

## Unlicensed Activity Program

Annual Report  
2017 - 2018 Fiscal Year

## Message from the Secretary

Dear Fellow Floridians,

There were many changes at the Florida Department of Business and Professional Regulation (Department) during Fiscal Year 2017-2018. Under Governor Scott's guidance, we have worked hard to improve efficiency and reduce burdensome regulations for the more than one million businesses and professionals licensed by the Department.

Beginning in June 2015, the Department implemented an initiative to allow Real Estate licensees to print their professional license through their online account. The Department has since expanded this functionality to include Real Estate Appraisers, Talent and Athlete Agents, Home Inspectors, Mold-Related Services, Asbestos Consultants, Employee Leasing Companies, Veterinarians, Geologists, Construction and Electrical Contractors and Community Association Managers. This change eliminated the waiting period needed for licensees to receive a printed license by mail. Since this project was implemented, 625,407 licensees have been able to self-print their licenses and join Florida's workforce without further delays.

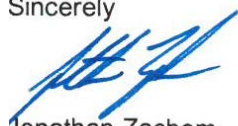
Almost 100 of license renewal applications are now available online. This function allows licensees to renew their license from the comfort of their home or business. Paperless renewals reached a high of 74.26%. In addition, more than 54% of initial licensure applications are also available online. The percentage of initial applications submitted online reached a high of 58.37%, reducing the number of paper applications during the same time period.

Implementing an online complaint process was one of our Division of Real Estate's biggest accomplishments related to customer service. Additionally, the formation of the Audit/Inspection unit is significant to the real estate industry, and sends a positive message that the Division is serious about compliance with statute, and protecting citizens from financial harm. Completing course evaluations in-house has resulted in improved service to our real estate licensees.

We faced many challenges in the aftermath of Hurricane Irma, but my team emerged with vigorous enforcement efforts. One of the Department's objectives is to protect the safety of Florida's consumers from unlicensed activity. The Division of Regulation conducted 35 enforcement operations and 939 sweeps to stop unlicensed individuals in their tracks. Department staff also conducted 732 outreach events to educate Floridians about the importance of hiring licensed professionals and the dangers posed by unlicensed individuals. Many of these efforts produced record totals due to the division's response to Hurricane Irma.

I am proud of our accomplishments this past fiscal year, and I am happy we are able to create an environment where businesses can thrive by streamlining processes and reducing excessive regulation. The Department will continue to improve and better serve our licensees and the State of Florida in the years to come.

Sincerely



Jonathan Zachem

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## Executive Summary

The Unlicensed Activity Program within the Department of Business and Professional Regulation exists to serve the citizens of the State of Florida by educating them about the dangers of unlicensed activity and investigating complaints filed against unlicensed individuals. Discouraging unlicensed activity is a high priority to the Department, which works to eliminate it through proactive enforcement efforts, outreach and education to the public, and through cooperation with many types of agencies throughout the State.

Unlicensed activity occurs within nearly every profession that is regulated by the Department but is most commonly found in the construction and electrical trades, as well as cosmetology, barbering and community association management. Unlicensed individuals harm law-abiding, state-licensed professionals by taking their potential business, and unlicensed activity can cause personal and financial harm to consumers.

Unlicensed activity poses a particular problem during the aftermath of natural disasters such as Hurricane Irma. Unlicensed individuals come from across the nation to a storm damaged area looking for work, often taking advantage of citizens at a vulnerable moment. The Department increases its outreach and education activity to the public in these areas, in addition to maintaining a physical presence in areas where storms have hit looking for work being performed by unlicensed individuals.

In accordance with the Fiscal Year 2017-2018 General Appropriations Act, this Annual Report on Professional Regulation Unlicensed Activity highlights the unlicensed activity functions performed by the Department. This report outlines the expenditures of the Unlicensed Activity Program as well as details the efforts, activities and revenues utilized by the Department's boards, council and staff within the Division of Regulation, Division of Real Estate, and Division of Certified Public Accounting in compliance with Section 455.2281, Florida Statutes. The total appropriation for Fiscal Year 2017-2018 was \$2,238,146.

Some licensees are required by Section 455.2281, Florida Statutes, to pay an unlicensed activity fee which funds efforts to combat unlicensed activity. Licensees pay a \$5.00 unlicensed activity fee as part of their initial license fee and license renewal fees.

The Department's Unlicensed Activity Program consists of:

- Vigorous enforcement and prosecution;
- Thorough investigation of complaints;
- Public outreach and education.

The Department finds great importance in informing consumers and licensees about the dangers of hiring unlicensed individuals and maintains a strong educational campaign. The Department also emphasizes compliance over discipline for minor offenders through Notices of Cease and Desist, Citations, and guidance on how to become properly licensed.

## Section One

FINANCIAL SUMMARY

OPERATIONAL BUDGET

ALLOCATION AND EXPENDITURES

## FINANCIAL SUMMARY

### Revenue

Pursuant to Section 455.2281, Florida Statutes, the Department assesses a special fee of \$5.00 per licensee upon initial licensure and for each renewal for professional license types. These funds are deposited into the Professional Regulation Trust Fund, an interest bearing account. Per statutory requirements, a separate account is maintained for each profession. Additionally, revenue collected for citations and fines from unlicensed activity cases is deposited into these accounts:

Fiscal Year 2017-2018 Revenue	
Unlicensed Activity Fees	\$1,307,099.00
Citations	\$49,832.47
Fines and Costs	\$226,393.52
Interest Income	\$100,706.71
<b>Total</b>	<b>\$1,684,031.70</b>

### Appropriation

Fiscal Year 2017 2018 Appropriation by Division	
Division of Regulation	\$1,537,271
Division of Real Estate	\$500,000
Board of Professional Engineers	\$100,875
Division of Certified Public Accountants	\$100,000
<b>Total</b>	<b>\$2,238,146</b>

### Expenditures

From funds provided in Specific Appropriation Line 2019 Unlicensed Activities, \$1,711,410 was expended at the Department level as detailed in this report. Overall expenditures were less than the \$2,238,146 appropriation, resulting in the Professional Regulation Unlicensed Activity fund coming in under budget.

Fiscal Year 2017 2018 Summary Expenditures by Category	
Temporary Staff (OPS)	\$1,356,704
General Expense	\$354,706
<b>Grand Total</b>	<b>\$1,711,410</b>

In accordance with Section 455.2281, Florida Statutes, the Department spent these funds on unlicensed activity enforcement and education. Division staff performed the functions of complaint processing, investigations, sweeps and undercover operations of unlicensed individuals and businesses. Funds were also utilized by the Department's Office of General Counsel for prosecution. Staff also conducted frequent outreaches educating the public on the dangers of hiring an unlicensed person. Department expenditures are allocated to the appropriate profession's cash account. Pursuant to statute, no indirect costs are allocated to unlicensed activity accounts; however, the revenue is subject to the eight percent service charge to General Revenue.

## OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

### DIVISION OF REAL ESTATE

Total Budget Allocated: \$500,000

Unlicensed real estate activity puts citizens at personal and financial risk. The Division of Real Estate’s Unlicensed Activity Program goal is to ensure, by raising awareness about the dangers of unlicensed practice, and, through vigorous enforcement, that those providing real estate services in Florida are licensed.

Category	Amount	Details
Staffing (Enforcement)	\$280,405	Six temporary field investigators dedicated solely to proactive enforcement and the investigation of consumer complaints alleging unlicensed real estate activity. At times during the reporting period, investigators have carried loads of 30 or more cases.
Staffing (Legal)	\$12,532	Office of the General Counsel for prosecution of violations of unlicensed activity.
Operations/Investigative Tools	\$10,322	Electronic equipment to assist with investigations.
Outreach	\$4,110	Educational items for outreach events and trade shows.
<b>Total:</b>	<b>\$307,369</b>	

## OPERATIONAL BUDGET ALLOCATION AND EXPENDITURES

### DIVISION OF REGULATION

Total Budget Allocated: \$1,537,271

The Division of Regulation’s Unlicensed Activity Program is responsible for analyzing consumer complaints of unlicensed activity, and providing preemptive outreach and enforcement actions. Unlicensed activity causes considerable consumer harm and often carries criminal penalties. Proactive measures include a constant focus on education and compliance through partnerships with professional organizations and associations and the production of consumer/licensee brochures - all aimed at educating the public.

