657
<i>FUNERAL TOTAL</i>	4,970	3,731	3,897
Geologists	1,904	1,671	1,743
Geologist Business	263	213	235
<i>GEOLOGIST TOTAL</i>	2,167	1,884	1,978
Deputy Pilot	25	22	15
State Pilot	87	88	89
<i>HARBOR PILOT TOTAL</i>	112	110	104
Interior Designers	3,643	2,211	2,586
Interior Design Business	863	644	754
<i>INTERIOR DESIGN TOTAL</i>	4,506	2,855	3,340
Land Surveyors and Mappers	3,511	2,472	2,606
Land Surveyors/Mappers Business	1,389	797	882
<i>LAND SURVEYOR/MAPPER TOTAL</i>	4,900	3,269	3,488
Landscape Architects	1,387	939	905
Landscape Business	233	167	163
<i>LANDSCAPE ARCHITECT TOTAL</i>	1,620	1,106	1,068

Licensees

Professions	95/96*	96/97**	97/98**
	Total Licensees	Active	Licenses
<i>TALENT AGENCIES TOTAL</i>	445	275	458
Veterinarians	6,624	4,343	4,346
Veterinarian Establishments	1,455	1,447	1,503
<i>VETERINARY TOTAL</i>	8,079	5,790	5,849
<i>DIVISION OF PROFESSIONS TOTAL</i>	522,174	291,276	290,340
<hr/>			
DIVISION OF REAL ESTATE			
Real Estate Appraisers	8,217	5,797	6,650
Real Estate Branch Office	3,311	2,584	2,755
Real Estate Broker	78,054	56,660	56,023
Real Estate Salesman	256,322	137,386	141,022
Real Estate (Other)	20,222	13,511	13,443
<i>REAL ESTATE TOTAL</i>	366,126	172,852	219,893
<hr/>			
TOTAL LICENSEES**	1,120,311	689,529	733,795

*95/96 numbers include active, inactive, suspended, etc., Licenses.

**96/97 and 97/98 Totals are of active licenses.

*** Moved to Department of Health 7/1/97**** Does not include cardrooms.

Trust Fund Balances

UNENCUMBERED CASH BALANCES (As of June 30, 1998)

	Cash Balance	Unlicensed Activity
ACCOUNTANCY	\$1,862,416	79,635
ARCHITECTURE	1,059,031	99,957
ASBESTOS UNIT	319,281	6,219
ATHLETE AGENTS	69,911	2,038
AUCTIONEERS	883,590	35,634
AUCTIONEER RECOVERY FUND	568,858	0
BARBERS	(88,040)	176,969
BUILDING CODE INSPECTORS AND ADMINISTRATORS	1,699,649	106
COMMUNITY ASSOCIATION MANAGERS	(165,555)	11,924
CONSTRUCTION	426,582	357,291
CONSTRUCTION RECOVERY FUND	2,775,442	0
COSMETOLOGY	(1,921,177)	1,089,218
ELECTRICAL	1,353,070	87,973
EMPLOYEE LEASING	905,239	4,611
ENGINEERS	4,559,173	255,513
FUNERAL	(224,743)	35,486
FOUNDATION RESEARCH ADVISORY	3,609,949	0
GEOLOGIST	244,454	24,890
INTERIOR DESIGNERS	861,932	31,945
LANDSCAPE ARCHITECTURE	405,387	20,348
PILOTS	57,159	1,087
REAL ESTATE APPRAISAL	2,506,073	79,494
REAL ESTATE COMMISSION	5,347,206	1,696,402
REAL ESTATE RECOVERY FUND	1,060,916	0
SURVEYORS AND MAPPERS	231,121	40,791
TALENT AGENCIES	(240,571)	4,289
VETERINARY MEDICINE	1,593,861	73,551
TOTAL BOARD CASH	29,760,214	4,215,371

