

Jonathan Zachem, Secretary

Rick Scott, Governor

LONG RANGE PROGRAM PLAN

Department of Business and Professional Regulation

Tallahassee

September 27, 2017

Cynthia Kelly, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Mike Hansen, Staff Director
Senate Committee on Appropriations
201 Capitol
Tallahassee, FL 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Department of Business and Professional Regulation is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2018-19 through Fiscal Year 2022-23. The internet website address that provides the link to the LRPP located on the Florida Fiscal Portal is <http://www.myfloridalicense.com/dbpr/os/OpenGovernment/index.html>. This submission has been approved by Jonathan Zachem, Secretary.

Sincerely,



Jonathan Zachem
Secretary



LONG RANGE PROGRAM PLAN

FISCAL YEAR 2018-19 THROUGH 2022-23

DEPARTMENT OF BUSINESS & PROFESSIONAL REGULATION
2601 BLAIR STONE ROAD, TALLAHASSEE, FL 32399
FINANCE AND ACCOUNTING (850) 487-2100



AGENCY MISSION, GOALS AND OBJECTIVES

Agency Mission:

License Efficiently. Regulate Fairly.

Agency Goals:

1. Streamline government.
2. Remove barriers to business - Enhance Florida's pro-business climate.
3. Protect the health and safety of Floridians.
4. Reduce operating expenses and increase productivity.

Agency Objectives:

1. Faster approval of licenses to join a profession or open a business.
2. Continuously improve and streamline business processes.
3. Provide quality assistance to our customers.
4. Reduce the difficulty and complexity of applications.
5. Reduce the time required to complete investigations.
6. Hold licensees and regulated entities accountable.
7. Streamline alcoholic beverage and tobacco sales reporting process.
8. Reduce costs associated with revenue collection.

**DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
LONG RANGE PROGRAM PLAN
FISCAL YEARS 2018-2019 THROUGH 2022-2023**

AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTION TABLES

Goal 1: Streamline government

Objectives:

1-1: Faster approval of licenses to join a profession or open a business

Outcome: Average time to process an application for licensure from receipt to initial review

Service: Service Operations – Central Intake Unit

Baseline FY 2009-10	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
10 days	5 days	5 days	5 days	5 days	5 days

Service: Hotels and Restaurants

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
18 days	15 days	16 days	17 days	18 days	19 days

Service: Alcoholic Beverages and Tobacco

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
10 days	7 days	7 days	7 days	7 days	7 days

Service: Pari-Mutuel and Slot machine occupational licensing

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
15 days	9 days	9 days	9 days	9 days	9 days

Service: Bureau of Education and Testing

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
30 days	10 days	10 Days	10 Days	10 Days	10 Days

Service: Florida Boxing Commission

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
10 days	5 days	5 days	4 days	4 days	4 Days

Service: Condominiums, Timeshares and Mobile Homes

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
75 days	45 days	45 days	45 days	45 days	45 Days

**DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
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AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTION TABLES

Service: Yacht and Ship Broker

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
45 day	15 days	15 days	15 days	15 days	15 days

Service: Drugs, Devices, and Cosmetics

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
30 days	20 days	20 days	18 days	15 days	15 Days

1-2: Continuously improve and streamline business processes

Outcome: Percentage of initial applications available online

Service: Department-wide

Baseline FY 2012-13	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
29%	45%	47%	51%	53%	55%

Outcome: Percentage of renewals available online

Service: Department-wide

Baseline FY 2012-13	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
76%	88%	90%	99.5%	99.5%	99.5%

Goal 2: Remove barriers to business - Enhance Florida's pro-business climate

Objectives:

2-1: Provide quality assistance to our customers

Outcome: Percentage of calls transferred to a call agent that are answered before the call is abandoned (answer rate)

Service: Service Operations – Customer Contact Center

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
72%	92%	92%	92%	95%	95%

Outcome: Percent of satisfied customers (based on customer satisfaction survey)

Service: Service Operations – Customer Contact Center

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
85%	95%	95%	95%	95%	95%

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AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTION TABLES

Outcome: Percentage of phone calls answered with an average hold time of less than five minutes.
Service: Service Operations – Customer Contact Center

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
70%	90%	90%	90%	90%	92%

Outcome: Percentage of calls resolved on first contact with the Customer Contact Center.
Service: Service Operations – Customer Contact Center

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
90%	92%	92%	92%	92%	92%

Outcome: Average time to respond to customer emails
Service: Service Operations – Customer Contact Center

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
5 days	2 days	2 days	2 days	3 days	3 days

2-2: Reduce the difficulty and complexity of applications

Outcome: Percentage of licensure applications found to be deficient when submitted
Service: Service Operations – Central Intake Unit

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
72%	30%	30%	30%	30%	30%

Goal 3: Protect the health and safety of Floridians

Objectives:

3-1: Reduce the time required to complete investigations

Outcome: Average number of days to complete investigations of consumer complaints
Service: Regulation of Boards and Commissions

Baseline FY 2011-12	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
114	90	90	90	90	90

Service: Real Estate

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
195	130	130	130	130	130

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AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTION TABLES

Service: Accountancy

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
111	90	90	90	85	85

Service: Condominiums, Timeshares and Mobile Homes

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
77	90	90	90	90	90

3-2: Hold licensees and regulated entities accountable

Outcome: Percentage of statutorily mandated inspections for compliance with laws, rules, and standards completed

Service: Regulation of Boards and Commissions

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
100%	99%	99%	99%	99%	99%

Service: Hotels and Restaurants - Food establishments

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
78%	85%	83%	81%	79%	77%

Service: Hotels and Restaurants - Lodging establishments

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
86%	70%	69%	68%	67%	66%

Outcome: Percentage of call-back inspections completed within follow-up period.

Service: Regulation of Boards and Commissions

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
100%	99%	99%	99%	99%	99%

Service: Hotels and Restaurants - Food establishments

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
90%	90%	90%	90%	95%	95%

Service: Hotels and Restaurants - Lodging establishments

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
85%	90%	90%	90%	95%	95%

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AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTION TABLES

Outcome: Percentage of alcoholic beverage retailers tested and found to be in compliance with underage persons' access

Service: Alcoholic Beverages & Tobacco

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
82.8%	80%	80%	80%	85%	85%

Outcome: Percentage of tobacco retailers tested and found to be in compliance with underage persons' access.

Service: Alcoholic Beverages & Tobacco

Baseline FY 2006-07	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
91.4%	80%	80%	85%	90%	90%

Goal 4: Reduce operating expenses and increase productivity

Objectives:

4-1: Streamline beverage and tobacco sales reporting process

Outcome: Percentage of businesses utilizing electronic tax filing

Service: Alcoholic Beverages & Tobacco

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
20%	60%	75%	75%	90%	90%

Service: Pari-Mutuel Wagering

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
100%	100%	100%	100%	100%	100%

4-2: Reduce costs associated with revenue collection

Outcome: Tax collections per auditing dollar expended

Service: Alcoholic Beverages & Tobacco

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
\$248	\$300	\$275	\$275	\$275	\$275

Service: Pari-Mutuel Wagering

Baseline FY 2010-11	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
\$734	\$800	\$800	\$800	\$800	\$800

LINKAGE TO GOVERNOR'S PRIORITIES

The Governor's priorities are:

1. Improving Education

World Class Education

2. Economic Development and Job Creation

Focus on Job Growth and Retention

Reduce Taxes

Regulatory Reform

Phase out Florida's Corporate Income Tax

3. Public Safety

Protect our communities by ensuring the health, welfare and safety of our citizens

The Department of Business and Professional Regulation has developed complementary priorities. The department licenses nearly one million Floridians, and it is important for this agency to focus on the Governor's priorities: Economic Development and Job Creation (through tax reduction and regulatory reform) and Public Safety.

The department has developed goals to streamline processes, reduce the amount of time it takes to serve its customers and to reduce the amount of time it takes an applicant to obtain a license. This has resulted in fewer barriers to businesses and an enhanced pro-business climate in Florida.

In order to keep Florida's economy vibrant, the department has also set goals to eliminate unnecessary, duplicative or unclear regulation. The department also helps ensure public safety through robust inspection programs.

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DIVISION OF ALCOHOLIC BEVERAGES AND TOBACCO

The Florida Division of Alcoholic Beverages and Tobacco licenses the manufacture, distribution, sale, and service of alcoholic beverage and tobacco products in Florida, including: receipt and processing of license applications; collection and auditing of taxes, surcharges, and fees paid by licensees; and enforcement of the laws and regulations governing the sale of alcoholic beverage and tobacco products, pursuant to Chapters 210, 561-565, 567-569, Florida Statutes. Florida has approximately 77,781 active alcoholic beverage and tobacco licenses and permits. Approximately \$1.6 billion in state revenue is generated annually through activities regulated by the division.

The division's three bureaus - Licensing, Auditing, and Enforcement - comprise a team of approximately 329 personnel fulfilling the regulatory obligations of the division throughout the state.

The Bureau of Licensing issues all licenses and permits for the manufacture, distribution, and sale of alcoholic beverages and tobacco products. The bureau of Licensing:

- Reviews applications for licensure;
- Provides guidance to licensees and industry members;
- Maintains records pertaining to alcoholic beverage and tobacco licenses and permits;
- Facilitates brand registrations; and
- Maintains the delinquent activity reports upon notification of vendor account delinquencies by licensed distributors.

The Bureau of Auditing (Tax Collection) performs audits of licenses for purposes of tax collection and compliance with requirements for movement of alcoholic beverage and tobacco products throughout the state, including primary responsibility for:

- Collecting alcoholic beverage, cigarette, and tobacco excise taxes;
- Conducting tax and compliance audits and reviewing product movement reports;
- Calculating revenue sharing for the city and county distributions;
- Managing the Electronic Data Submission (EDS) system for electronic filings by taxpayers; and
- Assisting taxpayers with tax information, monthly reports, and other forms.

The Bureau of Law Enforcement is charged with the investigative and enforcement activities of the division, including the inspection of licensed premises as well as undercover operations and investigation of license applicants, license holders, and other entities which:

- Violate the state's alcoholic beverage and tobacco laws;

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- Operate as public nuisances, outside of license restrictions, or without a state license; or
- Fail to file excise tax returns or have tax debts.

The Division of Alcoholic Beverages and Tobacco continues to focus on a series of regulatory, technical, and process improvements geared toward promoting exceptional service to applicants, licensees, and other industry partners. These priorities are rooted in the guiding principle of the department's mission – license efficiently, regulate fairly – and are supported by a renewed emphasis on the core values of the department's personnel – accountability, innovation, integrity, ownership, responsiveness, respect, and teamwork. The division is committed to identifying new efficiencies and improving the processes which underscore the division's regulatory relationship with businesses licensed for the sale and service of alcoholic beverages and tobacco in Florida.

Bureau of Licensing

In Fiscal Year 2016-17, the Bureau of Licensing added emphasis to performance measures relating to the processing of temporary initial licenses requested upon application for an alcoholic beverage license. Temporary initial licenses are critical to the opening and transition of businesses across the state as these licenses enable a business to begin operating and purchasing and selling regulated products while the application for a permanent license is under review by the bureau. The focus of the division's licensing team toward expediting these temporary initial licenses achieved remarkable results for Fiscal Year 2016-17, reducing the fiscal year average processing time for this metric below two days while processing more than 6,200 applications requesting a temporary initial license. The Fiscal Year 2016-17 annual average is more than 2.25 days less than the average processing time on this metric in Fiscal Year 2015-16, and in June 2017, the bureau achieved a monthly average processing time of 1.18 days, the lowest since tracking of this metric was initiated in 2010.

Previously, the bureau launched a pilot phase of electronic filing of license applications based on the review and recommendations of an electronic application workgroup formed among division personnel in February 2015. Based on data and reviews of this pilot phase, the division pursued modifying and expanding applications available for electronic filing in Fiscal Year 2016-17. In a significant step toward this expansion, the division implemented the use of an online entry form for the quota beverage license drawing entry process, which generated 12,271 entries in the 2016 drawing entry period. Building on the success of the implementation of this online entry form for the quota beverage license drawing entry process, the Bureau of Licensing has begun the process of expanding electronic application options for Retail Tobacco Products Dealer permits and will prioritize additional applications for transition to an online option in the coming year.

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Bureau of Auditing (Tax Collection)

Launching in fall 2017, an upgraded Electronic Data Submission (EDS) system is designed to work toward eliminating the need for manual entry of monthly tax reports and to make available critical staff resources that will be devoted to the Bureau of Auditing's primary function of auditing licensees regulated by the division. When launched, the upgraded system will mark the completion of a two-year comprehensive development project supported with funding appropriated by the Florida Legislature and will substantially enhance the system with new, more efficient automated auditing tools and more convenient, user-friendly industry reporting platforms for monthly reports submitted by tax-remitting licensees. This advancement of the EDS system will provide a strong foundation for promoting more widespread industry adoption of electronic report filing and will support increased interest of the division to respond to routine industry requests for compliance audits focused on various license types. During late 2017, the bureau will initiate outreach to prospective EDS filers for introductory overviews of the advantages of electronic filing and will continue user recruitment efforts for the remainder of the fiscal year.

In addition to advancing tax revenue audit functions, the bureau remains focused on expanding compliance audits where feasible within available resources. In particular, the bureau has been and remains committed to completing compliance audits of special food service establishment (SFS) alcoholic beverage licenses within 45 days following the first 60 days of license operation, consistent with the amended special license requirements effectuated July 1, 2016.

Bureau of Law Enforcement

In early 2016, the Bureau of Law Enforcement established an Investigation Specialist (IS II) Enrichment Program for focused attention on the development and support of field inspectors who interact with and evaluate compliance of licenses regulated by the division. A bureau panel, comprised of four, experienced IS II members, is tasked with evaluating training and resource tools to ensure a high level of service to persons and entities regulated by the division. In early 2017, all IS II members attended an in-service training session designed to advance regulatory proficiency and ensure the consistent application of inspection techniques and regulatory standards statewide. In the coming year, the enrichment program will provide an emphasis on continuing education of inspection personnel, an in-depth review of inspection forms and references, and the identification of tools to streamline and advance the inspection process.

License compliance on preventing sales of alcoholic beverages and tobacco products to underage persons remains a primary mission of the division's enforcement operations. In fact, in Fiscal Year 2016-17, the bureau increased the total number of compliance survey checks conducted at licensed premises by 43% for alcohol licenses and nearly 180% for tobacco licenses as compared to similar surveys completed in Fiscal Year

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2015-16. The surveys reflect strong industry compliance rates at 81% for alcohol compliance surveys and 92% for tobacco compliance surveys in Fiscal Year 2016-17. In addition to routine compliance surveys, bureau members are actively engaged with local community coalitions comprised of state and local partner agencies in an effort to effectively partner with community resources that share this commitment to preventing the sales of these regulated products to underage persons.

Responding Effectively to Trends of License Growth

The statewide license population relating to alcoholic beverages increased among several alcoholic beverage license types during Fiscal Year 2015-16. In particular, division records reflect a continuing trend in growth of the manufacturer sector relating to malt beverages (24% increase) and distilled spirits (27% increase) during the fiscal year. In the vendor tier, the division introduced forty-four new quota alcoholic beverage licenses during the 2016 quota drawing entry period based on county population increases. Additionally, the population of special food service establishment vendor licenses, a license which operates as an exception to the quota license limit, increased by 5% during Fiscal Year 2015-16.

As license populations increase, the division continues to make efforts to maintain and improve processing performance on all license transactions by identifying efficiencies and reviewing processes which impact timing and performance on routine workload assignments.

Increased Interest in Electronic Filing Options for Division Forms and Applications

For the 2016 quota drawing entry period, the division implemented the option of an online entry form for filing of drawing entries, which was enthusiastically received by the entrant population. The division will again offer an online option for the 2017 entry period and will begin evaluating options for transitioning the entry process completely to the online portal for future annual drawing cycles. The introduction of an online quota drawing entry form continues the division's initiative to expand online filing options for division forms and applications. Previously, the division launched online brand registration, which today is a model routinely cited by multi-state licensees as a convenient and efficient example for other alcoholic beverage regulatory agencies. In Fiscal Year 2016-17, 84,392 brand registrations and renewals were processed through the online platform in contrast to only 729 brand registrations and renewals being processed through the division's traditional paper application/renewal form for the same time period. The division anticipates continuing expansion of applications available through the online portal in future fiscal years, including release of an online retail tobacco dealer permit application scheduled for 2017.

Direct Distributor Reporting of Delinquent Vendor Account Activity

Currently, the division manually adjusts licensed vendors added to or removed from the delinquent activity list based on reports received from licensed distributors pursuant to

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Florida law. Given the business and operational impacts to vendors included on this list, the division recognizes an automated function for reporting updates related to delinquent account activity may be of convenience and value to licensed distributors and vendors alike in the future. If determined feasible within internal IT resources, the division will consider further development of a delinquent account reporting system for testing and launch in late Fiscal Year 2017-18 or early Fiscal Year 2018-19.

Monitoring and Expansion of Electronic Submittal of Monthly Tax Reports

With the completion of the Electronic Data Submission (EDS) system upgrade anticipated in fall 2017, the division will begin concentrated recruitment efforts directed toward transitioning all reporting and tax-remitting licensees to electronic filing through the EDS system. Currently, this electronic reporting option is utilized by approximately half of the reporting entities. As the division monitors user adoption of electronic filing following the upgraded system launch, the division will consider whether recommendations for legislative action to require mandatory utilization of the EDS System for all alcoholic beverage and tobacco monthly and quarterly reporting may be prudent in the future.

Division of Certified Public Accounting

The regulatory authority of the Division of Certified Public Accounting is found in Chapter 455, Florida Statutes (DBPR General Provisions), Chapter 473, Florida Statutes (Public Accountancy) and Chapter 61H1, Florida Administrative Code (Board of Accountancy).

Section 473.303, Florida Statutes, provides for the creation of the Florida Board of Accountancy. The board consists of nine members: seven certified public accountants (CPAs) and two consumer members. The board's responsibilities are to approve or deny the issuance of licenses, certifications, and permits; take disciplinary action against licensees; and adopt rules, including licensing qualifications, examination standards, standards of practice and standards for continuing professional education.