Category	Amount	Details
Outreach	\$142,751.70	<b>Participation in Outreach Events and Presentations:</b> Including trade show registrations, travel expenses, public service announcements
	\$37,558.74 <i>Total = \$180,310.40</i>	<b>Unlicensed Activity Educational Items:</b> Including brochures and various educational materials
Enforcement	\$1,024,092.01	<b>Staffing:</b> Including unlicensed activity investigators who sought out and investigated unlicensed activity, engaged in proactive enforcement and provided information to consumers regarding licensure and possible violations of laws and rules by licensees regulated by the Department; unlicensed activity analysts who staffed the toll free hotline.
	\$24,995.79 <i>Total = \$1,049,087.80</i>	<b>Investigative Tools:</b> Including electronic equipment to assist investigators in the field to verify licenses, software to identify unlicensed subjects, and any other tools necessary to conduct investigations, sweeps, undercover operations or outreaches.
Operations	\$24,915.45	<b>Equipment and Operation:</b> Including rental equipment, copiers, postage, office supplies, IT equipment to provide unlicensed activity staff the necessary tools to carry out investigations and other functions related to the program.
<b>Total:</b>	\$1,254,313.65	



## Section Two

### UNLICENSED ACTIVITY PROGRAM EFFORTS

## Unlicensed Activity Program Efforts

With a duty to protect the health, safety and welfare of Florida citizens and visitors, the Department placed great emphasis on unlicensed activity through proactive efforts and investigations.

### Division of Certified Public Accounting

The Division of Certified Public Accounting's (the Division) Unlicensed Activity Program is responsible for analyzing consumer complaints alleging unlicensed certified public accounting activity. During Fiscal Year 2017-18, the Division focused its efforts on raising public awareness by participating in industry tradeshows, and speaking engagements at several universities.

The majority of the unlicensed activity complaints filed with the Division concerned the improper use of the "certified public accountant" designation. These complaints were received from consumers, licensees, social media, and proactive research by Board staff. This Fiscal Year, 84 unlicensed complaints were received. Of the previously mentioned complaints, 69 were legally sufficient.

Another tool utilized by the Division, to combat unlicensed activity, is the issuance of a notice to cease and desist pursuant to Section 455.228 (1), Florida Statutes. A notice to cease and desist is issued once it has been determined, by Division staff, that the profession has been practiced without the professional license or certification required by Florida law, specifically Chapter 473, Florida Statutes. For this reporting period, 97 notices to cease and desist were issued, and 12 unlicensed activity Citations were issued. All unlicensed activity investigative reports are forwarded to the related state attorney's offices for review. During the fiscal year 2017-18, there were 14 Respondents prosecuted for unlicensed activity.

### Division of Real Estate

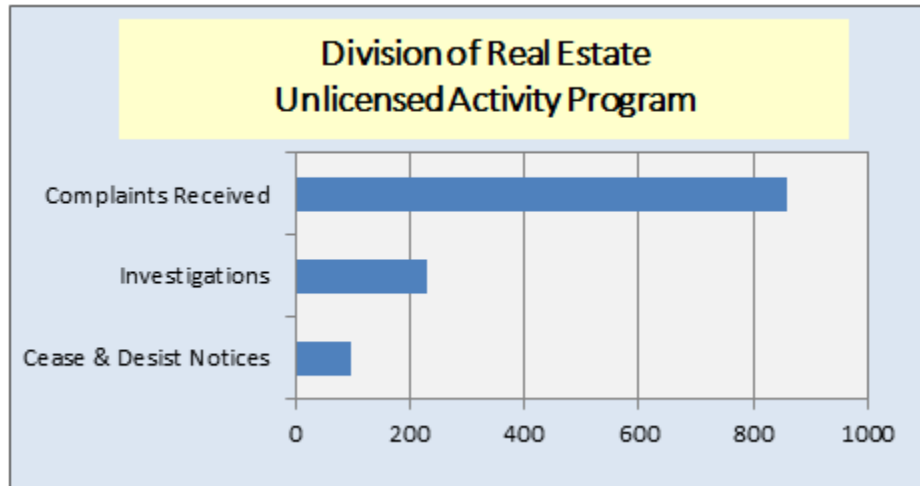
The Division's Unlicensed Activity Program is a mutual effort of the Bureau of Enforcement and the Office of the General Counsel to expeditiously investigate and prosecute unlicensed real estate activity.

The Division understands the importance of alerting consumers to the danger of working with unlicensed individuals, and, that doing so could result in financial harm. At trade shows and outreach presentations, the Division emphasizes the importance of working with licensed professionals, and, encourages consumers and licensees to report suspected unlicensed activity.

Unlicensed real estate practice can be reported by submitting a complaint by mail, fax or online through the Department website. All complaints are reviewed to determine legal sufficiency. If facts indicate that a violation may have occurred, an investigation is initiated. During the investigation, attempts are made to gather all pertinent facts concerning the complaint. Once the investigation is complete, an investigative report is produced and delivered to the Department's Office of the General Counsel. The Department may issue a notice to cease and desist for unlicensed practice; and the Office of the General Counsel may seek an injunction against persons violating the notice. In addition, the Department may impose administrative penalties or issue a citation. In accordance with Chapter 455, Florida Statutes, the Division refers cases to the state attorney for review.

The Unlicensed Activity Unit is staffed by six investigators located in the central and southern regions of the state. In addition to investigating consumer complaints, these investigators routinely monitor social media and websites where unlicensed practice is known to be carried out. When unlicensed activity is discovered, internal complaints are initiated and thoroughly investigated.

In Fiscal Year 2017-2018, 858 complaints alleging unlicensed real estate practice were received, 230 investigations were completed, and 97 notices to cease and desist were issued.



## Division of Regulation

### Outreach and Education

The Division’s investigators carried out outreach programs to inform the public of unlicensed activity. Public education efforts included the Division’s presence at various trade and consumer events, speaking engagements with trade associations, consumer groups and other governmental agencies.

During Fiscal Year 2017-2018, the Division of Regulation conducted 732 outreach events to educate Floridians about the importance of hiring licensed professionals and the dangers unlicensed individuals pose. These events resulted in interactions with over 35,600 individuals including citizens, licensees, professionals, local government’s state attorney offices, building department officials and law enforcement groups.



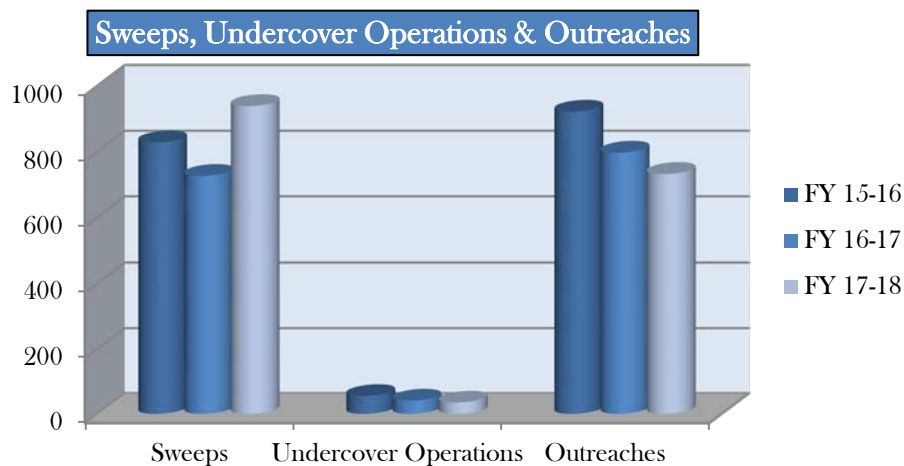
**Proactive Enforcement**

The Division takes strides to engage in proactive efforts through sweeps and enforcement operations. The goal of proactively seeking unlicensed activity is to protect the public from future harm.