Complaints Against Professionals

Professions	Complaints Received			Legally Sufficient Complaints		
	95/96	96/97	97/98	95/96	96/97	97/98
Accountant	221	205	218	140	168	218
Accountant Corporation	38	44	81	26	31	80
<i>TOTAL</i>	<i>259</i>	<i>249</i>	<i>299</i>	<i>166</i>	<i>199</i>	<i>298</i>
Architect Corporations	11	12	67	5	11	64
Architects	115	85	138	78	65	122
<i>TOTAL</i>	<i>126</i>	<i>97</i>	<i>205</i>	<i>83</i>	<i>76</i>	<i>186</i>
<i>ATHELETE AGENT</i>	<i>1</i>	<i>2</i>	<i>2</i>	<i>1</i>	<i>2</i>	<i>2</i>
Auctioneer	49	55	75	31	36	44
Auctioneer Apprentice	0	1	0	0	1	0
Auctioneer Business	46	26	45	29	11	36
<i>TOTAL</i>	<i>95</i>	<i>82</i>	<i>120</i>	<i>60</i>	<i>48</i>	<i>80</i>
Barber	150	151	73	142	146	70
Barber College	2	0				
Barber Shop	69	80	96	57	76	94
<i>TOTAL</i>	<i>221</i>	<i>231</i>	<i>169</i>	<i>199</i>	<i>222</i>	<i>164</i>
Building Code Administrator	11	18	48	4	15	34
Building Examiner	0	11	34	0	3	6
Building Inspector	16	34	69	5	27	41
<i>TOTAL</i>	<i>27</i>	<i>63</i>	<i>151</i>	<i>9</i>	<i>45</i>	<i>83</i>
<i>COMMUNITY ASSOCIATION MANAGER</i>	<i>*</i>	<i>228</i>	<i>141</i>	<i>*</i>	<i>143</i>	<i>87</i>
Interior Designer	133	57	63	117	51	55
Interior Designer Business	15	9	56	8	6	51
<i>TOTAL</i>	<i>148</i>	<i>66</i>	<i>119</i>	<i>125</i>	<i>57</i>	<i>106</i>
<i>CONSTRUCTION</i>						
Air Conditioning Contractor	331	322	659	136	203	245
Asbestos Contractor	0	7	0	0	7	0
Building Contractor	510	376	813	185	184	249
Certified Solar Contractor	1	0	22	0	0	3
Certified Traditional Thatch	5	1	0	1	0	0
General Contractor	1,505	1,408	3,828	632	835	1,077
Gypsum Wall Contractor	3	0	1	0	0	1
Mechanical Contractor	45	34	68	18	19	28
Plumbing Contractor	182	132	310	89	78	107

Complaints Against Professionals

Professions	Complaints Received			Legally Sufficient Complaints		
	95/96	96/97	97/98	95/96	96/97	97/98
Pollutant Storage Sys. Contractor	6	4	40	5	3	6
Pool Contractor	387	338	918	161	162	257
Precision Tank Test Contractor	0	1	0	0	0	0
Qualified Business Organization	0	7	9	0	2	4
Residential Contractor	418	375	730	183	176	270
Roofing Contractor	1,044	736	1,194	496	419	454
Sheet Metal Contractor	3	3	6	2	1	3
Solar Energy Contractor	9	6	8	5	4	16
Specialty Contractor	48	45	38	6	9	6
Specialty Structure Contractor	12	12	31	3	9	14
Underground Utilities Contractor	22	20	18	19	11	7
<i>TOTAL</i>	<i>4,531</i>	<i>3,827</i>	<i>8,693</i>	<i>1,941</i>	<i>2,122</i>	<i>2,747</i>
Cosmetology Salon	387	485	744	298	431	701
Cosmetologist	386	683	392	333	660	364
Cosmetology School	0	0	0	0	0	0
Facial Specialist	5	16	6	3	16	4
Full Specialist	13	22	10	11	22	8
Hair Braiders	*	*	3	*	*	2
Manicurist & Pedicurist	*	*	2	*	*	2
Nail Specialist	116	1,929	132	105	1,921	126
<i>TOTAL</i>	<i>907</i>	<i>3,135</i>	<i>1,289</i>	<i>750</i>	<i>3,050</i>	<i>1,207</i>
Direct Disposer	5	4	29	1	2	25
Direct Disposer Establishment	17	9	48	8	8	38
<i>TOTAL</i>	<i>22</i>	<i>13</i>	<i>77</i>	<i>9</i>	<i>10</i>	<i>63</i>
Alarm System Contractor	153	104	922	113	76	113
Electrical Contractor	384	188	569	307	127	327
Electrical Specialty Contractor	25	15	60	18	8	19
<i>TOTAL</i>	<i>562</i>	<i>307</i>	<i>1,551</i>	<i>438</i>	<i>211</i>	<i>459</i>
Employee Leasing Company	44	50	72	39	46	65
Employee Leasing Co. Grp.	13	14	13	9	6	11
Employee Leasing Co. Grp. Mem.	14	29	26	13	19	24
Employee Leasing Controlling Person	84	112	137	75	93	134
<i>TOTAL</i>	<i>155</i>	<i>205</i>	<i>248</i>	<i>136</i>	<i>164</i>	<i>234</i>
Engineering Business	9	15	11	2	8	8
Professional Engineer	99	72	103	71	55	78
<i>TOTAL</i>	<i>108</i>	<i>87</i>	<i>114</i>	<i>73</i>	<i>63</i>	<i>86</i>
Crematory Registrant	6	8	5	2	8	3
Embalmer	0	3	9	0	2	8
Funeral Director	3	5	12	3	5	10
Funeral Director and Embalmer	81	55	91	49	46	65
Funeral Home	85	149	109	31	102	53