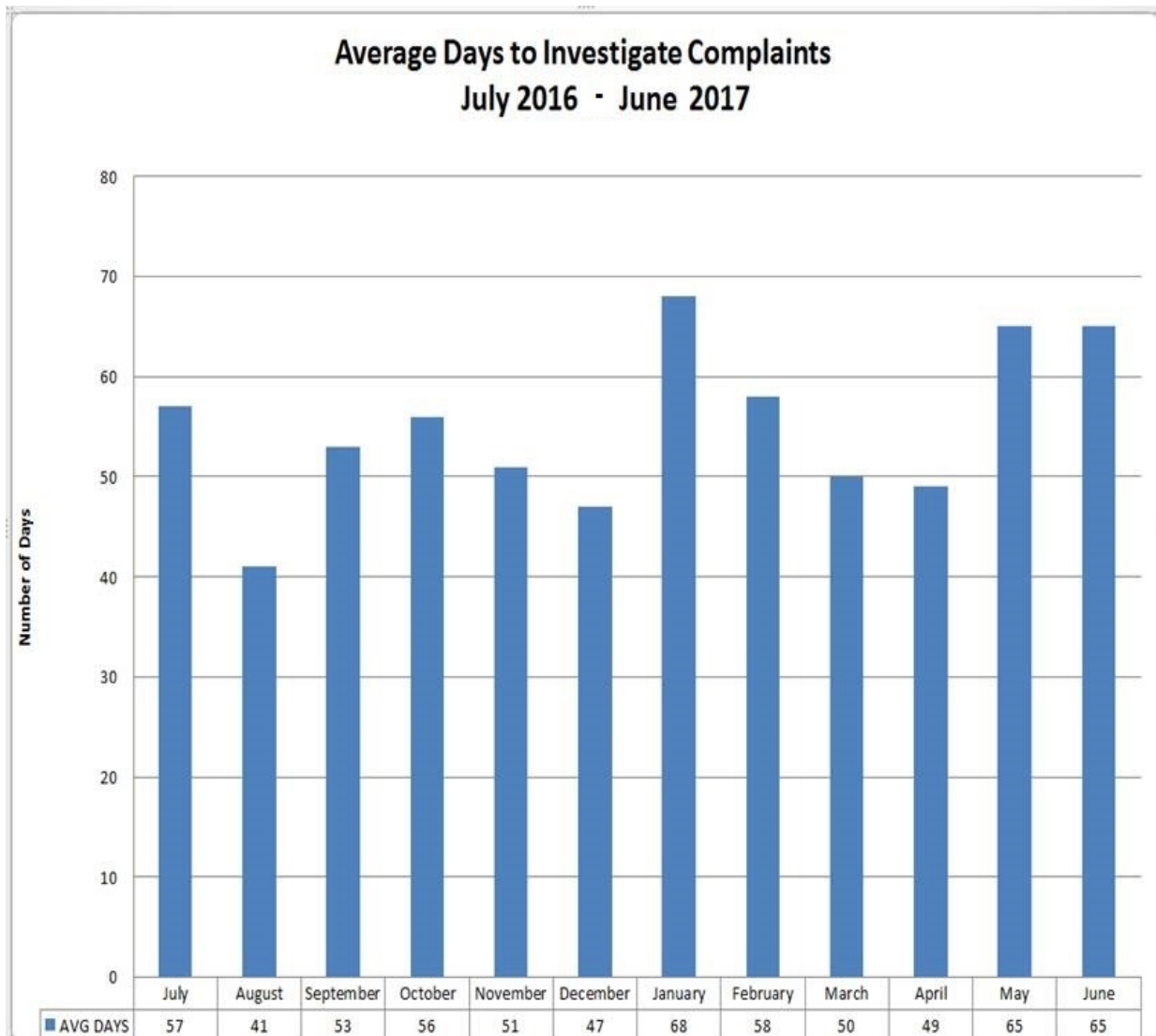
Section 473.3035(1), Florida Statutes, establishes the division's duties relating to the examination, licensing and regulation of public accountancy for the purpose of protecting the public welfare. This section charges the division with recordkeeping services, examination services, legal services, investigative services, support of the Florida Board of Accountancy and those services outlined in Chapter 455, Florida Statutes, necessary to perform the duties outlined in Chapter 473, Florida Statutes.

Division staff is responsible for the overall management and supervision of the division, as well as handling administrative functions such as processing verification of licensure and exam grades for other states, tracking discipline, providing industry education

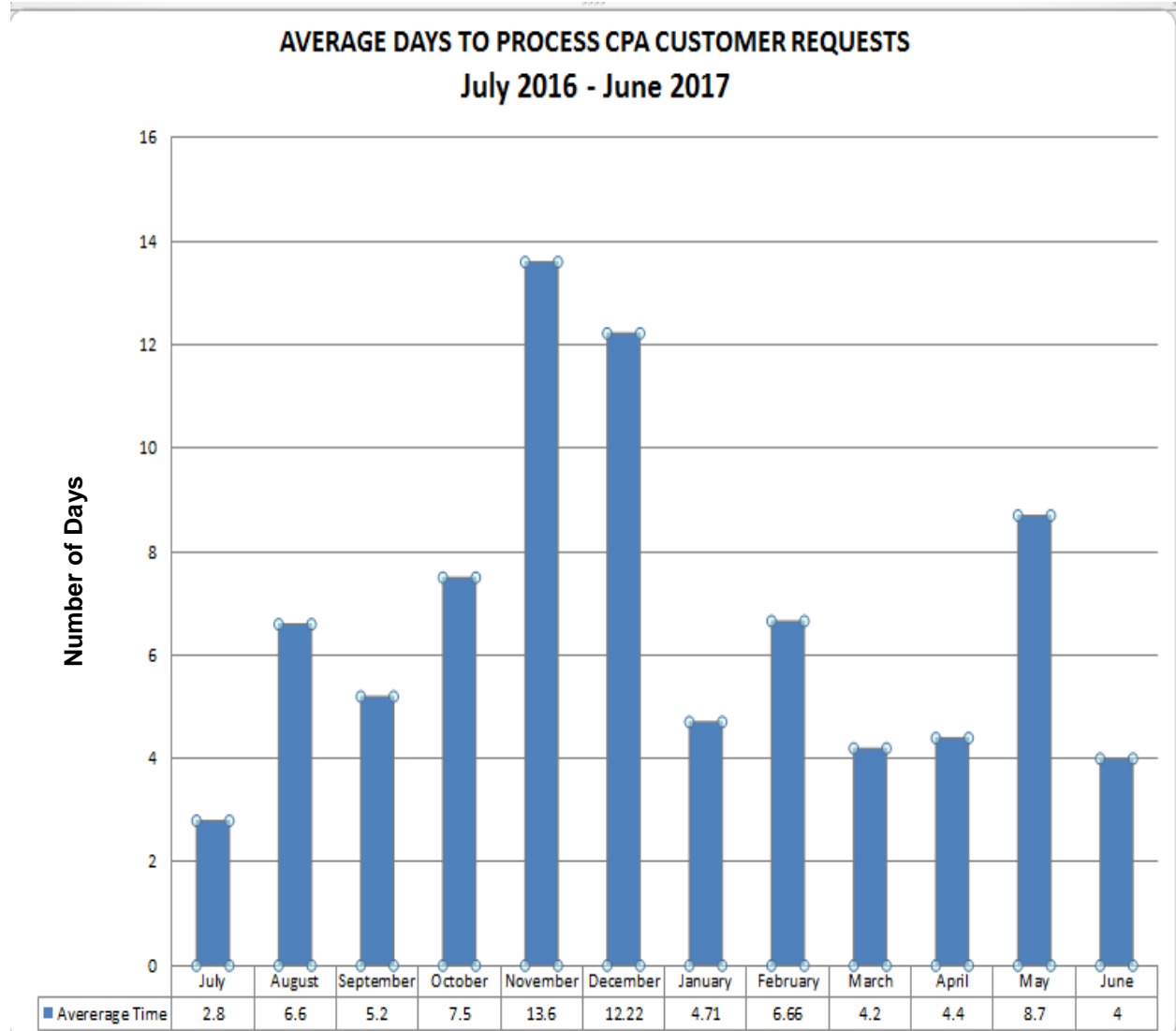
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through speaking engagements and participation at industry related tradeshows. The division provides direct administrative support to the board and investigates licensed and unlicensed complaints. The division processes applications for ethics continuing professional education sponsors, applications for examination and licensure of individuals, and applications for firms.

The division supports the department’s mission to license efficiently and regulate fairly. The division’s priorities include timely processing applications and conducting investigations. The charts below represents, in days, the average time to investigate complaints and process CPA customer requests, including examination and licensure applications.



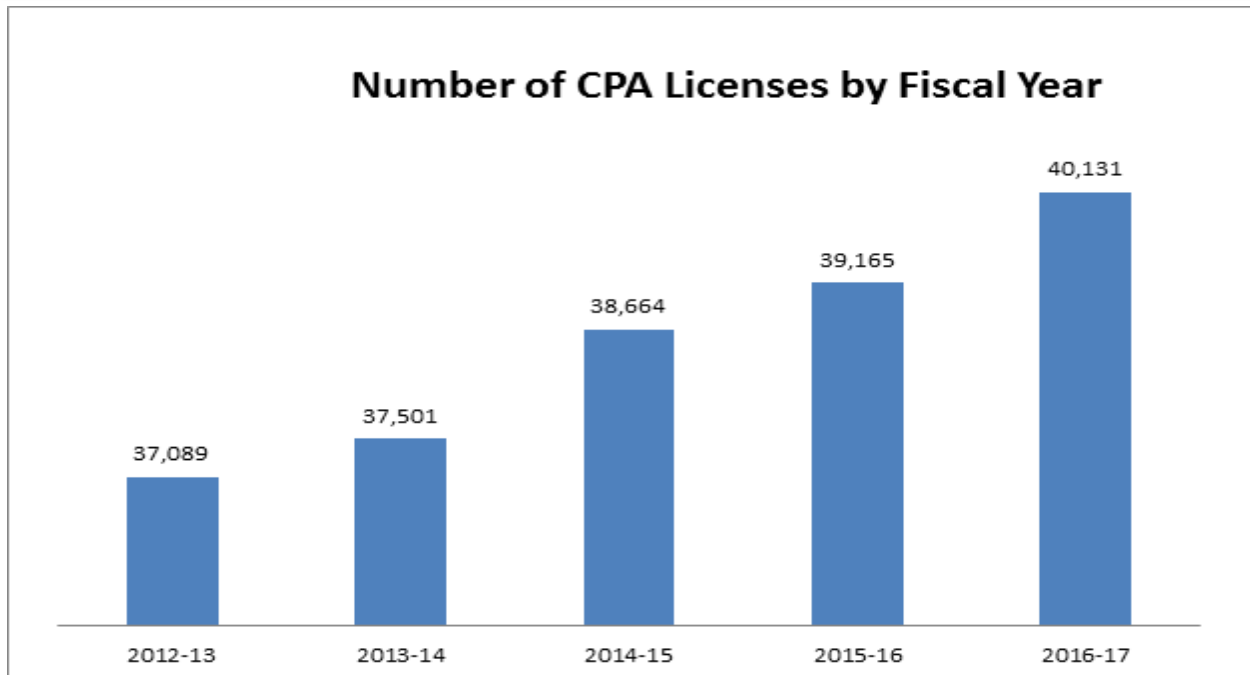
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The division is responsible for the examination, licensing and regulation of 34,482 Certified Public Accountants and 5,649 Certified Public Accounting firms for a total of 40,131 licensees. The number of licensees increased approximately 2.4 percent from Fiscal Year 2015-16 when 39,165 individual certified public accountants and certified public accounting firms were licensed. The division estimates the overall number of licensees will remain fairly constant for Fiscal Year 2017-18.

The chart below shows the number of licensed individual certified public accountants and certified public accounting firms for Fiscal Year 2012-13 through Fiscal Year 2016-17.

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The table below shows the new application licensing activity for the time period Fiscal Year 2012-13 through Fiscal Year 2016-17.

CPA new application licensing activity five-year trend:

Activity	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
CPA Examinations	2,727	2,462	2,315	1,616	1824
Endorsements	1,039	400	599	631	568
Reactivations	295	225	278	208	170
Original Licensure	937	824	824	803	829
Ethics CE Sponsors	57	13	30	14	6
Temporary Permits	327	192	184	173	175
Accountancy Firms	576	506	418	456	282
Complaints	273	640	769	718	528

Chapter 2015-174, Laws of Florida (House Bill 373), which clarified the circumstances under which a firm practicing public accounting must hold a Florida license, has not decreased the number of licensed accountancy firms. At the time the bill became effective, July 1, 2015, there were 5,482 licensed accountancy firms. A year later the number of licensed firms was reported at 5,401 and as of July 1, 2017, there were 5,649 accountancy firms.

Chapter 2017-148, Laws of Florida (House Bill 987) was signed by Governor Rick Scott on June 23, 2017, with an effective date of July 1, 2017. The bill amended Chapter 473, Florida Statutes, to update the statutory reference to the Uniform Accountancy Act

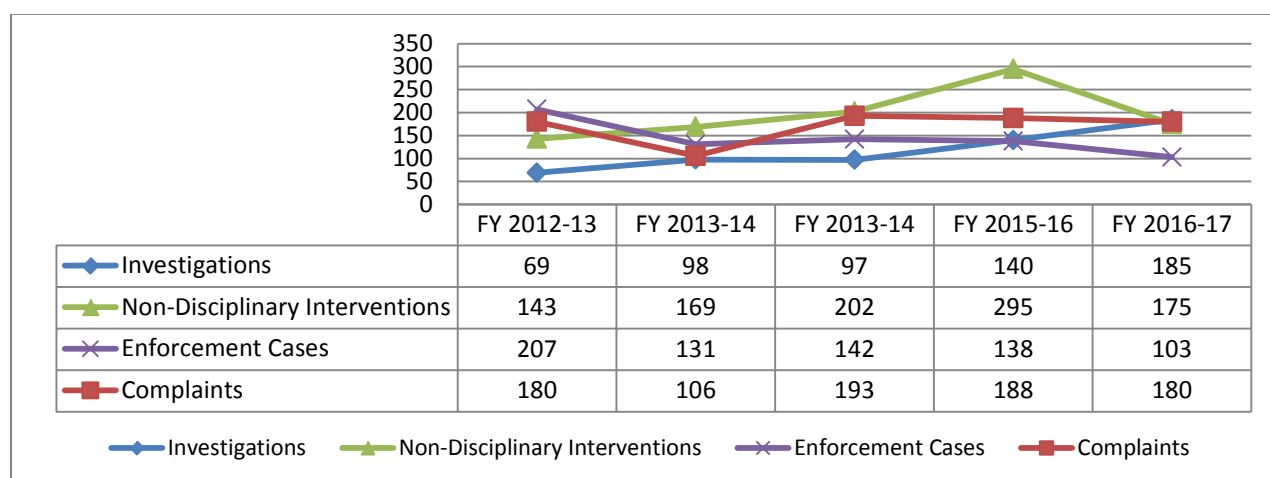
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(UAA) to the most current edition. It clarifies the definition of client to align with the definition in the UAA, allows the Board to discipline CPAs or firms if their right to practice public accounting has been suspended or revoked by the Public Company Accounting Oversight Board, and allows for CPA firm mobility. As with past legislation that changes the circumstances in which CPAs and firms must hold a Florida license, the division will monitor what, if any, effect it has on the number of licenses issued and complaints received.

DIVISION OF DRUGS, DEVICES AND COSMETICS

Pursuant to Section 20.165 and Chapter 499, Florida Statutes, the division is responsible for safeguarding Florida's public health through inspections, investigations and audits to ensure compliance with applicable federal and state laws and rules relating to the manufacturing and distribution of drugs, devices, and cosmetics. The division protects the public from injury caused by the use of adulterated, contaminated and misbranded drugs, drug ingredients, and cosmetics.

The division's primary focus is on effectively and efficiently administering Florida's licensing and regulatory framework in a manner that is consistent with the framework established by the federal government and the department's mission to license efficiently, regulate fairly. The division prioritizes compliance over enforcement and actively engages industry participants to develop alternative methods to ensure compliance. As shown on the chart below, the division's compliance-based approach to regulation has led to an increase in non-disciplinary interventions and a decrease in enforcement actions, despite slight increases in complaints and investigations.



The division is seeking to increase and improve its use of the department's technological resources to facilitate the online submission of initial and renewal permit applications. The division is working with industry stakeholders to collaboratively ensure

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that the division's actions protect the public while preserving and promoting the growth of the manufacturing industry within the state. As part of that initiative, the division transitioned its Prescription Drug Wholesale Distributors, Out-of-State Prescription Drug Wholesale Distributors and Prescription Drug Wholesale Distributor- Broker Only permit holders to a biennial renewal schedule. This simple change alleviates the necessity for these permit holders to complete extensive paperwork each year to maintain their license and brought them in line with other permit categories licensed by the Division.

In January 2016, in response to an audit by the Auditor General (Report No. 2015-066, December 2014), the division implemented a risk-based inspection program. In 2017, the division continued to refine its risk-based inspection program and identified thirty-one establishments that had not been inspected within the scheduled time frame for the given licensure category. Inspections of these establishments will likely result in findings of violations and the opening of multiple enforcement actions as well as referrals to law enforcement and other regulatory agencies. As the division continues to inspect facilities according to the risk-based program, it is expected the number of entities found to be substantially out of compliance will increase, resulting in increased enforcement actions by the division.

As part of the risk-based inspection program, the division utilizes a combination of self-inspection surveys and follow-up audits and inspections to ensure the compliance of the over 4,200 Health Care Clinic Establishments in Florida. The self-inspections are in lieu of conducting in-person inspections of each establishment. In 2017, the division completed over 1,100 self-inspections of Health Care Clinic Establishments in Florida resulting in multiple follow-up inspections. The use of the self-inspection survey and random follow-up audits and inspections will allow the division to ensure compliance and protect the public while minimizing as much as possible any disruption to the establishments' normal business operations. The division anticipates implementing self-inspection surveys and follow-up audits and inspections for additional categories of licensure during the next fiscal year.