The investigators conduct compliance checks (sweeps) in areas suspected of having unlicensed activity. In Fiscal Year 2017-2018, investigators performed a record 939 sweep operations resulting in 172 new cases being opened. The record number of sweeps came as a result of increased activity after Hurricane Irma, with over 300 sweeps occurring between September and December of 2017. These sweep operations frequently include other agencies such as the Department of Financial Services or local building departments.

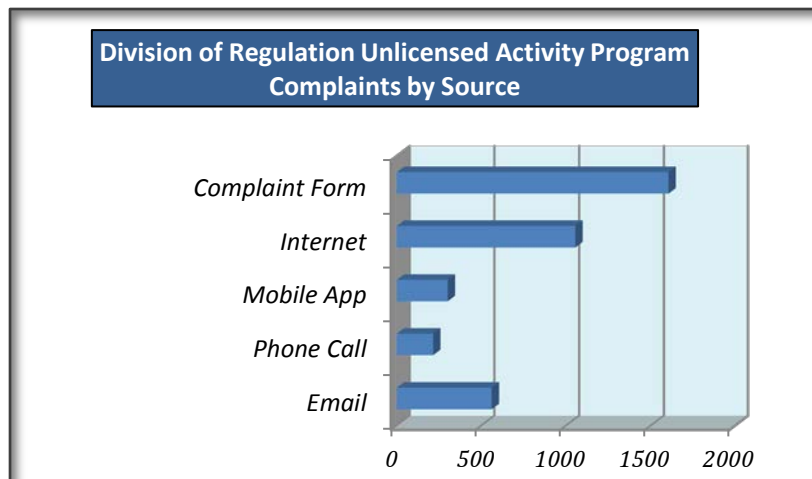


During Fiscal Year 2017-2018, the Division participated in 35 enforcement operations. In an enforcement operation, the Department provides individuals the opportunity to offer services that require a license. These individuals often provide a bid, proposal, or performance of the service to an undercover investigator and/or law enforcement personnel. These enforcement operations resulted in 85 new unlicensed activity cases being opened. These cases resulted in over 20 arrests and the issuance of 57 Notices to Cease and Desist.



**Complaints and Investigations**

The Division reviews unlicensed activity complaints through the complaint/investigations process. There are multiple ways in which a complaint may be filed: online, by emailing the Unlicensed Activity Unit, calling the toll-free unlicensed activity hotline, using the new DBPR Mobile App or by traditional mail or fax. After a complaint is filed it is reviewed for legal sufficiency. If the complaint is found to be legally sufficient, an Investigation is opened Investigations of unlicensed activity may result in a Notice to Cease and Desist, a citation or fines. Unlicensed activity cases are forwarded to state attorney’s offices once the investigation is complete.



In addition, the Division received 3,939 complaints of unlicensed activity, of which 2,528 were found to be legally sufficient and resulted in further investigation. These investigations resulted in the issuance of 1,622 notices to cease and desist, 186 citations and imposition of 544 final orders.

**DBPR is an Active NASCLA Member**

The Florida Department of Business and Professional Regulation participated with the National Association of State Contractors Licensing Agencies (NASCLA) in a national coordinated enforcement effort the weeks of June 4 – 22, 2018 which included 10 NASCLA State Members who took part in this event across the country. The additional states that participated were Arizona, California, Mississippi, Nevada, Oregon, Rhode Island, Texas, Utah and Washington.

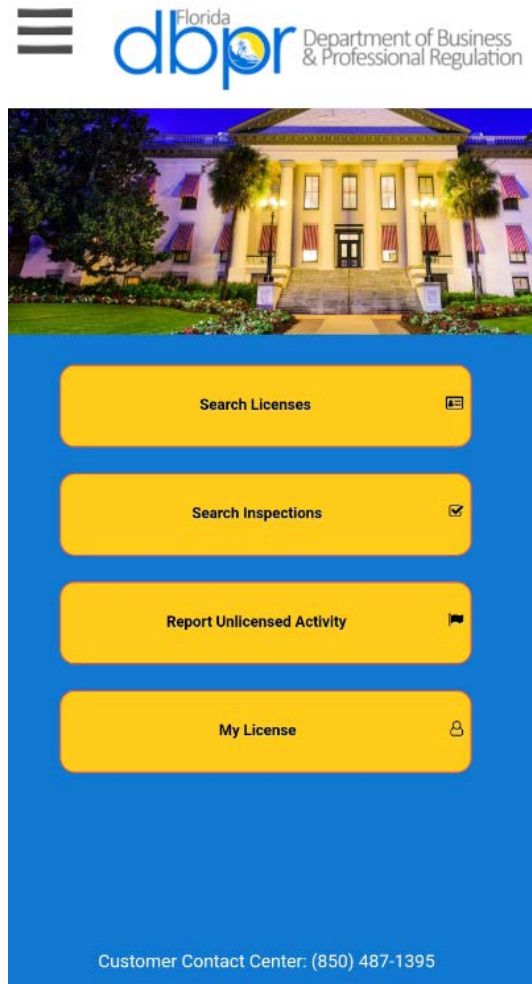


On Tuesday, June 19, 2018 the Division of Regulation concluded a statewide enforcement effort targeting unlicensed contractors. The “sweep” encompassed 9 counties and netted a total of 111 unannounced site visits with 134 license checks of both Construction and Electrical Contractors.

## UNLICENSED ACTIVITY COMPLAINT ACCESS

The Department has made filing a complaint easy for the consumer and license holder. Below are numerous ways in which a complaint may be filed:

- Complaint forms are online at [www.myfloridalicense.com/entercomplaint](http://www.myfloridalicense.com/entercomplaint)
- Consumers may send an e-mail to the unlicensed activity inbox at [ula@myfloridalicense.com](mailto:ula@myfloridalicense.com).
- Complaints may be mailed to the Department at 2601 Blair Stone Road, Tallahassee, FL 32399-0782.
- Complaints relating to the Department's Division of Certified Public Accounting may be mailed to 240 NW 76th Drive, Suite A, Gainesville, FL 32607.
- Complaints relating to the Department's Division of Real Estate may be mailed to 400 West Robinson Street N801, Orlando, FL 32801.
- Consumers may call the toll free unlicensed activity hotline at (866) 532-1440 and they may remain anonymous by filing a complaint via the hotline.
- Consumers may call the customer contact center at (850) 487-1395 for any other inquiries.
- Consumers may download the free mobile application for their mobile devices to file a complaint of work happening right now. This is a great way for complainants to file an anonymous complaint.





## Unlicensed Activity Program

The purpose of the Unlicensed Activity Unit is to assist in overseeing the productivity of the investigative field offices to ensure that the goals of the Division are being met. The Unlicensed Activity Unit tracks sweeps, enforcement operations and outreach efforts made by each investigative office and serves as a liaison between the field offices and the Office of the General Counsel. The Unlicensed Activity Unit works hand in hand with the Office of Communications to use media outlets to spread the word about unlicensed activity as well as to display the Division's efforts. The Unlicensed Activity Unit processes complaints that originate from email, the Department's mobile app, our toll-free hotline and the online complaint forms on our Department's website.

In addition to receiving and processing complaints from the public, the Unlicensed Activity Unit provides other services to aid in the investigating and prosecuting of unlicensed individuals. These services include researching and issuing Certificates of Non-Licensure, receiving and tracking subpoenas, and support for investigative agencies throughout the state.

### Certificates of Non-Licensure

A Certificate of Non-Licensure is a notarized document provided by the Unlicensed Activity Unit, upon request, to Department personnel and other individuals, to certify that the individual or business named has never had a license. When the requests are received, the analyst assigned will conduct a diligent search of department records. If the search yields no result, the analyst prepares a Certificate of Non-Licensure. These documents are self-authenticating and are often used in the administrative and criminal prosecution of unlicensed individuals. In Fiscal Year 2017-2018, over 1400 requests were received and researched, resulting in over 2500 Certificates of Non-Licensure being issued.