Complaints Against Professionals

Professions	Complaints Received			Legally Sufficient Complaints		
	95/96	96/97	97/98	95/96	96/97	97/98
Funeral Intern	*	*	0	*	*	0
Removal Services	2	5	0	2	5	0
<i>TOTAL</i>	<i>177</i>	<i>225</i>	<i>226</i>	<i>87</i>	<i>168</i>	<i>139</i>
Geologist	3	6	9	1	5	7
Geologist Business	*	*	2	*	*	2
<i>TOTAL</i>	<i>3</i>	<i>6</i>	<i>11</i>	<i>1</i>	<i>5</i>	<i>9</i>
<i>HARBOR PILOTS</i>	<i>5</i>	<i>1</i>	<i>1</i>	<i>5</i>	<i>1</i>	<i>1</i>
<i>INDUSTRIAL HYGIENIST/ ASBESTOS CONSULTANT</i>	<i>5</i>	<i>7</i>	<i>0</i>	<i>4</i>	<i>7</i>	<i>0</i>
Land Surveyor/Mapper	50	35	57	32	23	45
Land Surveyor/Mapping Business	7	8	25	3	2	15
<i>TOTAL</i>	<i>57</i>	<i>43</i>	<i>82</i>	<i>35</i>	<i>25</i>	<i>60</i>
Landscape Architect	16	13	13	11	9	11
Landscape Architect Business	8	5	15	3	5	14
<i>TOTAL</i>	<i>24</i>	<i>18</i>	<i>28</i>	<i>14</i>	<i>14</i>	<i>25</i>
Branch Office	10	14	9	2	1	
Continuing Education Schools	6	14	18	5	11	16
Partnership	8	0	18	3	3	9
Real Estate Broker	5,520	5,403	6,358	4,260	4,226	5,117
Real Estate Corporation	909	975	776	418	433	198
Real Estate Salesman	1,123	1,267	1,555	629	723	976
<i>TOTAL</i>	<i>7,576</i>	<i>7,673</i>	<i>8,734</i>	<i>5,317</i>	<i>5,397</i>	<i>6,316</i>
<i>REAL ESTATE APPRAISER</i>	<i>191</i>	<i>133</i>	<i>210</i>	<i>176</i>	<i>112</i>	<i>176</i>
<i>TALENT AGENCY</i>	<i>84</i>	<i>81</i>	<i>69</i>	<i>36</i>	<i>40</i>	<i>36</i>
Limited Veterinary Practice	*	*	5	*	*	3
Veterinarian	252	201	224	121	98	141
Veterinary Establishment	43	53	28	5	7	9
<i>TOTAL</i>	<i>295</i>	<i>254</i>	<i>257</i>	<i>126</i>	<i>105</i>	<i>153</i>
<i>GRAND TOTAL</i>	<i>16,538</i>	<i>17,450</i>	<i>22,796</i>	<i>9,980</i>	<i>12,568</i>	<i>12,717</i>

*Category not broken out in previous years.

Unlicensed Activity Complaints

Professions	<i>COMPLAINTS AGAINST UNLICENSED PRACTITIONERS</i>		
	95/96	96/97	97/98
Accountancy	44	30	92
Architecture/Interior Design	57	66	120
Asbestos	0	0	2
Athlete Agents	0	1	2
Auctioneers	16	13	10
Barbers	26	99	56
Building Code Administrators	2	13	13
Community Association Managers	*	57	28
Construction	639	646	715
Cosmetology	161	409	323
Direct Disposers	1	1	5
Electrical Contractors	117	118	101
Employee Leasing	5	17	29
Engineering	23	22	28
Funeral Director/Embalmer	7	17	20
Geologist	0	4	6
Harbor Pilots	1	1	0
Industrial Hygienist/Asbestos Consultant	0	3	0
Land Surveyors & Mappers	5	7	20
Landscape Architects	4	6	20
Real Estate Appraisers	0	10	7
Real Estate Commission	105	187	283
Talent Agency	13	21	21
Veterinary Medicine	6	20	13
TOTALS	1,266	1,768	1,914

* Category not broken out.

DISCIPLINARY DATA

	Admin. Complaints	Agency Revoked	Suspended	Probation	Fines	Reprimands	Citations	Actions	Hearings	Notices to Show Cause
Div. AB&T	1885	754	84		556/\$3,626,035	202				
Div. CPA	37	6	5	11	7	9	4			
Div. LSCMH					\$102,553					
Land Sales					\$162,695					
Condominiums	1352				\$74,219.55					
Mobile Homes	65				\$38,725					
Timeshare	29				\$53,625					
Yacht Brokers	3				\$1,172,148					
Div. H & R					33/\$24,450					
Div. PMW	82	5	8					430	187	4,771
Div. Professions										
Accountants	37	6	6	14	10	1	3			
Architects	16	4		6	6		32			
Athlete Agents	1									
Auctioneers	12	8	3	1	6	3	2			
Barbers	39				28		123			
Bldg. Code Admin./Inspec.	17	1			3					
Community Assoc. Mgrs.	7	3	1	1	5					
Contractors	290	37	7	40	65	2	405			
Cosmetology	348	1,664			208		459			
Electrical Contractor	221	1	19	2	27		9			
Employee Leasing Co.	66	4		2	7		15			
Engineers	12		2	2	6		2			
Funeral/Embalmers	41	4	1	5	9		15			
Geologist										
Harbor Pilots	1									
Interior Design		1	5		1		9			
Surveyors/Mappers	15	2		6	3	1				
Landscape Architects										
Real Estate	796	105	36	54	264/\$349,111	109	409			
Real Estate Appraisers	99	9	3	11	11/\$25,000		0			
Talent Agencies	4	2					1			
Veterinarians	25		2	7		1	2			

Notes

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Department of Business and Professional Regulation
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