The Florida Legislature enacted Chapter 2017-51, Laws of Florida (House Bill 211), which became effective July 1, 2017. House Bill 211 removes the requirement for Florida's cosmetic manufacturers to register their cosmetic products with the division before they can be marketed for sale to the public. The amendment is a business friendly initiative that reduces product registration costs of Florida cosmetic manufacturers and places them on equal footing with out-of-state cosmetic manufacturers. The division will continue to be able to ensure the health, safety and welfare of Florida's public through the licensure of Florida's cosmetic manufacturers and inspection of their facilities for compliance with both federal and Florida laws governing cosmetic manufacturing, including good manufacturing processes, policies and procedures and adequate record keeping.

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DIVISION OF FLORIDA CONDOMINIUMS, TIMESHARES AND MOBILE HOMES

The Division of Florida Condominiums, Timeshares and Mobile Homes is charged with providing oversight of the Florida residential communities it regulates through education, complaint resolution, mediation and arbitration, and developer disclosure.

The division has jurisdiction over condominium, cooperative, timeshare and mobile home associations. Additionally, the division has jurisdiction regarding the licensing and enforcement of yacht and ship broker and sales activity.

Florida experienced an increase (1,832) in the number of condominium and cooperative units from Fiscal Year 2015-16 to Fiscal Year 2016-17. During the same period, the number of complaints increased, with the division receiving 1,967 in Fiscal Year 2016-17 compared to 1,871 in Fiscal Year 2015-16. The division expects the trend of new condominium and cooperative developments to continue, and likewise, expects to see complaint volumes increase as unit owners scrutinize the actions of their condominium and cooperative association boards.

During Fiscal Year 2016-17, the division received 83 filings for new timeshare projects compared to 12 filings during Fiscal Year 2015-16. However, the division received 1,146 timeshare complaints during Fiscal Year 2016-17 compared to 1,141 timeshare complaints during Fiscal Year 2015-16. There doesn't appear to be any correlation between the spike in timeshare filings or the number of timeshare units and complaint activity. As such, the division expects the complaint volume to remain consistent as new timeshare projects are developed.

The number of yacht and ship broker and salesperson licenses has remained constant during Fiscal Year 2015-16 compared to Fiscal Year 2016-17, however the division experienced a 48% increase in the number of complaints from Fiscal Year 2015-16 (27 complaints) to Fiscal Year 2016-17 (40 complaints). There appears to be a direct correlation between sales volume and complaint volume; however the number of licenses doesn't appear to impact either factor. As yacht resales continue to increase the division expects complaint volume will increase as well.

During Fiscal Year 2015-16, 9 mobile home parks were established; by contrast, 17 mobile home parks closed. During Fiscal Year 2016-17, 2 new mobile home parks were established and 13 mobile home parks closed. Interestingly, the division received the same number of complaints (230) during both fiscal years. The division expects the number of complaints regarding mobile home parks to remain consistent with previous years.

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In keeping with the department's mission to license efficiently and regulate fairly, the division's chief priority is to ensure that services provided are both efficient and fair. To that end, the division has set the following items as goals:

- Improve average case resolution times by 4% year to year;
- Continue the Community Association Manager/Condominium Task Force to coordinate efforts and reduce the duplication of investigation efforts by the Division of Florida Condominiums, Timeshares and Mobile Homes and the Division of Regulation;
- Increase the usage of online license renewals (yacht and ship) and association annual fee payments by 10% year to year.

FLORIDA STATE BOXING COMMISSION

The Florida State Boxing Commission regulates professional boxing, kickboxing and mixed martial arts and approves amateur sanctioning organizations pursuant to Chapter 548, Florida Statutes, and Rule Chapter 61K1, Florida Administrative Code. The Commission's mission is to protect the health and welfare of participants and to maintain the integrity of the combat sports industry.

The daily operations of the Commission are managed by an executive director, three full-time employees and two that are part-time. In addition, part-time staff is utilized on a per-event basis to perform application intake, licensing, revenue collection, event result recording, venue inspection, timekeeping, and enforcement functions. The Commission collects revenue through license/live event permit fees, fines, and taxation on gross receipts associated with live events.

The Commission is responsible for periodic compliance checks of the approved amateur sanctioning organizations to ensure enforcement of approved health and safety standards and supervision of matches. The Commission has delegated this activity to the department's Division of Regulation.

The Florida State Boxing Commission's top priority is protecting the health, safety and welfare of those involved in the combat sports industry. In addition, the Commission strives to consistently provide excellent customer service to licensees and improve business processes to better serve its clientele.

Over the last five years, the number of professional combat sports events ranged from thirty-nine in Fiscal Year 2012-13, to fifty-four in Fiscal Year 2016-17. The chart below shows the total number of boxing, kickboxing and mixed marital arts events over the last five years.

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Events	2012-13	2013-14	2014-15	2015-16	2016-17
Mixed Martial Arts	23	20	21	24	20
Boxing	15	27	21	34	32
Kickboxing	1	0	0	3	2
Total Events	39	47	42	61	54

The Commission will continue to offer excellent customer service with regard to licensing and regulating professional combat sports events in order to encourage promoters to hold events in Florida.

Amateur combat sports, particularly amateur mixed martial arts, continue to rise in popularity in Florida. Amateur sanctioning organizations are licensed to monitor and oversee amateur activities. Currently, there are forty-two licensed amateur sanctioning organizations. The Commission is responsible for periodic compliance checks of the approved amateur sanctioning organizations to ensure enforcement of approved health and safety standards and supervision of matches. The Division of Regulation conducts compliance checks on behalf of the Commission.

DIVISION OF HOTELS AND RESTAURANTS

Chapter 509, Florida Statutes, provides the Division of Hotels and Restaurants with responsibility and jurisdiction for conducting inspections of food and lodging establishments. Each food service establishment must be inspected on a risk based frequency at least once and not more than four routine inspections annually. Each licensed transient lodging establishment must be inspected at least biannually, except for transient and non-transient apartments, which must be inspected at least annually, and at such other times as the division determines is necessary to ensure the public's health, safety, and welfare. Public lodging units classified as vacation rentals and time share projects are not subject to this requirement, but must be made available to the division for inspection upon request.

Chapter 399, Florida Statutes, "The Elevator Safety Act," provides for the design, construction, operation, inspection, testing, maintenance, alteration and repair of elevators in Florida. The division is required to enforce the provisions of Chapter 399, Florida Statutes, and Chapter 61C-5, Florida Administrative Code.

Regulatory responsibility focuses on deterring violations and increasing compliance with the laws and rules regulating the division's licensed businesses and professionals through inspections, complaint processing, enforcement and disciplinary actions. This includes inspecting food and lodging establishments and enforcing Florida's elevator laws to ensure the safety of persons using vertical transportation.

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In November 2005, the Office of Program Policy Analysis and Government Accountability issued Report No. 05-51 entitled “Division of Hotels and Restaurants Improves Operations but Not Meeting Inspection Goals.” In the years since this report, the division received a total of thirty-three additional food service and lodging inspection positions, increasing the total to 191 inspectors covering nearly 95,000 establishments across the state.

The table below shows the percent of statutorily required inspections that were completed by fiscal year beginning in Fiscal Year 2004-05.

	FY 2004-05	FY 2005-06	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Percent Completed Inspections	74%	77%	83%	89%	98%	98%	98%	99%	99%	99%	98%	92%	82%

The Bureau of Elevator Safety licenses and regulates elevators, escalators, and other vertical and inclined conveyance devices. Responsibilities include issuing elevator certificates of operation; maintaining inspection, accident and complaint data; processing and issuing permits for applications to construct, alter, modify or relocate elevators; registering elevator companies, elevator technicians and private inspectors; and monitoring local-partner programs, elevator companies, elevator technicians and private inspectors. The bureau also provides facilitation and administrative support to the Elevator Safety Technical Advisory Council (ESTAC).

In addition to performing monitoring inspections, bureau inspectors respond to complaints, educate owners about their responsibility to have annual safety inspections and work to eliminate code violations in their respective regions. The bureau’s oversight role for nearly 53,000 conveyances continues to increase because of growth in new elevator construction and registration of new private elevator inspection firms doing business in the state.

The state continues to experience annual growth in the number of food and lodging establishments, and it is anticipated that this trend will continue. The following chart shows the growth change for the food and lodging establishments and the percentage increase of each from Fiscal Year 2004-05 to Fiscal Year 2016-17.

	FY 2004-05	FY 2005-06	FY 2006-07	FY 2007-08	FY 2008-09	FY 2009-10	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Percent Growth
Food Accounts	42,277	43,216	43,983	44,664	44,697	45,327	46,315	47,251	47,782	48,607	49,966	51,532	52,973	25.3%
Lodging Accounts	36,549	36,906	36,967	36,600	37,898	37,273	37,544	37,897	37,944	38,479	40,192	40,341	41,931	14.7%
Total Accounts	78,826	80,122	80,950	81,264	82,595	82,600	83,859	85,148	85,729	87,086	90,158	91,873	94,904	20.4%

The Hotels and Restaurants Advisory Council was created by s. 509.291, Florida Statutes, to promote better relations between the industry and the division and suggest ways to better protect the health, safety and welfare of persons using the services

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offered by the hotel and restaurant industries. The Hotels and Restaurants Advisory Council meets annually and as otherwise necessary.

The Elevator Safety Technical Advisory Council was created by the 2004 Florida Legislature to provide technical assistance to the division in support of protecting the health, safety, and welfare of the public and give the division the benefit of the council members' knowledge and experience concerning the industries and individual businesses affected by the laws and rules administered by the division. The Elevator Safety Technical Advisory Council meets quarterly.

The Division of Hotels and Restaurants maintains contact with both advisory councils on a regular basis. The division collaborates with and obtains ongoing feedback from its advisory councils.

DIVISION OF PARI-MUTUEL WAGERING

In Florida, pari-mutuel wagering is authorized for horse racing, harness horse racing, greyhound racing, and jai alai games. Cardroom poker games may also be conducted at pari-mutuel facilities possessing an annual cardroom license. Additionally, slot machine gaming may be conducted in Broward and Miami-Dade Counties at pari-mutuel facilities possessing an annual slot machine license. Florida is one of the primary pari-mutuel states in the nation, and is the leading state in greyhound racing, as well as a major horse racing state. Florida is also the only state in the United States where live jai alai games are conducted.

The Division of Pari-Mutuel Wagering is charged with the regulation of Florida's pari-mutuel, cardroom, and slot gaming industries, as authorized by Chapters 550 and 551, Florida Statutes and Section 849.086, Florida Statutes, as well as collecting and safeguarding associated revenues due to the state. The division is also the State Compliance Agency (SCA) pursuant to Section 285.710, Florida Statutes, responsible for monitoring compliance with the provisions of the Gaming Compact between the Seminole Tribe of Florida and the State of Florida

The division's primary responsibilities include ensuring integrity of the gaming activities authorized at pari-mutuel facilities; ensuring the safety and welfare of racing animals; collecting state revenue accurately and timely; issuing occupational and permitholder operating licenses; regulating cardroom and slot machine operations; and ensuring that permitholders, licensees, and totalisator companies comply with Chapters 550 and 551, Florida Statutes and Section 849.086, Florida Statutes.

In 2004, a constitutional amendment legalized slot machine gaming in Broward and Miami-Dade Counties, subject to approval by voters by county-wide referendum.

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Broward County voters authorized gaming in their county in 2005. Miami-Dade County voters approved a gaming initiative in January 2008. Slot machine gaming may only be conducted at eligible pari-mutuel wagering facilities in Broward and Miami-Dade. Regulatory responsibility was assigned to the Division of Pari-Mutuel Wagering and all slot tax revenue is transferred to the Education Enhancement Trust Fund within the Department of Education.

For Fiscal Year 2017-18, the division has issued thirty-nine annual pari-mutuel operating licenses throughout the state and one limited intertrack wagering license. Twenty-five of those permitholders have also obtained an annual cardroom license. The division also issued four slot machine licenses to pari-mutuel locations in Broward County, and four slot machine licenses in Miami-Dade County pari-mutuel locations.

Oversight of Seminole Gaming Compact

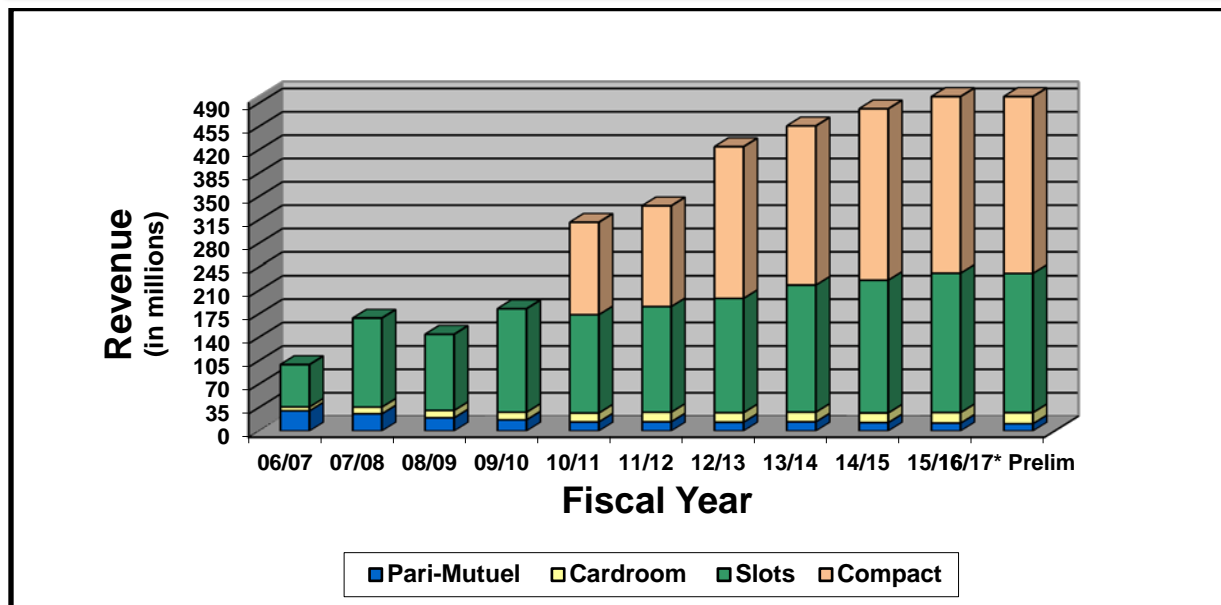
In 2010, the Legislature ratified a gaming compact between the State of Florida and the Seminole Tribe of Florida. The Division of Pari-Mutuel Wagering was identified as the State Compliance Agency with oversight over the provisions of the Compact.

The 2010 Legislature ratified the Compact signed by the Governor and the Seminole Tribe of Florida on April 7, 2010. In addition, Chapter 2010-029, Laws of Florida (Senate Bill 622) was passed during the 2010 Legislative Session, which provided an effective date of July 1, 2010, for the provisions relating to pari-mutuel facilities that were passed in Chapter 2009-169, Laws of Florida (Senate Bill 788) during the prior Legislative Session. The Compact was approved by the U.S. Secretary of the Interior upon publication of notice of approval in the Federal Register which appeared on July 6, 2010. The Compact provides up to \$250,000 cost reimbursement from the Seminole Tribe for costs incurred by the division for oversight of the Compact, adjusted annually to the Consumer Price Index.

Revenue Collections Pari-Mutuel Industries

During Fiscal Year 2016-17, approximately \$236 million in state revenues pertaining to cardroom, pari-mutuel and slot machine gaming were collected. Additionally, approximately \$289 million, in revenue sharing associated with Gaming Compact between the Seminole Tribe of Florida and the State of Florida was also collected.

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During the 2017 Legislative Session, no substantive legislation passed both the House and Senate amending the industry’s governing statutes Chapters 550 and 551, Florida Statutes or Section 849.086, Florida Statutes.

DIVISION OF PROFESSIONS

Pursuant to Chapter 455, Florida Statutes, the department’s Division of Professions is responsible for the licensing of over 434,000 professionals. The division’s organizational structure includes the Director’s Office, the Board/Council Offices, Florida Building Codes and Standards and the Bureau of Education and Testing.

The division administers twelve professional boards, one council, and five department-regulated professions. The professions include: architects and interior designers, asbestos consultants and contractors, athlete agents, auctioneers, barbers, building code administrators and inspectors, community association managers, the construction industry, cosmetologists, electrical contractors, employee leasing companies, geologists, landscape architects, harbor pilots, mold assessors and remediators, home inspectors, talent agencies and veterinarians. The division includes four shared board offices and the Construction Industry Licensing Board office. The staff of each board office provides support for multiple boards. The shared offices’ principal duties include: scheduling board meetings, preparing agendas, assembling applications and disciplinary files for board review, attending and providing support during board meetings, and tracking discipline.

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The department is responsible for issuing licenses and taking disciplinary action for the athlete agent, talent agency, asbestos, community association management, mold assessors and remediators and home inspector professions. Each board meets between four and twelve times per year, and the board offices receive application and disciplinary files monthly, along with board disciplinary orders that are filed with the agency clerk. Each office also provides industry education through speaking engagements and assists applicants and licensees with complex licensing issues that are referred from the department's Customer Contact Center.

The Bureau of Education and Testing (BET) has responsibility for exam development and administration, processing continuing education provider and course applications and monitoring licensees to ensure that the license holders have met continuing education requirements.

The Office of Codes and Standards is also administered by the division and includes the Florida Building Commission (Commission) and programs related to the Florida Building Code and the Manufactured (Modular) Building Program. The primary responsibility of the Commission is to update the Florida Building Code (Code) every three years, modify the Code through the "glitch" amendment process, and issue interpretations of the Code. The Commission administers the Product Approval System, an optional statewide approval for eight specified products: panel walls, exterior doors, roofing products, skylights, windows, shutters, structural components and impact protective systems.

During Fiscal Year 2016-17, approximately 1,671 product approval applications were processed. The Commission also administers the accreditation program to review advanced course applications to ensure compliance with the Florida Building Code. During Fiscal Year 2016-17, the Commission processed twenty-nine new course applications. The new course applications included twenty-four advanced course applications and five self-affirmed course applications.

The Manufactured (Modular) Building Program ensures structures built in a manufacturing facility are designed, constructed and inspected in compliance with the Code. In Fiscal Year 2016-17, the Program processed 38,590 insignias (decals) for manufactured buildings. Insignias were processed for ninety-seven factory-built schools, 1,385 manufactured buildings, 1,001 panelized buildings and 36,107 sheds.