### Toll Free Hotline

The toll-free hotline is staffed from 8AM-5PM on weekdays and generates tips and complaints. The hotline is used primarily to report "in progress" tips on unlicensed activity. Additionally, it is used to assist consumers in filling out complaint forms and provide education on unlicensed activity. In Fiscal Year 2017-2018 over 230 complaints were initiated as the result of a call on the hotline.



### Subpoena Receipt and Tracking

Completed unlicensed activity investigations are referred to the local state attorney's office for review. Department personnel involved in every stage of the investigation are often subpoenaed to testify in these criminal cases. The Unlicensed Activity Unit receives these subpoenas, tracks them and forwards them to the appropriate individual and the Office of General Counsel. Over 400 subpoenas were received and tracked in Fiscal Year 2017-2018.

### Reporting by Email

The Unlicensed Activity Unit manages an unlicensed activity email inbox. Staff receives dozens of emails daily and answers questions related to unlicensed activity, how to become licensed and the steps to file a complaint. In Fiscal Year 2017-2018, the total emails received were 4,439. During the course of the year, a number of emails received were for other agencies, other Divisions within the Department, or work not regulated by the Department. These types of emails are sent to the appropriate agency/area and handled accordingly.

### Mobile Application (App)

The mobile application for smartphones allows consumers to report unlicensed activity anonymously through their mobile devices. The Division has received positive feedback from license holders on the application. By using the DBPR Mobile App, the consumer can take a picture of an advertisement or work being performed by an unlicensed individual and submit the information within minutes directly to the unlicensed activity unit. In Fiscal Year 2017-2018, the unlicensed activity unit initiated 305 complaints that were received via the DBPR Mobile App.





## Division of Regulation Hurricane Irma Response

As Hurricane Irma approached Florida it rapidly intensified into a dangerous Category 5 storm that had the potential to impact the entire state. The sheer size of Irma made it difficult to estimate where the worst damages would occur and what areas would be affected the most.



*Image credit: NASA/NOAA*

Governor Rick Scott declared a state of emergency for the entire state on Monday, September 4, 2017 in preparation for Irma. During a declared state of emergency, unlicensed contracting becomes a third degree felony.

Division of Regulation investigators began scouting areas the day before landfall on September 10, 2017, looking for signs of unlicensed contractors moving into the area, and placing door hangers warning individuals of the dangers of unlicensed contracting.



Irma made landfall as a strong category 4 hurricane with maximum sustained winds at 135 mph and gusts at 160 mph. The storm made two separate landfalls in Florida, first at Cudjoe Key in Monroe County as a Category 4 on September 10, 2017 and then later at Marco Island in Collier County as a Category 3 on September 11, 2017. Further impacts from wind damages and flooding occurred in areas of central and eastern Florida and in areas of Jacksonville that were on the eastern side of the storm.

Once the danger from the storm passed, investigators began to scout the impacted areas, making contact with homeowners, answering questions and helping educate them on what to look for when hiring a contractor.

Investigators from regional offices not impacted by Irma joined investigators in the areas impacted the hardest by Irma. Additional investigators were required in areas of Duval, Clay, Collier, Lee and Monroe counties in order to survey the damage, educate consumers and maintain a physical presence while seeking out unlicensed work. Additional sweeps were concentrated in Central Florida, including Orange, Osceola, Lake, Citrus, Sumter, and Alachua counties and in South Florida in Miami-Dade, Palm Beach and Broward counties.

The Division of Regulation created a new position and hired an investigator dedicated to Monroe County in order to significantly reduce travel time between the Miami Regional Office and the Keys. This allowed the Department to maintain a constant presence and proactively educate consumers in the affected area. The investigator conducted numerous sweeps and outreach events weekly, as well as established working relationships with local law enforcement and the State Attorney’s office. These combined efforts resulted in 12 individuals being charged with felony unlicensed contracting.

Hurricane Irma Response Statistics
<b>242 Irma Related Sweeps</b>
<b>3,347 Sites Visited</b>
<b>3,346 License Checks</b>
<b>43 Notices of Non-Compliance Issued</b>
<b>12 Citations Issued</b>
<b>14 Notices to Cease &amp; Desist</b>
<b>48 Cases Initiated</b>

In addition to the Division of Regulation’s internal efforts, regional offices in Orlando and Tampa conducted two separate enforcement operations in cooperation with local law enforcement in an effort to catch unlicensed contractors operating without a license during the declared state of emergency after Hurricane Irma.

“Operation Hurri-Con” was conducted September 28, 2017 and September 29, 2017 in cooperation with the Volusia County Sheriff’s Office and targeted unlicensed contractors in Daytona Beach and Deltona. The enforcement operation netted eight arrests, with each of the eight suspects being charged with engaging in a contracting business without certification and failure to obtain workers compensation coverage. The crimes were committed during the state of emergency, making the charge of operating without a license a felony.

An additional undercover operation was conducted in New Port Richey December 6, 2017 and December 7, 2017 where investigators working with the Pasco County Sheriff’s Office arrested eight suspects who provided an offer for regulated services without having a license to do so.



**Marco Island Building Official**

***“We truly appreciate your help, support and presence on the island. Your staff has made themselves available to us whenever we’ve needed them. Having your Department’s presence here on the island has definitely helped. We have a big challenge ahead of us, but it’s great to have your staff available to help us.”***

## Office of Communications

### Background

The Office of Communications partners with the Unlicensed Activity Program to highlight the Division of Regulation’s work. Communications staff issue press releases, respond to media requests and promote the Division’s efforts on social media. The Office of Communications assists with media contracts and serves as a liaison to local government public-information officers.

### Proactive Efforts

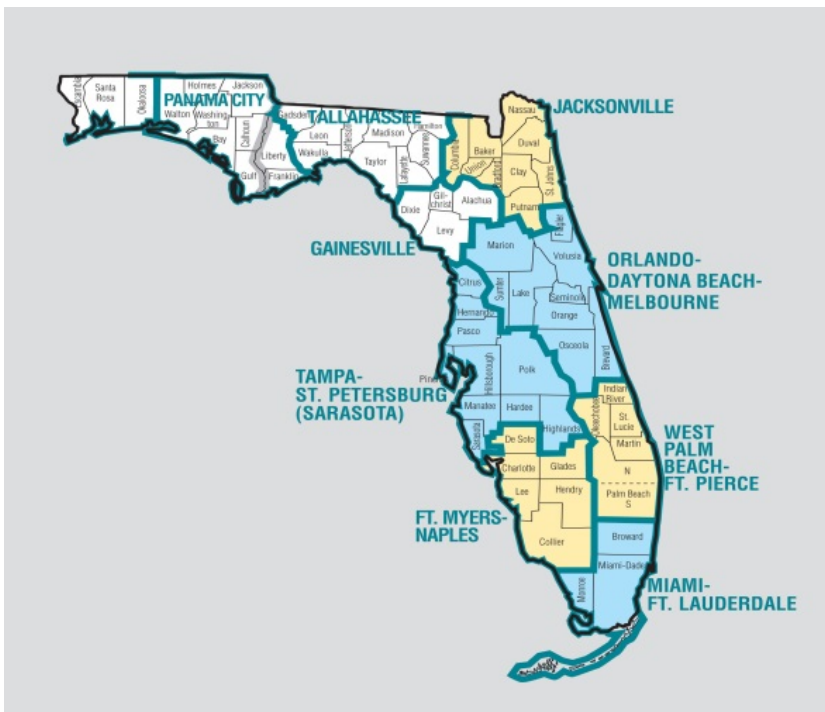
#### Unlicensed Activity Radio Hurricane and Natural Disaster Campaign

##### **Purpose**

Warning consumers about the dangers of hiring an unlicensed contractor, especially after a natural disaster, such as a hurricane.

##### **Broadcast Range (see map)**

- Fort Myers – Naples
- Gainesville
- Jacksonville
- Miami – Ft. Lauderdale
- Orlando
- Panama City
- Pensacola
- Tallahassee
- Tampa
- West Palm Beach



**Message 1 (English):** The following message is brought to you by the Florida Department of Business and Professional Regulation, the Florida Association of Broadcasters and this radio station.