In an effort to reduce application deficiencies and help applicants enter their professions more quickly, the department initiated the "ApplyNow!" project to revise the applications of nineteen professions. The project identified application issues that caused the greatest amount of deficiency letters and applicant confusion. The applications and instructions were revised to address the identified problems. The revised forms resulting from this process were then adopted through the rulemaking process.

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The division has continued its efforts with a quality control process designed to enhance and engrain its cultural focus on determining what processes make customers successful, measuring those processes, and improving their performance.

“CustomerSuccess!” provides a permanent process to build upon the gains achieved through the “ApplyNow!” project and reinforces the Division of Professions’ commitment to the success of its customers. “CustomerSuccess!” seeks to improve business processes and streamline work flow; improve the online application process and accessibility; and improve performance metrics through the coordinated efforts of “Performance Action Teams” (PATs). This has been a successful initiative and has assisted the division in meeting agency objectives for faster approval of licenses to join a profession or open a business, providing quality assistance to customers, and reducing the difficulty and complexity of applications.

In addition, the department continues to make efforts to increase the number of applications approved without the necessity for board referral. Some board rules require all applicants to come before the board while others have requirements for board review only when applicants have problematic criminal or credit history. Approval of noncontroversial applications by the department, without having to wait for a scheduled board meeting, allows for more expedient licensure.

A few of the objectives achieved by the division during Fiscal Year 2016-17 were:

- The percent of escalations (customer inquiries from the Customer Contact Center) remained at 1% as a result of improved communication within the business units and recurring annual training
- In State Fiscal Year 2016-17, claim payouts from the Homeowner’s Construction Recovery Fund totaled \$1,103,313 and provided restitution to fifty-five claimants
- The Florida Building Commission processed approximately 1,671 product approval applications (all of which were processed by staff)
- The Bureau of Education and Testing administered 7,633 pencil and paper examinations and 111,281 professional Computer Based Testing vendor administered examinations, for a total of 118,914 examinations administered
- 270 examinations were administered to military personnel at out-of-state and overseas testing locations
- 25 special examinations were administered to candidates with health-related accommodations and incarcerated individuals at state and federal correctional institutions

Based upon an analysis of data extracted from the department’s licensing system, Versa: Regulation, the division experienced increases/decreases in the following areas as evidenced by the following chart:

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	Applications Referred for Board Review		Cases Referred to Professions for Board Discipline		Disciplinary Actions Sustained by Board (Final Orders)		Licensed Accounts	
	Count	% change	Count	% change	Count	% change	Count	% change
FY 2005-06	7,156	9.52%	906	36.24%	1,318	37.43%	377,705	5.22%
FY 2006-07	7,451	4.12%	1,277	40.95%	2,198	66.77%	392,584	3.94%
FY 2007-08	7,261	-2.55%	1,719	34.61%	1,874	-14.74%	405,027	3.17%
FY 2008-09	5,995	-17.44%	1,576	-8.32%	2,246	19.85%	411,841	1.68%
FY 2009-10	4,945	-17.51%	1,449	-8.06%	1,678	-25.29%	369,325	-10.32%
FY 2010-11	4,573	-7.52%	1,414	-2.42%	1,956	16.57%	377,818	2.30%
FY 2011-12	4,632	1.29%	901	-36.28%	1,395	-28.68%	396,331	4.90%
FY 2012-13	4,956	6.99%	635	-29.53%	718	-48.53%	396,180	-0.04%
FY 2013-14	5,893	18.91%	1,039	63.63%	375	-47.78%	413,401	4.35%
FY 2014-15	6,090	3.35%	801	-22.91%	600	60.00%	415,207	.44%
FY 2015-16	6,714	10.25%	664	-17.10%	715	19.17%	434,001	4.53%
FY 2016-17	6,947	3.47%	852	28.31%	1,372	91.89%	434,574	0.13%

In Fiscal Year 2016-17 the number of applications referred for board review increased by 3.47% to 6,947. Disciplinary cases referred for Board discipline increased by 28%, and the number of disciplinary actions increased by almost 92%. Professional licenses totaled 434,574, an increase of 0.13%.

DIVISION OF REAL ESTATE

The Division of Real Estate is responsible for the examination, licensing, and regulation of more than 385,000 real estate and appraiser professionals, corporations, schools, and instructors, pursuant to Chapters 455 and 475, Florida Statutes. Additionally, the division provides administrative support to the Florida Real Estate Commission (FREC) and the Florida Real Estate Appraisal Board (FREAB).

The division's priorities are to provide quality customer service, prompt and exceptional processing of license applications. In addition, the division strives to fairly and efficiently regulate to ensure public safety by processing, investigating and, where appropriate, prosecuting complaints; proactively conducting office inspections and audits; and educating through outreach programs.

The division works diligently to ensure compliance with current appraiser standards as set forth by the federal government, most notably Title XI and the Dodd Frank Act which govern state appraiser regulatory programs. The division works to stay informed on the current trends and conditions of its license programs and related industries through

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participation in organizations such as the Association of Real Estate License Law Officials (ARELLO), the Appraiser Regulatory Officials (AARO), and The Appraisal Foundation (TAF).

The division’s objectives are to provide a superior licensing program for both real estate and appraiser licensees; to provide information that is crucial to licensure and ensure that the public is protected from unlicensed individuals and entities through enforcement and education.

Over the last year the division has continued to receive on average over 4,000 initial applications for real estate licenses per month. This is a slight decrease from Fiscal Year 2015-16; however, the number of licensees continues to grow each month. At the end of Fiscal Year 2016-17, there were approximately 375,000 licensees, nearly 15,000 more licensees than Fiscal Year 2015-16. With a recovering real estate market, there will likely be sustained and potentially more growth in the number of initial applications for candidates for real estate licenses.

Total number of Broker and Sales initial applications for real estate per fiscal year					
License Type	FY 13-14	FY 14-15	FY 15-16	FY 16 -17	Total
1010-Request Sales Exam	40,018	45,229	46,539	43,562	175,348
1011- Request Sales Law Mutual Recognition	373	524	698	639	2,234
1012-Request Broker Exam (out-of-state)	689	920	888	806	3,303
1013-Request Broker Law Mutual Recognition	246	373	413	331	1,363
1014-Request Broker Exam (upgrade Sales to Broker)	2,358	2,605	2832	3,070	10,865
Year Total	43,684	49,651	51,370	48,408	193,113

Appraisal applications experienced a slight decline in Fiscal Year 2016-17 due to a federal criteria change that became effective January 1, 2015. The decrease mostly impacted the trainee category, which may be a result of an increase to the education requirement to become a certified appraiser as well as difficulty finding required supervision. The education guidelines now require a bachelor’s degree in order to hold a certified appraiser license. The changes in the federal criteria have been scrutinized by the industry and there appears to be a consensus across jurisdictions that changes are needed to stop the further decline of qualified appraisers across the nation. The Appraisal Qualifications Board, of the Appraisal Foundation is considering proposals for alternative qualifications for trainee appraisers to use to upgrade to certified residential or certified general appraiser. The number of appraiser licenses issued through mutual recognition remained steady throughout the year.

The increase in licensees for the real estate profession results in a ripple effect throughout all aspects of the division. It is anticipated that most business processes will be impacted in the coming years.

To accommodate this increase the Division of Service Operations, which processes the division’s applications, has added additional processors to handle the influx of new

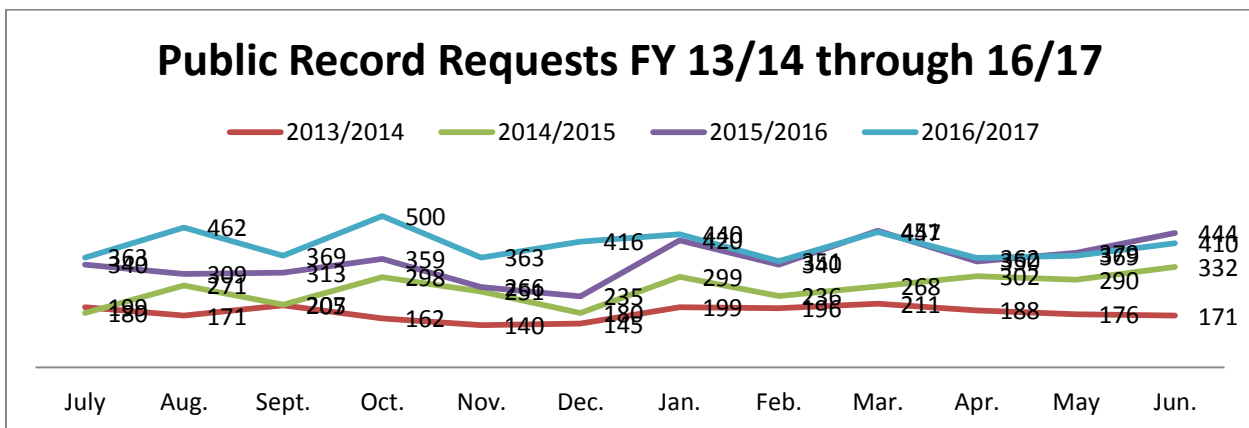
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applications to ensure processing times remain consistent with the desired level of customer service the department requires for its customers. While most licensing transactions can be processed and resolved through the department’s centralized service process, it is anticipated that the subject matter experts at the division will see an increase in workload and escalations.

One result in the growth in applications and licensing is in the area of public records. The division has seen an increase in public record requests for data lists over the last year, especially for lists requesting email addresses. The increase in public records requests is likely due to more people marketing education, business, and other real estate related opportunities to the division’s licensees. In 2013, the department established the Office of Open Government to centralize and track public records requests. The public records tracking system, GovQA, tracks requests from time of receipt to time of completion. A month-to-month fiscal year comparison of public records requests to the Division of Real Estate can be seen below.

Public Record Requests Fiscal Year 2013-14 through Fiscal Year 2015-16													
Fiscal Year	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Total
2013-14	199	171	205	162	140	145	199	196	211	188	176	171	2,163
2014-15	180	271	207	298	251	180	299	236	268	302	290	332	3,114
2015-16	340	309	313	359	266	235	420	340	451	350	379	444	4,206
2016-17	363	462	369	500	363	416	440	351	447	362	369	410	4,852



The Division of Real Estate has reduced initial application fees for licensees in order to balance out the increased exam fees by the testing vender. Additionally, the division has developed a free certification of license history that can be accessed through the licensee’s online account and sent to other jurisdictions with which they are seeking licensure. The division has worked with twenty-one jurisdictions that have agreed to receive a direct submission of these certifications by supplying the division with their email addresses. This allows for Florida licensees to submit their requests efficiently without the chance of the documents being lost in the mail. This reduction in revenue for

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the \$25 per certification, which is a savings to licensees, was possible because of the strong financial projections as a result of the number of new applicants in past and future years.

As of July 1, 2017, the Division of Real Estate has gone to a paperless license program for all real estate appraisal licenses. This means their license will be available within 48 hours through their online account versus waiting seven to ten days for the license to come in the mail. Upon completing their renewal requirements, the renewed license becomes available immediately through their online account. This will result in printing and mailing cost savings for the Department.

Overall, the strength of the real estate regulatory program remains strong as the real estate industry continues to rebound.

DIVISION OF REGULATION

The Division of Regulation's regulatory responsibility focuses on deterring violations and increasing compliance with the laws and rules regulating the department's licensed professionals and businesses through inspections, investigations, complaint processing, mediation, enforcement and disciplinary actions. Additionally, the division regulates the child and farm labor laws which are designed to protect the health, and welfare of minors and farm workers working in Florida.

Section 455.225, Florida Statutes, provides the general authority for the division to analyze complaints to determine legal sufficiency and conduct investigations to make a report to the appropriate board or department.

Section 455.223, Florida Statutes, provides the authority for the division to conduct inspections when authorized by statute. The statutes that grant this inspection authority are the Boards of Cosmetology, Barber and Veterinary Medicine under Sections 477.025, 474.215, and 476.184, Florida Statutes, respectively. These statutes provide authority for the boards to establish, by rule, an inspection process to ensure compliance is achieved.

Chapter 450, Parts I and III, Florida Statutes, provide the authority for the division's regulation of child and farm labor and Chapter 447, Part I, Florida Statutes, provides authority to the department over labor organizations.

Other statutory authority for the division:

Section 455.2235, Florida Statutes - Mediation

Section 455.224, Florida Statutes - Citations

Section 455.225(3)(b), Florida Statutes - Notice of Noncompliance

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Section 455.228, Florida Statutes - Unlicensed Activity

The Division of Regulation is comprised of several programs that are responsible for the regulation and enforcement of the statutes created by the Florida Legislature and rules promulgated by the boards, councils, and programs administered by the department. The programs that comprise the division are Complaints, Alternative Dispute Resolution, Investigations, Unlicensed Activity, Inspections, Farm Labor and Child Labor. The division has ten regional offices located throughout the state. The division regulates in excess of 434,000 individuals and businesses, licenses and inspects over 2,900 farm labor contractors and proactively finds and reactively pursues reports of unlicensed activity. Complaint intake analysis, investigations, and inspections are the initial enforcement tools used by the division. Education and outreach to consumers are additional avenues to help raise public awareness about the necessity of hiring licensed professionals.

Complaints against regulated professionals or professions are filed within the complaints unit in Tallahassee or any Regional Program Office. Complaints are prioritized based on the severity of the alleged incident. This allows the department to dedicate resources to investigating and prosecuting those cases which have caused serious physical or financial harm to consumers. The number of complaints has increased due to Florida's strengthening economy as well as the implementation of an online complaint process which allows consumers to submit their complaints electronically through the department's website.

While the number of complaints has increased, the division has been able to maintain the time it takes to investigate a complaint, providing a continued level of service to the consumer as well as the individual or business being investigated.

There has also been a greater emphasis on resolving complaints using alternative methods such as mediation, citations and notices of non-compliance. These alternative means of complaint resolution reduce the amount of investigative and legal time, allowing the department to focus on those that do harm to consumers. The division's alternative dispute resolution program, in conjunction with field investigators, facilitates agreements between professionals and consumers. This program provides economic recovery to consumers without the time and expense of an enforcement action against the professional. This alternative to enforcement action has resulted in significant cost savings to the department, faster case resolution for the consumer, and has proven to be especially beneficial after hurricanes and/or major storms.

Through the unlicensed activity program, the division conducted 722 sweeps, forty-one undercover enforcement operations and 795 educational outreach opportunities. Unlicensed activity sweeps and undercover enforcement operations are conducted as a part of the division's proactive enforcement efforts. Each office is charged with

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completing sweep and undercover enforcement activities throughout the year. Sweeps are pre-emptive enforcement actions performed in areas of known or suspected unlicensed activity, and are generally performed in conjunction with other state agencies, law enforcement or local municipal agencies. Undercover enforcement actions are pre-emptive in that the division pursues known unlicensed persons by providing the unlicensed subject the opportunity to offer services that require a license. These operations may result in arrests, issuance of notices to cease and desist, issuance of citations or the opening of investigative cases. Undercover enforcement operations and sweeps curtail unlicensed activity in the state, and provide media opportunities which can be used to increase community awareness about the department's actions and risks of hiring unlicensed individuals. Outreach efforts increase consumer and licensee awareness regarding license requirements and unlicensed activity, helping to reduce the total number of complaints.

The mission of the inspection program is to ensure the health, safety and welfare of the consuming public is protected by inspecting every licensed barber, cosmetology and veterinary establishment to ensure that the sanitation and safety requirements for these establishments are adhered to; that those practicing these professions are duly licensed; and to actively seek out unlicensed activity relating to these professions. This is accomplished through a regulated inspection process by performing the statutorily mandated and complaint driven inspections of establishments licensed by the Board of Cosmetology, Barbers' Board, and the Board of Veterinary Medicine. The inspection program operates pursuant to Rules 61G3-10.015, 61G5-20.003, and 61G18-15.005, Florida Administrative Code.

The division performs inspections of each barber, cosmetology and veterinary establishment biennially. In addition, when new establishments are licensed, inspectors must inspect the establishment within 120 days of licensure. Establishments that have received discipline for a violation other than a minor violation also must be revisited.

Currently the division has fifteen inspectors who have an expectation to perform 1,200 inspections a year. This expectation is based upon the historical ability to accomplish the required inspections while still being an attainable goal for the inspectors. It is a reasonable number for inspectors to reach, given the amount of work days, the time needed to conduct a thorough inspection, and the time necessary to travel between establishments. Inspectors in the Miami, Ft. Myers and Orlando offices have to complete more than 1,200 annually in order to meet the inspection needs. This necessitates inspectors in other regional offices traveling to these areas in order to help meet the statutorily required inspections, often earning overtime and incurring lodging, meal and per diem costs.

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The division expects the number of new establishments to continue to grow as the economy continues to improve and as licensing is made more accessible. Therefore, the average number of inspections per inspector is expected to increase.

The division’s farm labor and child labor programs review applications and issue permits that help protect two of Florida’s most vulnerable populations: farm laborers and minors. The farm labor program examines and licenses farm labor contractors who supply Florida farmers with the labor needed to harvest Florida crops. Both programs verify compliance with statutes through proactive enforcement efforts that include routine checks, inspections, and investigations. These enforcement measures help protect Florida’s farm workers and minors from harmful work situations and exploitation. The farm labor enforcement measures include, but are not limited to, conducting payroll audits, verifying the safety of transportation used to transport farm workers, and the cleanliness of sanitation outlets provided for farm labor personnel. The child labor unit conducts walk-in site visits at establishments that employ minors to ensure they are not working in hazardous occupations and check employment records to ensure employers are adhering to proper work hours and break times for minors.

The following is statistical data for complaints, inspections and investigations.

Activity	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Complaints	11,272	10,443	11,089	11,527	11,062	12,332
Investigations	4,395	5,553	4,734	5,237	5,055	5,434
Inspections	17,435	18,299	18,466	20,209	18,239	20,015
Farm Labor Investigations & Inspections	4,044	3,414	3,824	3,344	3,390	3,520
Child Labor Investigations & Inspections	11,756	7,004	8,429	8,161	10,029	8,526
Sweeps	120	147	489	655	828	722
Undercover Enforcement Operations	19	11	34	38	49	1
Average Inspections Per Inspector	1,026	1,076	1,154	1,263	1,140	1,251
Outreach Events	535	491	612	658	921	795

The farm labor program transitioned from recording inspection/investigation information on paper to utilizing iPads. This has several advantages in that it allows the investigator to properly document work, increases accuracy, provides a permanent record storage of the documents and provides the ability to access information faster in response to public record requests.

The division, in conjunction with the Division of Technology, implemented an iPad enhancement that prevents inspectors from closing an inspection when discipline has been issued until a follow-up inspection date has been selected. Division management

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continues to review inspection reports quarterly to ensure that follow-up inspections are scheduled and conducted according to division policy and procedures.

Unlicensed contractors frequently strike in the aftermath of a storm, taking advantage of homeowners during a vulnerable time. In anticipation of the 2017 hurricane season the unlicensed activity unit (ULA) created a new flyer that can hang on the doorknob of a house which warns against the dangers of unlicensed activity. These flyers are placed on the doors of houses that have sustained damages during a storm, as well as other storm damaged areas. Additionally, new hurricane yard signs were distributed to the regions around the state in anticipation of a declared state of emergency.

The Unlicensed Activity Unit began tracking all ULA cases sent to the State Attorney's Office for prosecution. The purpose is to determine which cases are being prosecuted so they are posted on the ULA webpage for public awareness. This demonstrates to licensees the significant positive effects of the ULA program while at the same time warning consumers about the dangers and harm that can result in hiring unlicensed individuals.

The Division of Regulation notifies consumers of the status of their complaints by email rather than the traditional letter. This saves time, paper and postage. The division will also begin notifying respondents by email, which is permissible under Section 455.275, Florida Statutes. The practice of sending emails started with a pilot program choosing a particular profession and was expanded to include all professions. This process is expected to expand to the regional offices in Fiscal Year 2017-18.

The department developed and implemented an online waiver application for child labor applicants to apply for their waiver. A child labor waiver is an approved certificate granted on a case-by-case basis to minors who are not enrolled in public school K-12 programs, to work beyond the limits of the state child labor law for one year because of extenuating circumstances.

As a result of this new online waiver program the entire application process has been reduced from what was 5-8 days down to 1-2 days. Data entry has been reduced from one day to one half of one day. This new online program is saving the state significant dollars in cost and man hours.

The division implemented an online complaint process which allows consumers to submit their complaints electronically through the department's website. This has significantly enhanced the department's goal of going paperless, reducing processing time and saving both the consumer and department money by reducing postage costs. Since implementation, the division has processed 1,446 online complaints.

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Additionally, the division implemented an online inspection result feature on the department's website to search for Barbershop and Cosmetology salon inspections. This new functionality affords consumers access to inspection results for licensed establishments, which may reduce the number of public record requests for this information. Inspection results as of January 2016, are accessible through the department's portal for these two establishment types.

The division has requested enhancements to the DBPR mobile application. Specifically, the unlicensed activity program unit has requested multiple changes and updates to the mobile application to improve the user experience and gather more information for investigations. These new enhancements are expected within the first quarter of Fiscal Year 2017-18.

The Fiscal Year 2016-17 General Appropriations Act proviso requires a report be submitted to the legislature by November 1, 2017, addressing unlicensed activity functions. The report contains a detailed breakout of activities, revenues, and expenditures by board and/or profession.

The division participates in Human Trafficking Task Force meetings around the state. These meetings allow the division to partner and network with other agencies, local law enforcement, the State Attorney's Office, and advocacy groups. The division's participation includes providing an overview of the department with a primary focus on program areas which would most likely encounter a human trafficking situation, (i.e. child labor, farm labor and inspections).

DIVISION OF SERVICE OPERATIONS

The Division of Service Operations (DSO) serves as the primary and centralized source of interaction with the department's constituents. The activities of the division are governed by Chapters 20, 23, 116, 120, and 455, Florida Statutes. The main responsibility of the division is to provide operational support to the department's professional boards and business units. This is accomplished through the division's Customer Contact Center (CCC) and Bureau of Central Intake and Licensure (BCIL)

The CCC provides applicants, license holders, and the general public access to licensure information through the assistance of an interactive voice response system (IVR), a call agent or the department's web portal. The CCC currently employs 85.5 full time employees. The CCC receives approximately 1.2 million calls and 92,000 emails per year. A Spanish speaking agent has been requested by 8.18% of the calls received. The current answer rate is 97.29% for agent assisted calls with an average wait time of one minute and two seconds.

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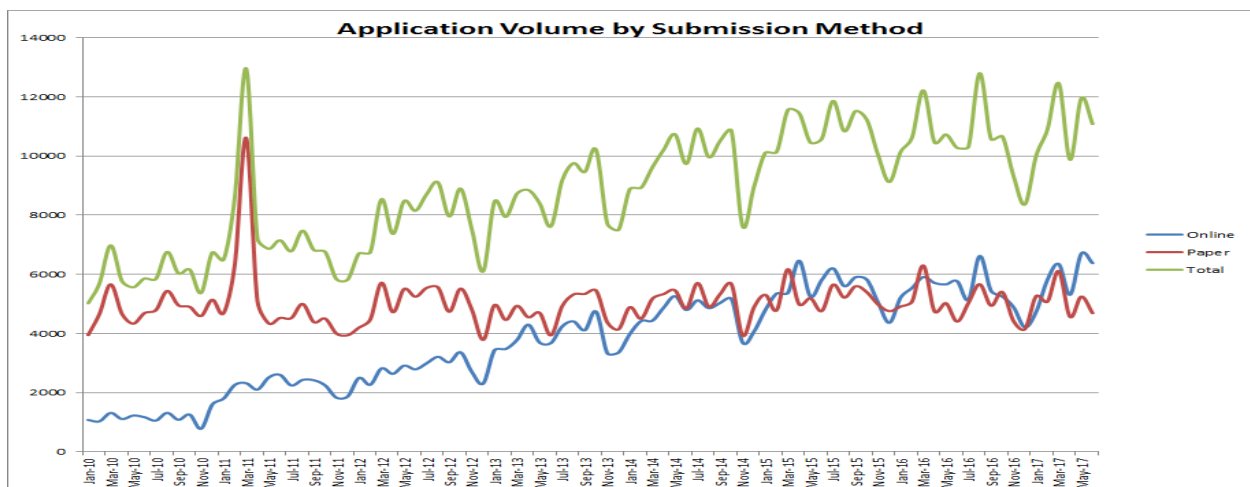
The BCIL is the one-stop shop solution for intake of licensure applications and payments for twenty six professions regulated by the department. The primary functions of the bureau include mail intake, payment processing, application processing, and license maintenance. Collectively, the bureau’s functions and the infrastructure provide a seamless process to license applicants in an expedient manner. The current average processing time for initial licensure applications is 4.61 days.

The division’s main goal is to provide premier centralized services to licensees, applicants and the general public in order for professionals and businesses in Florida to be licensed as quickly as possible. The division is committed to exceeding customer’s expectations through the quick and convenient access to the CCC and the accelerated processing time of each professional license application that is received in the BCIL.

Over the next fiscal year, the division will continue to focus on the following objectives:

- Expedient processing of license applications
- Online license renewal and payments
- Self-printing licenses
- Online application forms and submission of supporting documents
- Reduced wait time for agent assisted calls

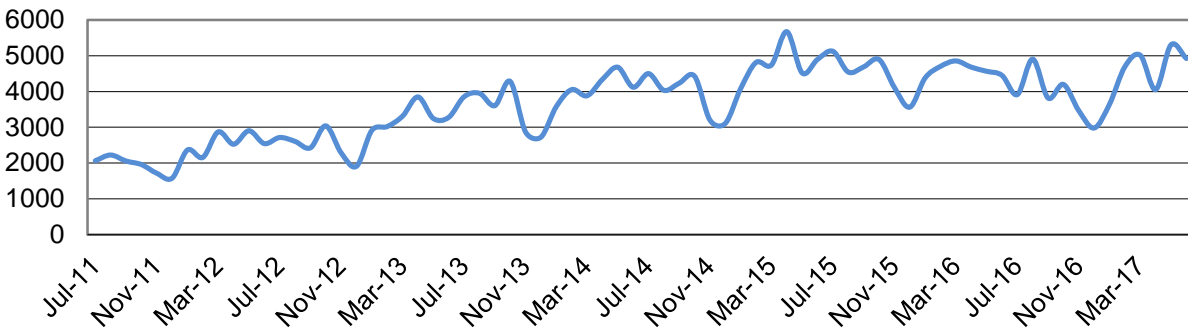
One of the department’s priorities is to provide a simplified and convenient application process for all our licensees. The department’s VERSA Online application system automates the licensure process by providing the applicant the ability to simultaneously submit applications, supporting documentation and payments electronically. Since its inception in 2010, the VERSA online system has seen an increase in its usage. In Fiscal Year 2016-17, the percentage of applications submitted online averaged 52% and reached a high of 57.57%, reducing the amount of paper applications during this same period of time. The majority of the electronic submittals include professions such as Real Estate and Cosmetology, which represent 64% of the applications received by the department.



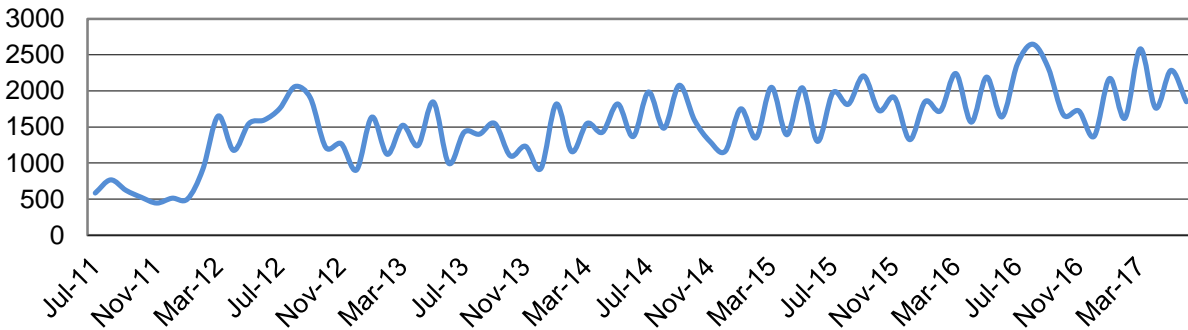
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Since Fiscal Year 2011-12, the department has seen a significant increase in the number of applications received for the Real Estate Commission and the Construction Industry Licensing Board. The consistent increase in applications is due in large part to an economic recovery. The volume of initial applications for the Real Estate Commission has increased 47.12% from an average of 2,883 per month in Fiscal Year 2011-12, to an average of 4,241 per month in Fiscal Year 2016-17. The volume of initial applications for the Construction Industry Licensing Board has also grown. Since Fiscal Year 2011-12, the construction application volume has increased 39.55% from an average of 1,456 per month to an average of 2,031 per month in Fiscal Year 2016-17.

Real Estate Volume



Construction Volume



Beginning in June 2015, the department implemented an initiative to allow all Real Estate licensees to print their professional licenses through their DBPR online account. This functionality was expanded on July 1, 2016, to Real Estate Appraisal, Talent Agent, Athlete Agency, Home Inspector, Mold Related Services and Asbestos licensees. By making these changes to the existing process, license holders are able to print their licenses as soon as the department approves, updates, or renews them. This change eliminated the need for licensees to delay their entry into the Florida’s workforce for seven to ten business days while their licenses were being mailed to them. As a result, 407,319 licensees are now able to print their licenses and conduct business

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without further delays. In addition to getting licensees out and into the workforce quicker, the change provides a cost savings to the department and ultimately the citizens of Florida. In the next fiscal year, the department plans to integrate other professions into this process.

In Fiscal Year 2016-17, the CCC's incoming call volume increased by 20% from 1 million calls received in Fiscal Year 2015-16, to more than 1.2 million calls received in Fiscal Year 2016-17. The answer rate for Fiscal Year 2016-17, was 97.29%. The incoming e-mail volume increased by 16.46% from 79,000 e-mails received in Fiscal Year 2015-16, to more than 92,000 e-mails received in Fiscal Year 2016-17. The average response time for e-mails was 66.84 hours and the CCC was able to accommodate the significant workload increase by realigning resources within the bureau.

In order to improve customer service, the division conducts daily random customer service satisfaction surveys to callers who have previously contacted the CCC. This process is in place to determine level of customer satisfaction and to examine ways to improve the services the CCC provides to its customers. In Fiscal Year 2016-17, the CCC handled over 600,000 agent assisted calls. Based on random selections, the division attempted to contact 13,036 of those callers to conduct the customer service satisfaction survey. The survey team made contact with 6,000 customers and 4,824 of those customers participated in the survey. The CCC has maintained an overall average for the year of 97% in customer satisfaction rate and a 96% in first contact resolution.

In August 2014, the department started a limited survey of licensees to rate their overall satisfaction with the application process and identify any possible process improvement opportunities. In June 2015, the department further expanded the survey to include all applications processed by BCIL and increased the survey attempts from 200 per month to an average of 1,270 attempts per month. In Fiscal Year 2016-17, based on a random selection, the division attempted to contact 15,220 BCIL customers to conduct surveys. The survey team successfully contacted 5,950 customers and 4,599 of those customers participated in the survey. The average survey participation rate increased from 69% to 77% and the BCIL satisfaction rate was at 96%.

DIVISION OF TECHNOLOGY

The Division of Technology is established by Section 20.165(1)(k), Florida Statutes, and consists of fifty-seven full-time staff headed by the department's Chief Information Officer (CIO). The division oversees design, testing, planning, implementation, administration and support of the department's technological resources. The division handles development and maintenance of DBPR's primary database application

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system, Versa: Regulation, and its centralized document management system (OnBase). Other responsibilities include development and maintenance of department telephone and wireless services; custom search and inspection applications for the Apple® iPad; Internet/Intranet presence; and various enterprise and web-based applications. The division coordinates directly with the state data centers to ensure uninterrupted services to department employees, licensees and the public.

The Division of Technology strives to maintain consistent technological support for its internal and external customers with minimal interruptions in services and seamless integration of improvements. Staff must constantly stay aware of rapid advances in technology; compatibility and interaction of diverse systems; and changes in vendor maintenance support to ensure continuity in the department's licensing and regulation activities. For these reasons, the division has emphasized upgrades of its major technological systems to ensure functional improvements and continued vendor support.

Versa: Regulation

In 2001, the department contracted with Accenture LLP to re-engineer its business processes. As part of the implementation, the department integrated Versa LicenseEase, a commercial off-the-shelf (COTS) regulatory software solution, to support all licensing, enforcement, inspection, investigation and complaint activities. More recently, Iron Data (formerly Versa Systems) significantly improved the software's capabilities into an enhanced, web-based product known as Versa: Regulation. Since ongoing support by Iron Data for LicenseEase came to an end, the department upgraded to Versa: Regulation in May 2013. The department continues to work with Micropact (formerly Iron Data) to make enhancements as needed for its business work units.

Online Application Availability

In coordination with the Versa: Regulation database application system, the department uses its online component, Versa: Online, to provide Internet-based license applications to its licensees. The Division of Technology upgraded these systems in May 2013. In support of the agency overall goals to streamline government and remove barriers to business, one of the department's 2014 strategic goals was to increase availability of its online initial (38% to 42%) and renewal (83% to 99%) license applications by the end of the year. The department exceeded these goals and currently has 54% of initial applications and 99.5% renewals available online.

Other online improvements include: licensure certifications; homeowner associations' registrations; quarterly and annual reporting for employee leasing companies, self-printing of inactive receipts and online inspection result reporting for privatized elevator inspectors. Most significantly, in June 2015 the division unveiled a self-printing method for over 340,000 real estate professionals to obtain their licenses online, eliminating

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printing and postage costs and delays, allowing licensees to begin working immediately upon approval. As of July 2017, six additional professions are now able to self-print their licenses. As of January, 2017 consumers are now able to file complaints for over 140 license types using the online services.

Productivity Software Upgrade

In Fiscal Year 2011-12, the Division of Technology signed a three-year agreement with Microsoft to purchase software under an Enterprise Agreement. This software package includes department-wide licensing for the Windows operating system, Microsoft Office Suite, and Microsoft System Center Configuration Manager (SCCM), a product which allows the division to manage software distribution to selected target systems through a remote process.

Since Microsoft discontinued global support of the department's standard Windows XP operating system in April 2014, the department upgraded all computers and laptops to Windows 7, Internet Explorer 8 and Office Suite 2010 to ensure compatibility, supportability and security. The department completed upgrading Internet Explorer 8 to version 11 in 2015 to ensure compatibility with other resources and continued software support. The division entered into a new three-year software assurance agreement with Microsoft at the end of the 2014-15 fiscal year.

Customer Relationship Management (CRM) Software Upgrade

The Department contracted with a private solutions vendor to replace its Customer Relationship Management (CRM) software with the Microsoft Dynamics CRM 4.0 system, launched in January 2012. As part of this implementation, custom code modules were developed to integrate with DBPR's primary enterprise systems: Versa: Regulation (VR) licensing software, and OnBase, document management software, for routing outside of the Customer Contact Center. The CRM has also been integrated with the stand-alone commercial off-the-shelf (COTS) product, KnoahSoft's Harmony Workforce Optimization Suite (Harmony), providing call and interaction recording.

In 2015, DBPR contracted a staff augmentation project with another private solutions provider to synchronize its CRM 4.0 development, testing and production environments; implement enhancements to functionality; provide knowledge transfer to technology staff; and provide expert guidance on upgrading to the 2015 version of the CRM software. This effort was made in anticipation of end of extended support for CRM 4.0 in April 2018. In June 2017, the Division of Technology contracted again to update the evaluation for upgrading the software to Dynamics 365, with cost analyses for both on-premise and government cloud deployment. The division expects to upgrade to the newest version in Fiscal Year 2017-18.

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Middleware Upgrade

Since 2001, the Division of Technology used SeeBeyond software as the backbone for integrating the licensing system with the other systems used throughout the department, such as payment processing, document management, iPads and Customer Contact Center applications. Since this software reached its end-of-life in 2015, the division completed migration of application integrations to MuleSoft software in June 2016.