Hurricanes can cause severe damage to your home or property, so if you need storm repairs make sure you use only Florida licensed contractors. Remember to check their references, get everything in writing and don't pay upfront.

To verify your contractors are licensed, contact the Florida Department of Business and Professional Regulation online at [myfloridalicense.com](http://myfloridalicense.com). That's [myfloridalicense.com](http://myfloridalicense.com).

**Message 1 (Spanish):** Este mensaje llega a ustedes gracias al Departamento de Regulación de Negocios y Profesionales de la Florida, a la Asociación de Radiodifusores de la Florida y a esta estación de Radio

Los Huracanes pueden causar daños severos a su casa o propiedad, así que, si necesita reparar daños causados por una tormenta, asegúrese de usar solo contratistas con licencia de la Florida.

Para verificar si su contratista tiene licencia, contacte por internet al Departamento de Regulación de Negocios y Profesionales de la Florida en [myfloridalicense.com](http://myfloridalicense.com)... [myfloridalicense.com](http://myfloridalicense.com)

**Message 2 (English):** The following message is brought to you by the Florida Department of Business and Professional Regulation, the Florida Association of Broadcasters and this radio station.

Natural disasters can be unexpected and devastating to your home or property. If your home or property is damaged and needs repairs it's important to use only Florida licensed contractors.

Remember to check their references, get everything in writing and don't pay upfront.

To verify your contractors are licensed, contact the Florida Department of Business and Professional Regulation online at [myfloridalicense.com](http://myfloridalicense.com). That's [myfloridalicense.com](http://myfloridalicense.com).

**Message 2 (Spanish):** Este mensaje llega a ustedes gracias al Departamento de Regulación de Negocios y Profesionales de la Florida, a la Asociación de Radiodifusores de la Florida y a esta estación de Radio

Los desastres naturales pueden ser inesperados y devastadores para su casa o propiedad. Si su casa o propiedad sufre daños y necesita reparaciones, es importante usar solo contratistas con licencia de la Florida.

Para verificar si su contratista tiene licencia, contacte por internet al Departamento de Regulación de Negocios y Profesionales de la Florida en [myfloridalicense.com](http://myfloridalicense.com)... [myfloridalicense.com](http://myfloridalicense.com)

### Contract Totals

Months	Spots	Value
July	5,397	\$244,492.00
August	4,863	\$198,667.00
September	5,975	\$254,904.00
October (overflow)	6,495	\$273,574.00
November (overflow)	3,451	\$134,995.00
December (overflow)	4,678	\$203,825.00
January (overflow)	3,354	\$122,761.00
Balance Remaining on Contract:		\$0.00
<b>Total Dollar Amount of Airtime Given to DBPR:</b>	<b>34,213</b>	<b>\$1,433,218.00</b>
Total Contract Amount:		\$210,000.00

### ULA Statewide Public Awareness Billboard Campaign

November 2017 – April 2018

In response to Hurricane Irma, the Division of Regulation launched a billboard campaign urging consumers to hire licensed contactors if their home suffered hurricane damage. The designs were distributed in English and Spanish.

#### Billboard designs







## Company and Locations

Bulletin Postings: 14

### Clear Channel Outdoor Miami

- West side of Florida Turnpike 0.6 mi east of US Hwy 1 – facing South (001584) (Digital rotating Spanish & English)
- East side of Le Jeune Rd 950 ft north of Flagler St facing North (003390) (Digital rotating Spanish & English)
- W Okeechobee Rd 0.34 mi west of Palmetto Expwy – facing East (008047) (Digital rotating Spanish & English)
- (008054) (Digital rotating Spanish & English)
- East side of FL Turnpike 673 ft south of Okeechobee Rd – facing South (008065) (Digital rotating Spanish & English)
- South side of Palmetto Expwy 1 mi east of NW 27 Ave – facing East (008228) (Digital rotating Spanish & English)
- East side of I-95 Ext 600 ft south of Palmetto Expwy – facing South (009002) (Digital rotating Spanish & English)
- I-95 0.75 mi north of Boynton Beach Blvd ES – facing North (013704) (Digital rotating Spanish & English)
- South side of Palmetto Expwy 255 ft east of NW 47th Ave – facing east (008224) (Digital rotating Spanish & English)
- Northside of NE 79th St 100 ft east of NE 7th Av – facing west (007300)

### Clear Channel Outdoor Tampa

- North side of SR 60 50 ft west of Mulrennan Rd – facing west (000747)

### Clear Channel Outdoor Daytona

- North side of SR50 1.3 mi west of SR 520 – facing east (005912)

### Clear Channel Outdoor Jacksonville

- Southside of Beach Blvd 3000 ft east of Southside Blvd – facing west (003136D)

#### **Lamar Ft. Myers**

- East side of US 41, 1.61 mi north of State Road 951 – facing north (26040)

#### **Lamar Lakeland**

- Eastside of SR 37 north of School House Rd – facing south (28224)
- Westside of John Young Pkwy at Destination Pkwy – facing North (565)

#### **Lamar Ocala**

- South side of SR 200 200 ft west of US 441 – facing east (3148)
- North side of CR 484 1.4 mi east of CR 475 (4455)

Poster Postings: 5 (FOAA provided 5 extra posters for the Jacksonville Area)

#### **Clear Channel Outdoor Tampa**

- Northside of Waters Av 0.3 mi west of Dale Mabry Hwy – facing west (009173)
- Northside of SR 60 50 ft west of Mulrennan Rd – facing west (000747)

#### **Clear Channel Outdoor Jacksonville**

- North side of I-10 500 ft west of Lenox Ave – facing east (002185) West side of Main St 100 ft north of 68th St – facing south (002494)
- West side of Cesery Blvd 500 ft south of Merrill Rd – facing south (002700) East side of I-295 0.8mi south of Blanding Blvd – facing south (003028)
- East side of Lem Turner Rd 25 ft north of Broom St – facing south (006819)

#### **Lamar Ft. Myers**

- East side of Bus. 41 at Crockett St – facing south (21302)
- South side of US 41 .25 mi south of Davis Blvd – facing west (26002) West side of US 92 6 mi west of US 41 – facing south (1452)

#### **Billboard Campaign Results**

**VALUE SUMMARY**

**VINYL BULLETINS:**

COMPANY	LOCATIONS	AVG. RETAIL VALUE	CAMPAIGN POSTING RETAIL VALUE	TOTAL
Clear Channel Outdoor – Miami	See attached list	Digital Bulletin = \$6,000 per month	\$6,000 x 5 digital x 2 months	\$60,000
Clear Channel Outdoor – Miami	See attached list	14' x 48' = \$6,050 per month	\$6,050 x 1 vinyl x 2 months	\$12,100
Clear Channel Outdoor – Daytona	See attached list	10'6" x 36' = \$1,050 per month	\$1,050 x 1 vinyl x 2 months	\$2,100
Clear Channel Outdoor – Jacksonville	See attached list	Digital Bulletin = \$2,500 per month	\$2,500 x 1 digital x 2 months	\$5,000
Clear Channel Outdoor – Jacksonville	See attached list	Poster = \$700 per month	\$700 x 5 vinyl x 2 months	\$3,500
Clear Channel Outdoor – Tampa	See attached list	14' x 48' = \$2,556 per month	\$2,556 x 1 vinyl x 2 months	\$5,112
Clear Channel Outdoor – Tampa	See attached list	Poster = \$850 per month	\$850 x 2 vinyl x 2 months	\$1,700
Lamar Advertising – Lakeland	See attached list	12' x 40' = \$1,000 per month	\$1,000 x 2 vinyl x 2 months	\$4,000
Lamar Advertising – Ocala	See attached list	10'6" x 36' = \$700 per month	\$700 x 2 vinyl x 2 months	\$2,800
Lamar Advertising – Ft. Myers	See attached list	12' x 40' = \$2,000 per month	\$2,000 x 1 vinyl x 2 months	\$4,000
Lamar Advertising – Ft. Myers	See attached list	Poster = \$650 per month	\$650 x 3 vinyl x 2 months	\$1,950
				<b>\$102,262.00</b>

Estimated Campaign Advertising Value		Total Campaign Contract Amount	Appx. Value Match
Total Donated Advertising Space	\$102,262	\$15,675.00	<b>6:1</b>

**Estimated Total Campaign Adults 18+ EYES-ON Impressions (EOI):**

*EOI are the number of persons per week who are likely to notice an ad on an out of home display for either 12 hours (un-illuminated – 6 am to 6 pm) or 18 hours (illuminated – 6 am to 12 midnight). Unless specified as In-Market, EOIs include all persons who notice the unit, regardless of the origin of their trips. The numbers below are based on Traffic Audit Bureau's statewide average.*

Quantity of Campaign Products	Number of Weeks Posted	Statewide Average EOI	Estimated Total Campaign EOI
8 vinyl bulletins	69 weeks	124,602 per week	8,597,538
6 digital bulletins	51 weeks	124,602 per week	6,354,702
10 vinyl posters	20 weeks	75,432 per week	3,017,280
			<b>17,969,520 EOI</b>

**Additional Proactive Efforts**

The Office of Communications utilized proactive efforts at no additional cost to inform consumers and licensees about unlicensed activity. These efforts included press releases, visual media, social media, the Department's monthly *Bottom Line* newsletter and articles in industry association publications.

**DBPR Hurricane Guide**

The Office of Communications created the DBPR Hurricane Guide and distributed it to the public via social media.



DBPR's comprehensive Hurricane Guide covers hurricane preparedness, what to do as a storm approaches, disaster recovery and other helpful hurricane-related resources.

The guide is offered as a free PDF download ([http://www.myfloridalicense.com/dbpr/documents/HurricaneGuide\\_web.pdf](http://www.myfloridalicense.com/dbpr/documents/HurricaneGuide_web.pdf)) and was printed and distributed at various events attended by the Division of Regulation.



### **The Bottom Line monthly newsletter**

*The Bottom Line* is a monthly e-newsletter sent to over 18,000 subscribers including licensees, consumers and industry leaders. *The Bottom Line* features news, hot topics and other useful information related to DBPR's regulated businesses and professions.

- [June 2018 – Board of Cosmetology](#)
- [May 2018 – Hurricane Preparedness and Recovery](#)
- [April 2018 – Division of Certified Public Accounting](#)

### **Elder Update**

*Elder Update* is a bimonthly newsletter distributed by the Department of Elder Affairs. Elderly homeowners are often targeted by unlicensed contractors, therefore elder outreach is crucial.

The Office of Communications submitted the following articles for inclusion in the *Elder Update*:

- [2018 Disaster Preparedness Guide for Elders – “Protect Your Home After the Storm Passes”](#)
- [May/June 2018 – “Hurricane Preparedness and Recovery: Hire a State-Licensed Contractor”](#)

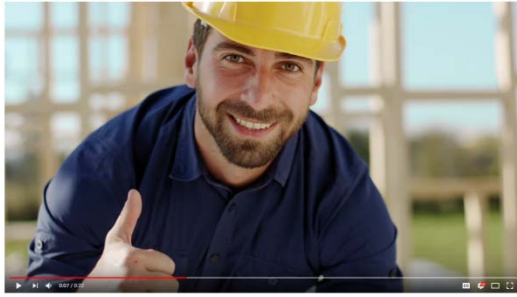
### **Better Business Bureau Partnership**

The Department partners with the Better Business Bureau (BBB) to inform the public about the dangers of unlicensed activity.

- [BBB & DBPR Team Up Again to Attack Unlicensed Activity in Florida](#)
- [BBB and DBPR Team up to Prepare Floridians for a Busy 2018 Hurricane Season](#)

### **Hurricane PSA Video**

The Office of Communications used the audio from the English hurricane radio PSA to create a video to share to social media.



### Social Media

DBPR utilizes social media to regularly to inform consumers of the importance of hiring licensed contractors. Social media is especially valuable when reacting to natural disasters, such as Hurricane Irma in September 2017.

- Total ULA social media posts – **71**

<u>Total ULA Engagement July 2017 - June 2018</u>		
2017	July	65
2017	August	12
2017	September	1083
2017	October	250
2017	November	121
2017	December	136
2018	January	19
2018	February	98
2018	March	48
2018	April	253
2018	May	34
2018	June	143
<b>Total</b>		<b>2262</b>

*Engagement is the total amount likes, shares, and comments on Facebook as well as retweets, likes and replies on Twitter.*

## Unlicensed Activity Info graphics

The Office of Communications created several info graphics and distributed them to the public through social media. Infographics communicate DBPR's messages quickly and efficiently.

They are also offered as free downloads on the [DBPR Newsroom](#) page.



## Press Releases

The Office of Communications sent two press releases regarding unlicensed activity during the 2017-2018 fiscal year:

- [VCSO Sting Targets Unlicensed Contractors in 2-Day 'Operation Hurri-Con'](#)
- [Operation Freelancer IV Nabs Unlicensed Contractors](#)

## Section Three

### COMPLAINT INFORMATION

## Unlicensed Activity Complaints Annual Report Fiscal Year 2017-2018

	Complaints Received	Legally Sufficient	Cease and Desist Issued	ULA Citations Filed	Cases Received in Legal	Administrative Complaints Filed	Final Orders Filed
Accountancy	84	69	97	7	17	16	17
Asbestos	0	0	0	0	0	0	0
Athlete Agents	5	2	0	0	2	0	0
Auctioneers	22	9	2	0	10	3	3
Barbers	185	122	7	80	30	17	91
Boxing Commission	4	3	0	0	0	0	0
Building Code Admin. and Inspectors	6	2	0	0	0	0	0
Community Association Managers	94	57	25	4	38	7	10
Construction Industry	2461	1625	1139	19	1404	505	393
Cosmetology	403	165	31	80	59	18	98
Electrical Contractors	582	468	385	3	474	159	130
Employee Leasing	6	1	0	0	0	0	0
Geologists	0	0	0	0	0	0	0
Harbor Pilots	0	0	0	0	0	0	0
Home Inspectors	21	4	4	0	4	1	0
Landscape Arch.	26	4	3	0	5	0	0
Mold-Related Services	61	35	4	0	25	10	4
Real Estate	750	237	25	0	233	54	32
Talent Agents	36	14	15	0	17	0	0
Veterinary Medicine	27	14	7	0	11	0	1
<b>Totals</b>	<b>4773</b>	<b>2834</b>	<b>1744</b>	<b>193</b>	<b>2329</b>	<b>790</b>	<b>586</b>

- **Complaints Received** refers to complaints received and assigned a case number.
- **Complaints Legally Sufficient** refers to complaints that met the standard of legal sufficiency established in section 455.225 (1), Florida Statutes.
- **Cease & Desist Issued** refers to cases where a Notice of Cease and Desist was issued.
- **Number of Citations Filed** refers to citations filed with Department's Agency Clerk.
- **Cases Received in Legal** refers to cases received in the Office of General Counsel from DBPR investigators after their investigation is complete.
- **Closed Insufficient Evidence** refers to cases closed based on insufficient evidence to prove that the violation occurred.
- **Administrative Complaints Filed** refers to cases where an Administrative Complaint has been filed with the Agency Clerks Office.
- **Final Orders Filed** refers to final orders entered, which imposed administrative fines and investigative costs.

\* These statistics may not be all inclusive of the reporting period and may include information from previous quarters.