OnBase Upgrade

DBPR uses OnBase, a commercial off-the-shelf (COTS) document management and workflow software, to optimize business processes. This software was first implemented in the department in 2007 and upgraded in 2011. A new version of the software is introduced by the vendor, Hyland Software, annually. To maintain supportable software and take advantage of new features that allow the department to continue to improve productivity, the software was upgraded from version 10 to version 13 in June 2014. In conjunction with the upgraded software, the department is currently rewriting all CORE scripts to Unity, and making workflow configuration changes. The division also plans to upgrade to a newer version by December 2017.

Agency Website Redesign

The Division of Technology initiated a redesign of its agency websites during Fiscal Year 2016-17. The project goals are to re-platform and modernize both the Department's Internet and intranet websites. The Department's Internet site at www.MyFloridaLicense.com is being redesigned to provide a more user-friendly experience. The division plans to launch the Department's new Internet site in Fiscal Year 2017-18.

Controlled Substance Reporting (CSR) Database

Effective July 1, 2011, certain distributors were required to register with the Florida Department of Health's Drugs, Devices and Cosmetics Program's Controlled Substance Reporting database (CSR) and submit monthly controlled substance transaction reports (receipts and distributions). In October 2011, the Division of Drugs, Devices and Cosmetics (DDC) was moved to the Florida DBPR along with the Controlled Substance Reporting database (CSR). In 2014-15, the Division of Technology's application developers began working with DDC staff to upgrade this software. The developers have created a new enterprise platform for CSR that can be adapted for other applications in the future. As of July 2017, DDC is in the process of completing user acceptance testing.

Mobile Inspection Application

The department has four divisions with inspectors who currently utilize a mobile inspection solution to maintain inspection data and provide required information to their licensees. Because the personal digital assistant (PDA) hardware in use since 2003 was no longer commercially available, the Division of Technology developed a custom

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inspection application in 2011 for the Apple® iPad to replace and enhance the functionality of the obsolete hardware. This enterprise solution provides for long-term support and manageability. The mobile inspection application supports the department's goals of protecting the health and safety of Floridians, reducing operating expenses and increasing productivity. It also reduces the time required to complete investigations while holding regulated entities more accountable. Through real-time connectivity with Versa: Regulation, the department is able to provide up-to-date reports of food service and lodging inspection data on its website for public information.

The iPad solution was built as an extendable application to allow all divisions performing inspections to utilize the application. The Division of Drugs, Devices and Cosmetics began using the iPad solution upon transfer to the department in the Fall of 2011. The Division of Hotels and Restaurants deployed over 200 iPads in the Fall of 2012, followed in January 2013 with an upgrade of their food code violations. The Division of Regulation transitioned from the PDA solution to the iPad application in July 2013 to inspect professional licensees such as barber shops, cosmetology salons and veterinary clinics. The Division of Alcoholic Beverages and Tobacco began using their application in April 2014. The Division of Technology continues to enhance and improve application efficiency for all divisions. By December 2017, the Bureau of Elevator Safety internal inspectors will be using the iPad solution,

MobileIron

In addition to monitoring network traffic, the ability to monitor traffic and programs on mobile devices is an information security initiative. The division has chosen MobileIron to secure the mobile devices used by the department. The system tracks and enforces the State of Florida's information security policy on all mobile devices deployed (including smartphones, tablets, etc.). MobileIron also allows the department to separate and control applications downloaded to these devices.

Email Automation Upgrade

Since 2007, DBPR has used Lyris ListManager™ software to automate email distribution of important information to its licensees and subscription lists. In 2014, the department upgraded the software from version 9.2 to version 12. The new version allows the department to integrate data from Versa: Regulation to personalize email generation. Such functionality can be used to automate renewal notices and other communications with the department's licensees. The new improvements support the agency's goals to enhance Florida's pro-business climate, reduce operating expenses and increase productivity. They also support the agency's objectives for faster approval of licenses, continuous improvements to business processes and providing quality assistance to our customers.

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Automated Alert and Notification System

In 2014, the Division of Technology implemented IRIS™ (Immediate Response Information System) version 7.3 to automate notification of department employees as needed for emergencies and other important information. This system delivers customized alerts to employees' communication devices, including phones, emails and text messages. Alerts will be sent from the department management and will have detailed information and instruction relevant to the situation. The automated system is the primary method to contact employees and relieves supervisors from the need to manage a phone tree and manually contact employees during an emergency situation. Therefore, implementation of IRIS supports the agency goals of streamlining government, reducing operations expenses and increasing productivity.

Infrastructure Upgrades

During the 2014-15 fiscal year, the Division of Technology continued efforts to refresh equipment with an emphasis on replacing field office routers. The routers were approaching the end of their service life, so the division evaluated equipment to replace them. Along with hardware replacement, the division assessed the benefits of installing wide area network (WAN) optimization equipment. This equipment makes more efficient use of the data circuit to each office, with the goal of improving performance on the circuits while also improving visibility into the traffic on the network. In addition, the division led an effort to replace over 400 outdated desktop computers statewide in 2015 and 2016, and continues to update equipment in 2017 as budget allows.

Disaster Recovery Migration

Disaster recovery and backup for the department's technology resources are hosted at the North West Regional Data Center (NWRDC) in Tallahassee. In November 2013, Excipio Consulting completed a statewide Disaster Recovery Strategy Assessment for the Florida Legislature. While the assessment indicated that DBPR maintains sufficient disaster recovery within the Tallahassee area, the proximity of the disaster recovery site to the primary data centers places the department's continuity of mission critical operations at risk during a catastrophic event. The report recommends that disaster recovery sites be at least 150 miles from the primary data center. During Fiscal Year 2015-16, the Florida legislature appropriated funding to move the department's disaster recovery and backup facilities to Atlanta. With that funding, the Division of Technology purchased equipment necessary to enable the department to take advantage of the NWRDC's plan to make this move in the near future.

iSensor

During the 2016-17 fiscal year, the Division of Technology acquired an iSensor with managed services. The iSensor is an Intrusion Prevention System (IPS) designed to protect the network from harmful traffic that bypasses the firewall. The service provides 24x7 monitoring and analysis of security events; guards against the latest threats; and provides on-demand security analysis and reporting.

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CarbonBlack

During the 2016-17 fiscal year, the Division of Technology rolled out CarbonBlack to users with elevated privileges on the network. CarbonBlack paired with the CarbonBlack Response service provides endpoint threat detection and a rapid response solution for incident response team. CarbonBlack Response can continuously monitor and record all activity on endpoints and servers. The combination of endpoint visibility with CarbonBlack threat intel helps the division to proactively hunt for threats, customize detection, and respond quickly. The Division of Technology will continue the rollout of CarbonBlack during the 2017-18 fiscal year.

Florida Business Information Portal

Chapter 2012-139, Laws of Florida (LOF), directed the Department of Revenue to establish a One-stop Business Registration Portal to allow businesses to submit applications, documents and payments for various licenses, registrations and permits at a centralized website. Since DBPR maintains numerous types of business licenses, Division of Technology staff cooperated and contributed to planning of integration of this objective. The 2014 Legislature funded an outside study to determine progress and re-evaluate scope and costs of this undertaking.

In 2015, the Legislature passed Chapter 2015-224, LOF, repealing the one-stop initiative and tasking DBPR to spearhead a project with other Florida agencies to create an online information portal to assist the public in starting a business. The portal is required to contain information including a listing of business types; licensing, permitting and registration for each type; relevant links to agency websites; tax registration information; and registration with the Department of State. An online guide for starting a business in Florida is also mandated. This project was slated to be realized no later than June 30, 2017. By October 1, 2017, the department must also provide a report containing recommendations and costs associated with inclusion of local governments into the portal. The Legislature funded this two-year project with appropriations for consulting services and two full-time positions.

In July 2016, the division contracted with North Highland and their partner, Taproot Agency, to develop the portal. The portal team has completed information gathering from the statutorily required agencies and some additional agencies, locked down design and content, and completed user acceptance testing by January, 2017. The portal was launched successfully on June 30, 2017, as OpenMyFloridaBusiness.gov, on time and within budget.

Electronic Data Submission (EDS) System

The Division of Alcoholic Beverages and Tobacco's (AB&T) Electronic Data Submission (EDS) System was initially built in 2009 to provide the ability for licensees to report taxes online, and replace numerous outdated, non-integrated, stand-alone legacy applications; to eliminate or greatly reduce the monthly report paper submission

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requirements of reporting entities; and to reconcile data pertaining to alcoholic beverage and tobacco product information supplied by reporting entities. Major development of the system ceased in June 2010, and at that time, the EDS system remained only partially developed. This system is in limited use by both internal ABT auditing staff and external industry stakeholders.

As requested by AB&T management, the DBPR Office of Inspector General (IG) conducted an audit of the EDS system and published findings in June 2014. In response to the IG's recommendations, a gap analysis was initiated to create a report of the "As-Is" state of the EDS system, the "To-Be" state based on internal and external stakeholder recommendations, and the desired business process for ABT and the Division of Technology to support a completed To-Be EDS system. This report assisted DBPR in identifying and determining the extent of system maintenance and/or enhancements needed to address issues with the system's electronic tax reporting functionality and evaluated the sufficiency of available resources for required system maintenance.

The 2015 Legislature provided appropriations for two full-time positions to gather business requirements to assist in enhancing the EDS system. The EDS team completed the requirements gathering phase by July 2016, and entered into a staff augmentation contract with AAJ Technologies to implement. It is anticipated that these improvements will maximize AB&T tax collection revenues by increasing system reliability and data integrity, improving the ability of licensees to electronically report, and streamlining the audit process. All improvements are expected to be implemented by September 2017.

Risk Assessment

The 2016-17 General Appropriations Act contained a proviso authorizing funds for several agencies, including DBPR, to contract with a third-party vendor to perform information security risk assessment services. The Division of Technology contracted with Accenture in July 2016 for the assessment in coordination with the Agency for State Technology's methodology. The assessment was completed and submitted on time and within budget by the January 9, 2017 deadline with minimal findings.

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EXHIBIT II – PERFORMANCE MEASURES AND STANDARDS

Department: Business and Professional Regulation					
Program: Office of the Secretary and Administration		Code: 79010000			
Service/Budget Entity: Executive Direction and Support Services		Code: 79010200			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
1	Agency administration and support costs as a percent of total agency costs	11%	9.59%	11%	11%
2	Agency administration and support positions as a percent of total agency positions	11%	9.67%	11%	11%

Program: Office of the Secretary and Administration		Code: 79010000			
Service/Budget Entity: Information Technology		Code: 79010300			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
3	Percent of time information infrastructure, scheduled computer hours and access is available	99%	99.50%	99%	99%

Program: Service Operation		Code: 79040000			
Service/Budget Entity: Customer Contact Center		Code: 79040100			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
4	Percent of calls transferred to a call agent that are answered before call is abandoned	90%	97.29%	90%	90%
5	Percent of calls transferred to a call agent that are answered within 5 minutes	90%	92.49%	90%	90%
6	Percent of satisfied customers based on survey	90%	97%	90%	90%

**DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
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EXHIBIT II – PERFORMANCE MEASURES AND STANDARDS

Program: Service Operation		Code: 79040000			
Service/Budget Entity: Central Intake		Code: 79040200			
Approved Performance Measures for FY 2016-17		Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
7	Percent of complete applications approved or denied within 90 days	98%	99.84%	98%	98%

Program: Professional Regulation		Code: 79050000			
Service/Budget Entity: Compliance and Enforcement		Code: 79050100			
Approved Performance Measures for FY 2016-17		Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
8	Percent of required inspections completed	99%	100%	99%	99%
9	Percent of licenses that correct violations through alternative means (notices of non-compliance, citations or alternative dispute resolution)	44%	42%	44%	44%
10	Percent of complete board referred applications approved or denied within 90 days	98%	99%	99%	99%
11	Percent of licensees in compliance with inspection laws and regulations	83%	91%	87%	87%
12	Percent of complete license applications approved or denied within 90 days (Drugs, Devices, Cosmetics and Household Products Regulation)	100%	98.7%	100%	100%
13	Percent of Florida resident prescription drug wholesale distributor/permit holders inspected (Drugs, Devices, Cosmetics and Household Products Regulation)	25%	21%	17%	17%

**DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
LONG RANGE PROGRAM PLAN
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EXHIBIT II – PERFORMANCE MEASURES AND STANDARDS

Program: Professional Regulation		Code: 79050000			
Service/Budget Entity: Florida Boxing Commission		Code: 79050400			
Approved Performance Measures for FY 2016-17		Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
14	Percent of complete applications approved or denied within 90 days	100%	100%	100%	100%

Program: Professional Regulation		Code: 79050000			
Service/Budget Entity: Testing and Continuing Education		Code: 79050500			
Approved Performance Measures for FY 2016-17		Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
15	Percent of complete provider and individual course applications approved or denied within 90 days	98%	98%	98%	98%

Program: Professional Regulation		Code: 79050000			
Service/Budget Entity: Farm and Child Labor Regulation		Code: 79050600			
Approved Performance Measures for FY 2016-17		Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
16	Percent of farm labor contractors inspected found to be in compliance with the law	95%	94%	95%	95%
17	Percent of employers brought into compliance with child labor laws on follow-up investigations	91%	84%	91%	80%

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EXHIBIT II – PERFORMANCE MEASURES AND STANDARDS

Program: Pari-Mutuel Wagering		Code: 79100000			
Service/Budget Entity: Pari-Mutuel Wagering		Code: 79100400			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
18	Percent of races and games that are in compliance with all laws and regulations	99.50%	99.77%	99.50%	99.50%
19	Percent of complete Pari-Mutuel Wagering applications approved or denied within 90 days	100%	100%	100%	100%
20	Pari-Mutuel Wagering collections per dollar of revenue unit expenditures	\$40	\$81	\$40	\$60
21	Percent of compliance audits conducted	100%	100%	100%	100%

Program: Pari-Mutuel Wagering		Code: 79100000			
Service/Budget Entity: Slot Machine Regulation		Code: 79100500			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
22	Percent of slot tax dollars collected compared to permitholder liability	100%	100%	100%	100%
23	Percent of complete slot applications approved or denied within 90 days	100%	100%	100%	100%
24	Slot tax collections per dollar of slot revenue unit expenditures	\$900	\$1,001	\$740	\$740

Program: Hotels and Restaurants		Code: 79200000			
Service/Budget Entity: Compliance and Enforcement		Code: 79200100			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
25	Percent of food establishments inspected according to statute	95%	86.49%	93%	85%
26	Percent of lodging establishments inspected according to statute	97%	72.33%	86%	70%

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EXHIBIT II – PERFORMANCE MEASURES AND STANDARDS

27	Percent of elevators, escalators and other vertical conveyance devices inspected according to statute	96%	96.72%	97%	97%
28	Percent of complete public food establishment license applications approved or denied within 90 days	98%	99.74%	98%	98%
29	Percent of complete public lodging establishment license applications approved or denied within 90 days	98%	99.64%	98%	98%
30	Percentage of elevator certificates of operation applications approved or denied within 90 days	98%	99.99%	98%	98%

Program: Alcoholic Beverages and Tobacco		Code: 79400000			
Service/Budget Entity: Compliance and Enforcement		Code: 79400100			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
31	Percent of total retail alcohol and tobacco licensees and permit holders inspected	35%	51.62%	35%	40%
32	Percent of alcoholic beverage retailers tested found to be in compliance with underage persons' access	80%	86.64%	80%	80%
33	Percent of tobacco retailers tested found to be in compliance with underage persons' access	80%	92.17%	80%	80%
34	Percent of inspections resulting in licensees in compliance with laws and regulations	75%	74.68%	75%	75%

Program: Alcoholic Beverages and Tobacco		Code: 79400000			
Service/Budget Entity: Standards and Licensure		Code: 79400200			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
35	Percent of complete license applications approved or denied within 90 days	98%	98.96%	98%	98%

**DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION
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EXHIBIT II – PERFORMANCE MEASURES AND STANDARDS

Program: Alcoholic Beverages and Tobacco		Code: 79400000			
Service/Budget Entity: Tax Collection		Code: 79400300			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
36	Collections per dollar of auditing expenditure	\$275	\$218	\$275	\$250
37	Percent of wholesale licensees providing timely and accurate tax reporting and remittance as required by Florida Statutes	85%	89%	75%	80%

Program: Florida Condominiums, Timeshares and Mobile Homes		Code: 79800000			
Service/Budget Entity: Compliance and Enforcement		Code: 79800100			
	Approved Performance Measures for FY 2016-17	Approved Standards FY 2016-17 (Numbers)	Prior Year Actual FY 2016-17 (Numbers)	Approved FY 2017-18 Standard (Numbers)	Requested FY 2018-19 Standard (Numbers)
38	Average number of days to resolve cases submitted for arbitration	95	117	95	95
39	Average number of days to resolve investigations of consumer complaints	90	54	90	90
40	Average number of days to review and issue yacht and ship broker and salesperson licenses	15	6	15	15
41	Percent of condominium, timeshare and mobile home filings reviewed within statutory requirements	98%	100%	98%	98%

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Drugs, Devices, and Cosmetics
Service/Budget Entity: Compliance and Enforcement
Measure: Percent of complete license applications approved or denied within 90 days (Drugs, Devices, Cosmetics and Household Products Regulation)

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
100%	98.7%	(1.3%)	1.3%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation: The division’s permitting unit is composed of six (6) positions. In addition to processing all the division’s applications, they serve as the division’s call center by answering very complex calls and emails pertaining to permitting. The division lost four of its senior application processors during the reporting period resulting in application volumes that exceeded the capacity of remaining staff. Despite these concerns, there were only 18 permit applications out of the 1,405 applications processed by this unit that exceeded the 90 day goal. The division hired replacement processors to return processing capacity to necessary levels.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

Explanation: N/A

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input checked="" type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations: The division is actively seeking additional resources to assist the permitting unit.

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Professional Regulation
Service/Budget Entity: Compliance and Enforcement
Measure: Percent of Florida resident prescription drug wholesale distributor permit holders inspected (Drugs, Devices, Cosmetics and Household Products Regulation)

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
25%	21%	(4%)	4%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation: The division has 9 drug inspectors that are responsible for inspecting the Florida resident prescription drug wholesale distributors. Given the division’s current resources, the division implemented a risk-based inspection program. Based on various factors, the division assigned prescription drug wholesale distributors to the “High Risk” category which has an inspection frequency schedule of 72 months (6 years). Based on this schedule, the division would inspect approximately 1/6th or 16.7% of the prescription drug wholesale distributors each year. The division’s performance measure for next fiscal year (FY2017-18) has been updated to comport with the risk based inspection time frame of inspecting 17% of Florida resident prescription drug wholesalers each fiscal year. The division’s inspectors’ performance for this year, while under the current performance measure, was within expectations and exceeds the new approved standard.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation: N/A

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input checked="" type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations: The division has implemented a risk-based inspection program and is seeking additional resources to assist the enforcement unit.