## Section Four

### UNLICENSED ACTIVITY FINANCIAL REPORTS

**BOARD OF ARCHITECTURE AND INTERIOR DESIGN  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 5,910	\$ 88,560
Fines	21,556	12,710
Investment Earnings	2,000	2,410
Total Revenues	<u>29,466</u>	<u>103,680</u>
 <b>EXPENSES</b>		
Board Administrative Office	84,080	-
Refunds	-	5
Service Charge to General Revenue	2,357	8,294
Contracted Services	-	143,353
Total Expenses	<u>86,437</u>	<u>151,652</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (56,971)	 (47,972)
<b>TRANSFER TO GENERAL REVENUE</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	195,891	<u>243,863</u>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 138,920	<u>\$ 195,891</u>

**ASBESTOS UNIT  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 115	\$ 100
Investment Earnings	<u>124</u>	<u>101</u>
Total Revenues	<u>239</u>	<u>201</u>
 <b>EXPENSES</b>		
Investigations	-	1,929
General Counsel/Legal	-	-
Refunds	10	-
Service Charge to General Revenue	<u>18</u>	<u>16</u>
Total Expenses	<u>28</u>	<u>1,945</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 211	 (1,744)
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>8,370</u>	 <u>10,114</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u><u>\$ 8,581</u></u>	 <u><u>\$ 8,370</u></u>



**ATHLETE AGENTS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<b><u>6/30/2018</u></b>	<b><u>6/30/2017</u></b>
Unlicensed Activity Fees	\$ 1,530	\$ 555
Investment Earnings	<u>99</u>	<u>75</u>
Total Revenues	<u>1,629</u>	<u>630</u>
 <b>EXPENSES</b>		
Investigations	463	409
General Counsel/Legal	-	-
Service Charge to General Revenue	130	<u>50</u>
Total Expenses	594	<u>460</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 1,036	 170
<b>PRIOR PERIOD ADJUSTMENT</b>	-	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 6,288	 <u>6,118</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 \$ 7,324	 \$ <u>6,288</u>

**BOARD OF AUCTIONEERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 12,560	\$ 1,250
Fines	-	-
Investment Earnings	<u>578</u>	<u>449</u>
Total Revenues	<u>13,138</u>	<u>1,699</u>
<b>EXPENSES</b>		
Investigations	10,987	3,980
General Counsel/Legal	-	-
Refunds	-	\$
Service Charge to General Revenue	<u>1,051</u>	<u>136</u>
Total Expenses	<u>12,038</u>	<u>4,115</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	1,100	(2,417)
<b>PRIOR PERIOD ADJUSTMENT</b>	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>36,406</u>	<u>38,822</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 37,506</u></u>	<u><u>\$ 36,406</u></u>

**BARBERS BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 47,550	\$ 74,016
Fines	15,987	19,725
Investment Earnings	<u>4,783</u>	<u>3,743</u>
Total Revenues	<u>68,320</u>	<u>97,484</u>
 <b>EXPENSES</b>		
Board Administrative Office	14	-
Refunds	50	65
Service Charge to General Revenue	5,462	7,794
Investigations	36,537	24,548
General Counsel	<u>-</u>	<u>241</u>
Total Expenses	<u>42,062</u>	<u>32,648</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 26,258	 64,837
<b>PRIOR PERIOD ADJUSTMENT</b>	-	-
<b>Transfer to General Revenue</b>	24,400	9,200
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>313,336</u>	<u>257,699</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 315,194</u>	<u>\$ 313,336</u>

**FLORIDA BUILDING CODE ADMINISTRATORS AND INSPECTORS BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 8,410	\$ 8,835
Investment Earnings	<u>6,255</u>	<u>4,915</u>
Total Revenues	<u>14,665</u>	<u>13,750</u>
<b>EXPENSES</b>		
Investigations	596	2,191
Refunds	5	15
Service Charge to General Revenue	1,173	1,099
General Counsel	<u>-</u>	<u>-</u>
Total Expenses	<u>1,773</u>	<u>3,305</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	12,892	10,445
<b>TRANSFERS</b>		
Transfer to General Revenue	-	-
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>418,724</u>	<u>408,279</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 431,615</u></u>	<u><u>\$ 418,724</u></u>

**COMMUNITY ASSOCIATION MANAGERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 26,111	\$ 93,835
Fines	1,561	3,165
Investment Earnings	<u>2,961</u>	<u>2,403</u>
Total Revenues	<u>30,632</u>	<u>99,402</u>
 <b>EXPENSES</b>		
Investigations	32,868	27,563
General Counsel/Legal	-	-
Refunds	75	45
Service Charge to General Revenue	<u>2,445</u>	<u>7,949</u>
Total Expenses	<u>35,388</u>	<u>35,557</u>
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (4,756)	 63,845
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>202,079</u>	<u>138,234</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ 197,323</u></u>	<u><u>\$ 202,079</u></u>

**CONSTRUCTION INDUSTRY LICENSING BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 168,534	\$ 324,636
Fines	162,340	290,332
Investment Earnings	<u>-</u>	<u>-</u>
Total Revenues	<u>330,874</u>	<u>614,968</u>
 <b>EXPENSES</b>		
Investigations	1,054,524	1,006,489
General Counsel/Legal	32,224	79,334
Refunds	-	-
Service Charge to General Revenue	24,490	48,603
Interest Assessment	<u>24,743</u>	<u>7,431</u>
Total Expenses	<u>1,135,982</u>	<u>1,141,857</u>
 <b>TRANSFERS</b>		
Transfer from Operating Account	-	-
Transfer of Excess Cash to General Revenue	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (805,107)	 (526,889)
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>(1,129,403)</u>	<u>(602,513)</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ (1,934,510)</u></u>	<u><u>\$ (1,129,403)</u></u>

**BOARD OF COSMETOLOGY  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 625,204	\$ 168,304
Fines	17,128	19,140
Investment Earnings	<u>54,429</u>	<u>39,292</u>
Total Revenues	<u>696,761</u>	<u>226,736</u>
<b>EXPENSES</b>		
Investigations	86,388	80,449
Refunds	245	225
Service Charge to General Revenue	55,721	18,121
General Counsel	<u>-</u>	<u>-</u>
Total Expenses	<u>142,354</u>	<u>98,795</u>
<b>TRANSFERS</b>		
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	554,407	127,941
<b>TRANSFER TO GENERAL REVENUE</b>	274,250	95,760
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>3,261,064</u>	<u>3,228,883</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 3,541,221</u>	<u>\$ 3,261,064</u>

**DIVISION OF CERTIFIED PUBLIC ACCOUNTING  
BOARD OF ACCOUNTANCY  
UNLICENSED ACTIVITY ACCOUNT  
FINANCIAL REPORT  
JUNE 30, 2018  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017 & 2016)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>	<u><b>6/30/2016</b></u>
Unlicensed Activity Fees	\$ 11,240	\$ 91,995	\$ 122,300
Fines	-	(2,489)	100
Investment Earnings	<u>3,207</u>	<u>2,584</u>	<u>1,805</u>
Total Revenues	<u>14,447</u>	<u>92,091</u>	<u>121,301</u>
 <b>EXPENSES</b>			
Unlicensed Activity	48,839	-	-
General Counsel/Legal	-	-	-
Refunds	-	-	10
Service Charge to General Revenue	<u>1,156</u>	<u>7,367</u>	<u>9,928</u>
Total Expenses	<u>49,995</u>	<u>7,367</u>	<u>9,938</u>
 <b>TRANSFERS</b>			
Transfer (to)/from Operating Account	<u>-</u>	<u>-</u>	<u>-</u>
Total Transfers	-	-	-
 <b>CHANGE IN ACCOUNT BALANCE</b>	(35,548)	84,724	114,267
 <b>PRIOR PERIOD ADJUSTMENT</b>	-	-	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	241,055	<u>156,331</u>	<u>42,064</u>
 <b>ACCOUNT BALANCE, End of Period</b>	\$ 205,507	<u>\$ 241,055</u>	<u>\$ 156,331</u>



**ELECTRICAL CONTRACTORS' LICENSING BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<b><u>6/30/2018</u></b>	<b><u>6/30/2017</u></b>
Unlicensed Activity Fees	\$ 26,005	\$ 51,370
Fines	56,143	89,980
Investment Earnings	<u>-</u>	<u>-</u>
Total Revenues	<u>82,148</u>	<u>141,350</u>
<b>EXPENSES</b>		
Unlicensed Activity	-	-
Investigations	317,984	319,289
Refunds	45	20
General Counsel/Legal	-	5,759
Service Charge to General Revenue	5,429	10,655
Interest Assessment	<u>14,243</u>	<u>8,145</u>
Total Expenses	<u>337,701</u>	<u>343,868</u>
<b>TRANSFERS</b>		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
<b>CHANGE IN ACCOUNT BALANCE</b>	(255,553)	(202,518)
<b>TRANSFER FROM OPERATING</b>	-	250,000
<b>ACCOUNT BALANCE, Beginning of Period</b>	<u>(776,874)</u>	<u>(824,356)</u>
<b>ACCOUNT BALANCE, End of Period</b>	<u><u>\$ (1,032,426)</u></u>	<u><u>\$ (776,874)</u></u>

**BOARD OF EMPLOYEE LEASING COMPANIES  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 2,975	\$ 265
Fines	-	7,500
Investment Earnings	<u>622</u>	<u>484</u>
Total Revenues	<u>3,597</u>	<u>8,249</u>
 <b>EXPENSES</b>		
Investigations	893	1,039
Refunds	-	-
General Counsel	-	-
Service Charge to General Revenue	<u>288</u>	<u>660</u>
Total Expenses	<u>1,181</u>	<u>1,699</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 2,416	 6,549
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>40,945</u>	 <u>34,395</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u>\$ 43,361</u>	 <u>\$ 40,945</u>

**BOARD OF PROFESSIONAL ENGINEERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 18,745	\$ 207,960
Investment Earnings	<u>3,961</u>	<u>3,153</u>
Total Revenues	<u>22,706</u>	<u>211,113</u>
 <b>EXPENSES</b>		
Unlicensed Activity	-	-
FEMC Contracted Services	100,875	79,795
Refunds	-	40
Service Charge to General Revenue	<u>1,816</u>	<u>16,886</u>
Total Expenses	<u>102,691</u>	<u>96,721</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	-	-
Total Transfers	-	-
 <b>CHANGE IN ACCOUNT BALANCE</b>		
	(79,986)	114,392
 <b>TRANSFERS</b>		
Transfer of Excess Cash to General Revenue	16,900	9,275
 <b>ACCOUNT BALANCE, Beginning of Period</b>		
	315,544	<u>210,426</u>
 <b>ACCOUNT BALANCE, End of Period</b>		
	\$ 218,658	<u>\$ 315,544</u>

**BOARD OF PROFESSIONAL GEOLOGISTS  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 7,580	\$ 4,345
Investment Earnings	<u>1,285</u>	<u>997</u>
Total Revenues	<u>8,865</u>	<u>5,342</u>
 <b>EXPENSES</b>		
Refunds	5	10
Investigations	-	610
Service Charge to General Revenue	<u>709</u>	<u>427</u>
Total Expenses	<u>714</u>	<u>1,047</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 8,151	 4,296
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>84,186</u>	 <u>79,890</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u>\$ 92,337</u>	 <u>\$ 84,186</u>

**HOME INSPECTORS LICENSING UNIT  
 UNLICENSED ACTIVITY ACCOUNT  
 STATEMENT OF REVENUE AND EXPENDITURES  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 21,625	\$ 22,875
Investment Earnings	<u>1,298</u>	<u>948</u>
Total Revenues	<u>22,923</u>	<u>23,823</u>
 <b>EXPENSES</b>		
Investigations	3,489	7,749
General Counsel/Legal	-	-
Refunds	-	5
Service Charge to General Revenue	<u>1,834</u>	<u>1,905</u>
Total Expenses	<u>5,323</u>	<u>9,659</u>
 <b>TRANSFERS</b>		
Transfer to General Revenue Fund	-	-
Total Transfers	-	-
 <b>CHANGE IN ACCOUNT BALANCE</b>	 17,599	 14,163
<b>ACCOUNT BALANCE, Beginning of Period</b>	79,912	<u>65,748</u>
<b>ACCOUNT BALANCE, End of Period</b>	\$ 97,511	<u>\$ 79,912</u>

**BOARD OF LANDSCAPE ARCHITECTURE  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 450	\$ 452
Investment Earnings	<u>569</u>	<u>489</u>
Total Revenues	<u>1,019</u>	<u>941</u>
 <b>EXPENSES</b>		
Investigations	4,414	1,845
Refunds	10	-
General Counsel/Legal	-	-
Service Charge to General Revenue	<u>81</u>	<u>75</u>
Total Expenses	<u>4,505</u>	<u>1,920</u>
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	(3,486)	(979)
 <b>PRIOR PERIOD ADJUSTMENT</b>	-	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>41,140</u>	<u>42,118</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 37,654</u>	<u>\$ 41,140</u>

**MOLD-RELATED SERVICES LICENSING UNIT  
 UNLICENSED ACTIVITY ACCOUNT  
 FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
 (WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<u><b>6/30/2018</b></u>	<u><b>6/30/2017</b></u>
Unlicensed Activity Fees	\$ 14,870	\$ 11,930
Fines & Penalties	1,511	3,356
Investment Earnings	<u>-</u>	<u>3</u>
Total Revenues	<u>16,381</u>	<u>15,288</u>
 <b>EXPENSES</b>		
Investigations	18,037	26,186
Refunds	-	15
Service Charge to General Revenue	1,294	1,222
Interest Assessment	<u>209</u>	<u>-</u>
Total Expenses	<u>19,539</u>	<u>27,423</u>
 <b>TRANSFERS</b>		
Transfer to General Revenue	-	<u>-</u>
Total Transfers	-	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 (3,159)	 (12,134)
<b>ACCOUNT BALANCE, Beginning of Period</b>	(10,615)	<u>1,519</u>
<b>ACCOUNT BALANCE, End of Period</b>	\$ (13,774)	<u>\$ (10,615)</u>

**BOARD OF PILOT COMMISSIONERS  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<b>6/30/2018</b>	<b>6/30/2017</b>
Unlicensed Activity Fees	\$ 55	\$ 445
Investment Earnings	<u>43</u>	<u>31</u>
	Total Revenues	<u>98</u>
	<u>476</u>	
 <b>EXPENSES</b>		
Service Charge to General Revenue	<u>3</u>	<u>2</u>
Total Expenses	<u>3</u>	<u>2</u>
		2
 <b>TRANSFERS</b>		
Transfer to Working Capital Fund	<u>-</u>	<u>-</u>
Total Transfers	<u>-</u>	<u>-</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	94	474
 <b>PRIOR PERIOD ADJUSTMENT</b>	-	-
 <b>ACCOUNT BALANCE, Beginning of Period</b>	<u>2,682</u>	<u>2,208</u>
 <b>ACCOUNT BALANCE, End of Period</b>	<u>\$ 2,776</u>	<u>\$ 2,682</u>



**DIVISION OF REAL ESTATE  
FLORIDA REAL ESTATE APPRAISAL BOARD  
UNLICENSED ACTIVITY ACCOUNT  
FINANCIAL REPORT**

**JUNE 30, 2018**

**FLORIDA REAL ESTATE APPRAISAL BOARD  
UNLICENSED ACTIVITY ACCOUNT  
STATEMENT OF REVENUE AND EXPENDITURES  
FOR THE TWELVE MONTHS ENDING JUNE 30, 2018  
(WITH COMPARATIVE TOTALS FOR THE TWELVE MONTHS ENDING JUNE 30, 2017)**

<b>REVENUES</b>	<b><u>6/30/2018</u></b>	<b><u>6/30/2017</u></b>
Unlicensed Activity Fees	\$ 2,025	\$ 2,055
Investment Earnings	<u>2,104</u>	<u>1,667</u>
Total Revenues	<u>4,129</u>	<u>3,722</u>
 <b>EXPENSES</b>		
Division Administration ULA	-	-
Investigations	-	-
General Counsel/Legal	-	-
Refunds	15	40
Service Charge to General Revenue	<u>329</u>	<u>295</u>
Total Expenses	<u>344</u>	<u>335</u>
 <b>CHANGE IN ACCOUNT BALANCE</b>	 3,785	 3,387
 <b>PRIOR PERIOD ADJUSTMENT</b>	 -	 -
 <b>ACCOUNT BALANCE, Beginning of Period</b>	 <u>145,340</u>	 <u>141,953</u>
 <b>ACCOUNT BALANCE, End of Period</b>	 <u>\$ 149,124</u>	 <u>\$ 145,340</u>