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Professional Regulation
Service/Budget Entity: Farm and Child Labor Regulation
Measure: Percentage of employers brought into compliance with child labor laws during investigations

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
91%	84%	(7)	7%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation:

New staff members contributed to an increase of compliance checks that resulted in the increased number of enforcement cases. Also, additional resources were added in South Florida where our presence had been lacking. Additionally, a new attorney had to work through a backlog of cases which produced a high number of Final Orders.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

The division will request a change in the percentage standard to continue our efforts to conduct compliance checks to ensure employers are in compliance with the child labor laws.

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Hotels & Restaurants
Service/Budget Entity: Bureau of Sanitation and Safety Inspections
Measure: Percent of food service establishments inspected according to Statute

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
95%	86.49%	(8.51%)	8.51%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation: During FY 2016-17 the division completed statutorily required inspections in 45,833 of the 52,992 licensed food service accounts despite a 24.29% turnover rate in the division’s food and lodging inspection staff. The division focused on the food service establishment inspection approved standard because it represents a greater public health significance when compared to the lodging standard.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation: In August 2016, the Zika virus was rapidly spreading in Miami-Dade County. In addition to the severe health consequences, tourism, a major economic force for Florida, could have been severely impacted. For seven days, division inspectors provided educational materials to a total of 7,098 restaurants and transient lodging establishments in Miami-Dade County. As a result, the division estimates a loss of over 1,500 statutorily required food and lodging inspections. Additionally, growth in food accounts has risen at a rate of 2.80% over the past fiscal year and Florida experienced two hurricanes, Hermine and Matthew. The Division deployed inspection

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

staff to impacted areas conducting disaster inspection checklists for restaurants to ensure safe and sanitary standards were met for operation.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input checked="" type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations: High inspector turnover rate of 24.29% necessitated that the division pay \$200,888.81 in overtime in order to maintain pace with industry growth, and to achieve as many statutorily required inspections as possible.

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Hotels and Restaurants
Service/Budget Entity: Bureau of Sanitation and Safety Inspections
Measure: Percent of lodging establishments inspected according to statute

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
97%	72.33%	(24.67%)	24.67%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation: During FY 2016-17 the division completed the statutorily required inspections in 17,129 of the 23,682 licensed lodging accounts despite a 24.29% turnover rate in the division’s food and lodging inspection staff. The division focused on the approved standard for the “percent of food service establishments inspected according to statute” because it represents a greater public health significance.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation: In August 2016, the Zika virus was rapidly spreading in Miami-Dade County. For seven days, division inspectors provided educational materials to a total of 7,098 restaurants and transient lodging establishments in Miami-Dade County. As a result, the division estimates a loss of over 1,500 statutorily required food and lodging inspections. Additionally, Florida experienced two hurricanes, Hermine and Matthew. The division deployed inspection staff to impacted areas conducting disaster inspection checklists for restaurants to ensure safe and sanitary standards were met for operation.

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EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input checked="" type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations: High inspector turnover rate of 24.29% necessitated that the division pay \$200,888.81 in overtime in order to maintain pace with industry growth, and to achieve as many statutorily required inspections as possible.

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Alcoholic Beverages and Tobacco
Service/Budget Entity: Compliance and Enforcement
Measure: Percent of Inspections resulting in licensees in compliance with laws and regulations

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
75%	74.68%	(0.32%)	0.43%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation: The Division of Alcoholic Beverages and Tobacco strives to provide proactive compliance resources to licensed entities before and during the application and license issuance phases that will ensure licensees have an informed and favorable opportunity to meet license requirements and comply with pertinent laws and regulations related to the license at all times. Numerous compliance resources have been introduced as informational tools for licensees, and several additional license compliance initiatives are under development in the division as current projects to expand on these efforts. Similarly, the division’s inspection approach is geared toward compliance, and to this end, inspectors are trained to work with licensees in helping

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

regulated entities understand the parameters of laws and regulations impacting the activities occurring on a licensed premises.

Notwithstanding this fundamental commitment to equipping licensees with information and resources oriented toward compliance, the division is unable to unilaterally control the independent actions of a licensee or their employees in the daily conduct, activities, and practices of the business. Consequently, while the division actively monitors and enforces non-compliance across the license population, the division is unable to control the compliance rate of the license population as generated through routine, randomized inspection activity. The outcome measure for Fiscal Year 2016-17 shows the compliance rate nearly achieved at the approved standard, which is a credit to the division's compliance initiatives and the practices employed by industry members inspected during the fiscal year.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input checked="" type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations: The division will continue to identify additional strategies to promote license compliance in an effort to work with regulated industry members toward meeting or exceeding this compliance rate measure in Fiscal Year 2017-18.

EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business & Professional Regulation
Program: Alcoholic Beverages and Tobacco
Service/Budget Entity: Tax Collection
Measure: Collections per dollar of auditing expenditure

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$275	\$217.99	(\$57.01)	21%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation: High auditor turnover.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation: There was a significant increase in rent expense during the year.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

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EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

LRPP Exhibit III: PERFORMANCE MEASURE ASSESSMENT

Department: Business and Professional Regulation
Program: Arbitration
Service/Budget Entity: Compliance and Enforcement
Measure: Average number of days to resolve cases submitted for arbitration

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
95	117	(22)	23%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect Other (Identify)

Explanation:

Two positions vacated by resignation were not filled as legislation impacting this program area was being contemplated.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix the Problem
 Current Laws Are Working Against the Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Two positions vacated by resignation were not filled as legislation impacting this program area was being contemplated. The vacancies factored in not achieving

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EXHIBIT III – PERFORMANCE MEASURE ASSESSMENT

this performance measure; however, a need to amend this measure is not anticipated as the legislative changes are implemented.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business Professional and Regulation

Program: Office of the Secretary and Administration

Service/Budget Entity: Executive Direction and Support Services

Measure: Agency administration and support costs as a percent of total agency costs

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Glossary

Exhibit D-1 – A report generated from the State budget system (LAS/PBS) which reflects expenditures for the Department.

FLAIR – Florida Accounting Information Resource, which is the State’s accounting database.

LAS/PBS – Legislative Appropriation System / Planning and Budgeting Subsystem, which is the State’s budgeting computer system.

Data Sources and Methodology:

The Division of Administration and Financial Management, Bureau of Finance and Accounting enters every financial transaction into the FLAIR System throughout the year. At the end of each fiscal year, after a series of checks and balances, the Executive Office of the Governor uploads this information into LAS/PBS. Staff within the department’s Office of Planning and Budget generates an “Exhibit D-1” from LAS/PBS, which reflects total actual expenditures, excluding fixed capital outlay, for the previous fiscal year, by budget entity. Total actual expenditures (excluding fixed capital outlay) for Executive Direction and Support Services (Administration) is then divided by the total actual expenditures (excluding fixed capital outlay) for the department and multiplied by 100 to determine administrative costs, as a percent of total agency costs.

Validity:

The measure is valid in that it provides an accurate percentage of administrative costs compared to total agency costs. A series of internal and external checks and balances are conducted to ensure that all transactions are entered into the FLAIR System. This measure does not necessarily indicate how successful the agency is at keeping administrative costs down nor necessarily provide an accurate year-to-year comparison because a decrease in the agency’s overall budget could cause a substantial increase in the percent of administrative costs compared to total agency costs, without an actual increase in administrative costs.

Reliability:

Historical files are maintained in LAS/PBS and an Exhibit D-1 report can be generated repeatedly, producing the same expenditure data at any time.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business Professional and Regulation

Program: Office of the Secretary and Administration

Service/Budget Entity: Executive Direction and Support Services

Measure: Agency administration and support positions as a percent of total agency positions

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Glossary:

People First – The State personnel system/database

Position and Rate Ledger – A report generated from the State budget system (LAS/PBS) which reflects appropriated and authorized FTEs for the Department by fiscal year.

LAS/PBS – Legislative Appropriation System / Planning and Budgeting Subsystem, which is the State's budgeting computer system.

Data Sources and Methodology:

Each year, the Florida Legislature appropriates positions to the department by budget entity. The Bureau of Human Resources, within the Division of Administration and Financial Management, maintains information regarding department positions in the People First database. This information is reconciled internally and by the Executive Office of the Governor. The department's Office of Planning and Budget generates a "Position and Rate Ledger" from LAS/PBS, which reflects total positions for the previous fiscal year, by budget entity. Total positions for the Executive Direction and Support Services is then divided by the total positions for the department and multiplied by 100 to determine administrative positions, as a percent of total agency positions.

Validity:

The measure is valid in that it provides an accurate percentage of administrative positions compared to total agency positions. It does not necessarily indicate how successful the agency is at keeping administrative positions down nor necessarily provide an accurate year-to-year comparison because a decrease in the number of positions within the agency as a whole could cause a substantial increase in the percent of administrative positions compared to total agency positions, without an actual increase.

Reliability:

Historical files are maintained in People First as well as in LAS/PBS. The Position and Rate Ledger report can be generated in LAS/PBS and repeatedly by fiscal year, producing the same figures.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Office of the Secretary and Administration

Service/Budget Entity: Executive Direction and Support Services

Measure: Percentage of time information infrastructure, scheduled computer hours and access is available

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Data for this measure is collected and measured through the Department's computer hardware and software monitoring systems (Solar Winds Orion). The monitoring system records and reports outages to systems, allowing the agency to calculate availability of services. Availability is expressed as a percentage of uptime in a given year. Availability of systems is calculated by taking the total amount of system and /or service uptime (as reported by Solar Winds Orion) divided by the difference of the number of hours in a year minus the hours of scheduled downtime for services.

System Uptime/ ((total hours in a year) - (planned downtime hours)) = Availability %

This methodology excludes scheduled downtime from availability calculations, as scheduled downtime has little or no impact upon the computing user community.

Validity:

Data collected for this measure is valid, monitored continuously and analyzed annually. This information is vitally important to the Department of Business and Professional Regulation as unplanned service downtime directly affects the Department's ability to license and regulate in a timely and efficient manner.

Reliability:

Data collected for this measure is reliable, monitored continuously and analyzed annually. Since the individual components of the critical infrastructure are monitored continuously, any outages are recorded, even if the disruption is too brief/minimal to impact services. The monitoring system has been configured to create reports as requested. Reports are run at the end of the month to assure that the service is meeting expectations, and the final report is run annually.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business Professional and Regulation

Program: Service Operations

Service/Budget Entity: Customer Contact Center

Measure: Percentage of calls transferred to call agent that are answered before call is abandoned

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Customer Contact Center (CCC) serves as the primary source of interaction with the Department's core constituents – licensees, applicants and the general public. The CCC provides 24/7 access to licensure information and responds to questions and inquiries from applicants, license holders and the general public. The CCC call agents answer inquiries by telephone and e-mail. The objective of this measure is to calculate the percentage of calls that are transferred to a call agent that are answered.

To capture the needed information, data is collected and stored in the Cisco Unified Contact Center Express (UCCX) database as calls come into the CCC's Interactive Voice Response (IVR) System. The system provides a reporting tool, the "Historical Reports Viewer", to analyze and measure the historical performance of each call center agent, each team and the agent queues. The data can be displayed in a real time reporting system referred to as Cisco UCCX Administration. This information is used by the CCC to establish and revise strategic performance objectives and drive performance improvement. Various reports may be run on demand.

The data collection begins when the UCCX system receives an inbound call into the Department's main number 850-487-1395. The UCCX (or Interactive Voice Response) systems capture data based on the customer's interaction. There are essentially two actions that can be taken: one being, the self-serve functionality within UCCX that allows a customer to obtain licensure information or make a payment and two, the caller can elect to speak to an agent. If an agent's assistance is requested the server logic determines the appropriate agent queue the call must be routed to and then the call is delivered to an agent's Cisco Agent Desktop (CAD). The CAD is used to retrieve the call by each call agent. The agent then uses the Customer Relationship Management (CRM) computer application to enter further information concerning the call.

Once the caller has selected the option to speak to an agent, there is the possibility of the caller hanging up if the wait time is too long. Such calls would be considered abandoned calls. Additionally, there are licensure renewal periods and peak hours during each work day that contribute to the abandoned call levels. Peak time hours are between 10:00 a.m. and 2:00 p.m.

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daily. This measure is calculated by dividing the total calls answered by call agents, by the total calls presented to the agent queues and multiplied by one hundred to get the percentage.

Validity:

This measure reflects the Division's core value of providing accurate and timely response to our customers. The UCCX system's design and purpose is to capture data related to calls in order to facilitate this measure. This Cisco UCCX system identifies real-time historical call data that is also used by the Department to set staffing needs, training and strategic planning for peak workload periods such as license renewal on a daily basis.

Reliability:

The UCCX system was designed by CISCO Systems. CISCO Systems is one of the industry leaders in telephone and Voice over Internet Protocol (VoIP) technology. The UCCX system's design and purpose is to capture data related to calls in order to facilitate this measure. The Cisco UCCX system automatically collects and stores the call data daily and consistently reports the call data accurately.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business Professional and Regulation

Program: Service Operations

Service/Budget Entity: Customer Contact Center

Measure: Percent of calls transferred to a call agent that are answered within 5 minutes

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Customer Contact Center (CCC) serves as the primary source of interaction with the Department's core constituents – licensees, applicants and the general public. The CCC provides 24/7 access to licensure information and responds to questions and inquiries from applicants, license holders and the general public. The CCC call agents answer inquiries by telephone and e-mail. The objective of this measure is to determine if calls are answered in a timely manner.

To capture the needed information, data is collected and stored in the Cisco Unified Contact Center Express (UCCX) database as calls come into the Customer Contact Center's Interactive Voice Response (IVR) System. The system provides a reporting tool, called the "Historical Reports Viewer" to analyze and measure the historical performance of each call center agent, each team, and the agent queues. The data can be displayed in a real time reporting system referred to as Cisco UCCX Administration. This information is used by the CCC to establish and revise strategic performance objectives and drive performance improvement. Various reports may be run on demand.

The data collection begins when the UCCX system receives an inbound call into the Department's Interactive Voice Response (IVR) system. Time specific data is collected for every call that enters the system to include the name of the agent receiving the transferred call; the time the call was transferred; the time the agent answered the call; and the duration of the call. When a customer elects to speak with an agent, the system will match the caller's prompt selection with the appropriate agent's queue. Although there is no statutory requirement to answer the call within five minutes, the Department has a self imposed standard of responding to calls within five minutes.

There are licensure renewal periods and peak hours during each work day that contribute to how long a customer may need to wait to speak with an agent. During these periods, the call volume may increase the wait time levels beyond five minutes. Peak time hours are between 10:00 a.m. and 2:00 p.m. daily.

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The measure is calculated by dividing the number of calls answered within five minutes by the total calls presented to the call agent queues. The number derived is then multiplied by 100 to get the percentage.

Validity:

This measure has been established to set a baseline for the percent of agent assisted calls answered within five minutes. The data collected from the UCCX consistently provides the information necessary to support this measure. The UCCX captures real time and historical call data to set staffing needs, training and strategic planning for peak workload periods such as license renewal.

Reliability:

The UCCX system was designed by CISCO Systems. CISCO Systems is one of the industry leaders in the telephony and Voice over Internet Protocol (VoIP) technology. The UCCX system's design and purpose is to capture data related to calls in order to facilitate this measure. The Cisco UCCX system automatically collects and stores the call data daily and consistently reports the call data accurately.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business Professional and Regulation
Program: Service Operations
Service/Budget Entity: Customer Contact Center
Measure: Percentage of satisfied customers based on survey

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Customer Contact Center (CCC) serves as the primary source of interaction with the Department's core constituents, licensees, applicants and general public. The CCC was established to provide access of licensure information to license holders, applicants and the general public. The CCC agents answer inquiries by telephone and e-mail. The objective of this measure is to evaluate the quality of customer service that is provided to the Department's customers.

Each day the survey pool is selected from the Customer Relationship Management System (CRM) where all CCC agents' assisted calls are recorded using the "CRM Random Survey Data Report." The report is housed in the Department's Business Object Infoview web-based reporting system. The report will query the CRM system to retrieve a sampling of incoming calls from the previous business day. The report's results will be exported to Excel format, facilitating the collection of the participant responses. The surveying agent telephones customers from the previous day's calls and asks them to participate in a survey. The data provided by the survey participants is recorded by the surveying agent in individual Excel forms. The forms are compiled on a weekly and monthly basis in a master Excel report to provide the percentage of satisfied customers based on the survey.

The customer satisfaction measure is calculated based on the second question of the Customer Satisfaction Survey, which asks: "Please rate your overall level of satisfaction with the customer service you received from our Contact Center." The rating scale is one through three or the customer may choose to not respond; one being below average, two being average, and three being above average. For calculation purposes, the average and above average ratings are combined to get an amount of "satisfied" customers. The "no response" rating will not be included in the count.

The calculation is as follows: the number of customers who rate the overall level of satisfaction with the customer service as satisfied will be divided by the total number of customers surveyed, excluding the "no response". The number derived from the aforementioned calculation will then be multiplied by 100 to obtain the "percentage of satisfied customers based on survey."

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Validity:

This measure reflects the Division's core value of providing accurate response to our customers. This measures the Customer Contact Center's (CCC) effectiveness in meeting and exceeding customer's standards of service. High customer satisfaction rates indicate that the CCC is successful in providing the citizens of Florida information in an efficient and courteous manner.

Reliability:

The measure is reliable because it uses a live telephone survey as a systematic tool for the collection of data using a standardized questionnaire. Telephone surveys are an effective way to collect customer satisfaction with the services provided allowing the collection of complete and accurate data at the time of the interview by trained professional survey agents. The questionnaire results are recorded and maintained in an Excel report which is reported weekly to CCC management.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Service Operations

Service/Budget Entity: Central Intake

Measure: Percent of completed applications approved or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The purpose of this measure is to provide the percentage of complete applications approved or denied according to statutory requirements in Section 120.60, F.S.

The Bureau of Central Intake and Licensure (BCIL) is responsible for the intake of licensure applications and payments for 24 professions regulated by the Department. Pursuant to Section 120.60(1) F.S., the Department must notify the applicant within 30 days after receipt of the application of any errors or omissions. An application is complete upon receipt of all requested information and correction of any error or omission for which the applicant was timely notified or when the time for such notification has expired. An application for a license must be approved or denied within 90 days after receipt of a completed application.

Time for this measure is calculated from receipt (stamp date) of a completed application to the date of approval.

If the application is complete and meets all licensure requirements upon initial review, the BCIL staff will approve the application for those professions where such authority has been delegated to the bureau, or send completed applications to the appropriate licensing boards for approval.

For applications that were initially deficient, the application will be deemed complete upon receipt of all requested information and correction of any errors or omissions. BCIL staff will then approve the application for those professions where such authority has been delegated to the bureau, or send completed applications to the appropriate licensing boards for approval.

The bureau has no authority to deny applications.

Data is collected utilizing the “Percent of completed applications approved or denied within 90 days” report, which is housed in the Department’s web based Business Objects Info View Reporting System’s Public Folder / BCIL Folder.

The measure is calculated by dividing the total number of applications approved within 90 days by the total number of applications received. The number derived is then multiplied by 100 to get the percentage.

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Validity:

This performance measure calculates the percent of applications approved within 90 days. The statutory reference for this is Section 120.60, F.S. Pursuant to Section 120.60(1) F.S., the Department must notify the applicant within 30 days after receipt of the application of any errors or omissions. An application is complete upon receipt of all requested information and correction of any error or omission for which the applicant was timely notified or when the time for such notification has expired. An application for a license must be approved or denied within 90 days after receipt of a completed application.

Reliability:

This measure is reliable because the data is cross referenced on a regular basis by queries of our document imaging and workload management software. Reports are run within the Report Services interface on a daily basis to assess the status of our application processing queues.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation
Program: Professional Regulation
Service/Budget Entity: Compliance and Enforcement
Measure: Percent of required inspections completed

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This data is a measurement of the inspections completed compared to the inspections required during the fiscal year. Inspection staff captures data regarding the results of statutorily authorized inspections of licensed barber (s.476.184(2), Florida Statutes), veterinary (s.455.243 and s.474.215, Florida Statutes), and cosmetology (s.477.025(2), Florida Statutes) establishments. Florida Rules (FAC 61G3-19.015 barber, 61G18-15.005-veterinary, and 61G5-20.003 cosmetology) mandate barber, cosmetology and veterinary establishments be inspected once every two years. The inspector completes an inspection form on an iPad or manually that captures data regarding the licensee that was inspected and the type of inspection. Thereafter, the data is uploaded or manually entered into the Versa: Regulation database. Data is validated by daily and monthly review by a supervisor in each office. Deficiencies are corrected upon discovery. The Division of Real Estate and Division of Certified Public Accounting do not perform statutorily mandated inspections, so this measure only includes data from the Division of Regulation.

At the beginning of each fiscal year, a report that lists all current active licensed barber, veterinary and cosmetology establishments is generated from Versa: Regulation. Barber, cosmetology and veterinary establishments with an active license require inspection biennially. Additionally, barber and cosmetology establishments that obtained initial licensure during the fiscal year require inspection in that fiscal year. Three reports are generated from Versa: Regulation at the close of the fiscal year: 'Inspections remaining Barbers, Cosmetology and VET'. The reports list all active barber, cosmetology, and veterinary establishment licensees that were not inspected during the fiscal year. Thereafter, the number of barber, cosmetology and veterinary establishment inspections performed, obtained from the Inspections Completed query/report, is divided by the sum of the number of inspections performed and the number of required inspections that were not inspected at the close of the fiscal year. The number derived will be multiplied by 100 in order to obtain the percent of required inspections performed.

Validity:

This measure reflects the division's ability to achieve an increase in the compliance of standards by licensees through regular inspections and/or audits. The authority for the Division of Regulation to conduct inspections can be found in s.455.223, Florida Statutes which further states that each professional practice act shall authorize inspections for its profession. The

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statutes for the Boards of Cosmetology, Veterinary Medicine and Barber, s.477.025, s.455.243, s.474.215 and s.476.184, Florida Statutes respectively, give authority for the boards to establish, by rule, minimum sanitary and safety requirements for each establishment and their rules describe an inspection process to make sure compliance is achieved.

Reliability:

Information is maintained and retrieved from the Versa: Regulation system designed for the agency to accurately document licensure actions. The division's data steward has been trained to query data for performance measures as well as other required reporting. Inspectors capture inspection information on an iPad that is uploaded or manually entered into the Versa: Regulation database. A supervisor in each office approves coding accuracy.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of licensees that correct violations through alternative means (notices of non-compliance, citations or alternative dispute resolution)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The information originates from complaints initiated by the public, other regulatory agencies, licensees, and/or the department that are received in the central office or any of multiple regional offices. Information is maintained and retrieved from the tracking system (Versa Regulation and OnBase database). This measure is calculated by dividing the cases resolved by means of citation, notice of non-compliance, or alternative dispute resolution (ADR) by the number of legally sufficient cases. Upon initiation of the complaint, a complaint analyst reviews the case and codes are assigned to delineate the profession to which the complaint pertains, the nature of the violation, the source of the complaint, and various other identifying information.

Subsequently, status codes are assigned to denote when a particular matter has been resolved and disposition codes to denote the issuance of a notice of non-compliance, a citation, or through alternative dispute resolution. A notice of non-compliance is issued as a first response to a minor violation of a rule, as established by each professional board or the department, when there is no board, in any instance in which it is reasonable to assume that the violator was unaware of the rule or how to comply with it. A citation is issued in matters when a board, or the department when there is no board, has adopted rules to designate as citation violations those violations for which there is no substantial threat to the public health, safety, and welfare.

Alternative dispute resolution pertains to the mediation of complaints as a method of dispute resolution between a licensee and someone who is complaining regarding the licensee's actions or conduct. ADR is only a viable option where mediation rules exist and the allegations pertain to economic harm to the consumer or harm that is otherwise addressable by the licensee. The sum of the number of files resolved through alternative means will be compared to the legally sufficient caseload. The legally sufficient caseload is comprised of all legally sufficient files not finalized at the end of the prior fiscal year, plus the number of legally sufficient files opened during the current fiscal year.

All code assignments are input into a database application system known as the Versa Regulation system. All complaints are stored and retrieved in the OnBase system.

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Thereafter, a query is made for the number of notices of non-compliance by which compliance was obtained, the number of citations completed, and the number of successful alternative dispute resolutions finalized. The SQL Navigator queries used to gather this data by the data steward are entitled 'NNCs Completed', 'Citations Completed', and 'Mediations Completed'. All of the foregoing actions must occur during the current fiscal year. The sum of those numbers will be divided by the legally sufficient caseload for the current fiscal year. The number derived will be multiplied by 100 to obtain the percent of licensees that corrected violations through alternative means.

Validity:

This measure addresses the department's ability to achieve an increase in the compliance of standards by licensees. Resolution of files by alternative means is more expedient and cost effective in obtaining compliance with standards and satisfying consumers. Expediency in case resolution increases compliance with all standards by quickly informing licensees that they are in violation of applicable statutes or rules, so that they can engage in immediate corrective action. Further, punitive or remedial actions are more readily associated with the act that resulted in the punitive or remedial action when it occurs soon thereafter. The intent of the legislature can be found in s. 120.695, Florida Statutes, which states, in part, that the purpose of regulation is to protect the public by attaining compliance. An increase in the percentage of licensees that correct violations through alternative means results in an increase in compliance with all standards.

Reliability:

This measure is reliable in that information is maintained and retrieved from the tracking system (Versa Regulation and OnBase database) designed for the agency to accurately document case status history. The division's data steward has been trained to query data for performance measures as well as other required reporting. Complaint analysts create unique data files for every complaint received and coding is validated by a supervisor or by legal staff in each office. Data regarding the resolution of a case by alternative means is input by complaint analysts or administrative staff.

Data is validated by daily and monthly review by a supervisor and/or attorney in each office or by sample reviews twice annually by a supervisor in each office. Deficiencies are corrected upon discovery.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of complete board referred applications approved or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The purpose of this measure is to provide the percentage of complete applications approved or denied by the professional boards in a timely manner. The time period to approve or deny an application is 90 days. The starting time for this process begins on the day a complete application is received by the department and ends on the day the applicant is approved for licensure/licensure examination, denied licensure, or the applicant withdraws the application.

A complete application is defined as an application for licensure which contains all of the information requested as part of the application process, the required fee(s), where applicable, and all supporting documentation required by statute or rule. An application is also deemed complete when the statutory deadline expires. Pursuant to Section 120.60(1), Florida Statutes, the department must notify the applicant within 30 days after receipt of the application of any errors, omissions, and/or additional information required. Otherwise, the application is considered complete.

An applicant is determined eligible for licensure/licensure examination when all criteria set forth by statute or rule are fulfilled, or when the statutory deadline expires. Pursuant to Section 120.60(1), Florida Statutes, all applications must be approved or denied within 90 days of receipt of a complete application. Applicants that are not approved or denied within this timeframe are deemed eligible for licensure/licensure examination.

For incomplete applications, the measurement of the application processing time begins with the date that all information, documents and/or required fees are received in full. If the department fails to notify the applicant of deficiencies in the application within the statutory deadline, the beginning date of the application processing would be the 31st day after the initial receipt of the application. The ending date for measuring the time to process an application is the date an applicant's request for licensure or licensure examination is denied or approved as noted on the application or when an application is withdrawn by the applicant.

The percent of complete board referred applications approved or denied within 90 days will be obtained from a Versa: Regulation report entitled 'Board Referred Applications Approved or Denied within 90 Days'. Applications on this report that have a processing time greater than 90

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days will be researched by board staff to verify that the number is legitimate or if it is the result of a coding error. The percentage will be arrived at by taking the number of complete board referred applications approved, denied, or withdrawn within 90 days of an application being deemed complete divided by the total number of complete board referred applications approved, denied, or withdrawn. The Division of Professions, Division of Certified Public Accounting, and Division of Real Estate statistics are included in this measure.

Validity:

This measure determines the percentage of board referred applications that are approved or denied in a timely manner. The 90-day turn-around timeframe is statutorily mandated pursuant to Section 120.60(1), Florida Statutes. The department has 30 days to notify an applicant that an application is not complete. This measure monitors statutory compliance and provides an accurate method of counting the processing days for an application. Tracking this data is useful in evaluating the department's business processes and licensing requirements for consistency with its mission to "License Efficiently, Regulate Fairly." The measure only includes applications that go before a professional board for approval or denial. Applications that are processed by the Central Intake Unit are measured in a separate calculation.

Reliability:

An "OnBase" report entitled the "30-60-90 Day" report is used to capture applications with no license status code. The report also details applications that are 30, 60 or 90 days old based on "the last working date" (the date the last applicant supporting documentation arrived in the Central Intake Unit).

Applications are examined monthly to determine if there are applications that are 90 days old without a license status code. Applications that are ninety days old with no license status code are sent to the respective board office's government analyst. The government analyst is required to provide an adequate explanation for each 90-day-old application. This process is to determine whether the application was 90 days old or if it was improperly coded in OnBase. The government analyst researches and reviews supporting documentation to establish the correct timeframe and status of these applications. The results of the research and review by the government analyst is sent to the respective Executive Director and then to the Division Director to ensure actions taken are consistent with Section 120.60(1), Florida Statutes. Finally, the government analyst inputs the required data into OnBase.

This measure is a dependable and consistent measure for determining that applications are processed within the statutory timeframes.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of licensees in compliance with inspection laws and regulations

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure is calculated by using SQL queries against Versa: Regulation data that looks for citations and notices of non-compliance (NNCs) that are issued during statutorily mandated inspections of cosmetology, veterinary and barbershop establishments by Division of Regulation staff. Citations and NNCs are issued by the inspector who is conducting their rule mandated biennial inspection for the minimum health and safety requirements. The non-compliant issues are tracked in Versa: Regulation and OnBase. Citations are a civil monetary penalty and NNCs are a non-disciplinary warning for minor violations.

The inspectors conduct their inspections using a department issued iPad and the results are uploaded weekly into Versa: Regulation and OnBase. The measure is calculated by dividing the total number of inspections completed during the year by the number of citations and NNCs issued.

Validity:

This measure addresses the division's ability to achieve an increase in the compliance of standards by licensees. The division's authority to conduct inspections is found in s. 455.223, Florida Statutes. The compliance rate relies on the assumption that licensees that were not disciplined through the issuance of a citation or NNC are in compliance with all inspection laws and regulations.

Reliability:

Information is maintained and retrieved from the tracking system (Versa: Regulation) designed for the agency to accurately document inspection history/status. The division's data steward has been trained to query data for performance measures as well as other required reporting. Data regarding the issuance of citations and NNCs are input by the division's Complaint Analysts or administrative staff and is validated by daily and monthly reports which are reviewed in each region by the Regional Program Administrator. All citations and NNCs are also scanned into OnBase for assignment and retrieval. The case in OnBase can be compared and tied to the information in Versa: Regulation because of the case number used in both systems.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business & Professional Regulation

Program: Drugs, Devices, and Cosmetics

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of complete license applications approved or denied within 90 days (Drugs, Devices, Cosmetics and Household Products Regulation)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measures the percentage of completed applications that the division approves or denies according to statutory requirements in Section 120.60, Florida Statutes.

The Division of Drugs, Devices, and Cosmetics is charged with licensing and regulating entities that manufacture and distribute drugs (prescription and over-the-counter), devices, and cosmetics into and in the state of Florida, as set forth in Chapters 465, 499 and 893, Florida Statutes.

A complete application is defined as an application for licensure which contains all of the information requested as part of the application process, the required fee(s), where applicable, and all supporting documentation required by statute or rule. Pursuant to Section 120.60(1), F.S., the department must notify the applicant within 30 days after receipt of the application of any errors, omissions, and/or additional information required. Otherwise, the application is considered complete. A complete application must be approved or denied within 90 days after receipt.

Time for this measure is calculated from receipt (stamp date) of a completed application to the date the application is approved or denied by the division or withdrawn by the applicant.

DBPR's single licensing system (Versa: Regulation) serves as the repository of the department's licensing and enforcement information. The information in the system is entered contemporaneously with licensure or enforcement transactions that are being conducted by DBPR employees.

Data is collected utilizing the "Percent of completed applications approved or denied within 90 days" report, which is housed in the department's web based Business Objects Info View Reporting System's Public Folder / DDC Folder.

The measure is calculated by dividing the total number of complete applications approved, denied or withdrawn within 90 days by the total number of complete applications approved, denied or withdrawn. The number derived is then multiplied by 100 to get the percentage.

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Validity:

The 90-day time period is statutorily mandated by section 120.60, Florida Statutes. This measure monitors statutory compliance and provides an accurate method of counting the processing days for an application. This measure was chosen because it will reflect the division's compliance with Florida law.

The data entered into Versa: Regulation is monitored and analyzed at least quarterly. The data is verified by the division users of the reports to ensure the accuracy of the information.

Reliability:

This measure is reliable because the data is cross referenced on a regular basis by queries of our document imaging and workload management software. Reports are run within the Report Services interface on a daily basis to assess the status of our application processing queues.

Supervisors run a daily report (DDC/Completed Applications Not Closed) that shows which complete applications have not been acted upon (approved or denied). Supervisors perform audits of individual application processor activity to ensure reliability and integrity of the data.

The data entered into Versa: Regulation is entered contemporaneously at the time of the transaction. Employees are trained on the importance of timely entering the correct information into the system.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of Florida resident prescription drug wholesale distributor permit holders inspected (Drugs, Devices, Cosmetics and Household Products Regulation)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure addresses the percentage of Florida resident prescription drug wholesale distributors that are inspected for the deterrence of violations of, and the assurance of compliance with, standards and laws in order to promote the health and safety of the public.

The Division of Drugs, Devices, and Cosmetics is charged with enforcing the laws pertaining to licensed prescription drug wholesale distributors and their physical establishments as outlined in Chapters 465, 499 and 893, Florida Statutes.

Division drug inspectors visit the Florida resident licensed establishments or establishments seeking licensure and review the business practices regarding the handling of regulated products, the maintaining of appropriate records, and other requirements outlined in the aforementioned statutes. In addition, the inspectors ensure that the establishments continue to meet requirements as outlined in those statutes for the permit category that has been issued. A person at the establishment is notified of the outcome of the inspection and, if applicable, is told how to come into compliance regarding any noted violations. The inspection findings are documented during the inspection on an electronic device.

Data and the electronic inspection are uploaded to Versa Regulation (the department's licensing system) and OnBase (the department's electronic document management system), via synchronization software/hardware.

At the close of the fiscal year, the number of Florida resident establishments licensed to wholesale distribute prescription drugs that were inspected (PDWI) and the number of Florida resident establishments licensed to wholesale distribute prescription drugs, whether they were inspected or not (PDWNI), during the fiscal year is obtained via Versa Regulation queries.

This measure is calculated as follows:

The numerator for this measure is comprised of the number of Florida resident establishments licensed to wholesale distribute prescription drugs that were inspected (PDWI) during the fiscal year. The denominator for this measure is comprised of the total number of Florida resident

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establishments licensed to wholesale distribute prescription drugs, whether they were inspected or not (PDWNI).

[% Florida resident prescription drug wholesale distributors inspected = PDWI / PDWNI]

At the close of the fiscal year, the percentage of the Florida resident prescription drug wholesale distributors inspected is calculated as set forth above. The number derived is multiplied by 100 to obtain the percentage inspected.

Validity:

This measure is used because it addresses the division's efforts regarding the identification and deterrence of violations of, and the assurance of compliance with, standards and laws pertaining to prescription drug wholesale distributors set forth in Chapters 465, 499, and 893, Florida Statutes.

This measures the division's effectiveness in providing continuing education to applicants and licensees regarding statute and rule requirements, and promoting the health and safety of the public. A high percentage of prescription drug wholesale distributor licensees inspected indicates that the division was successful in these endeavors.

Reliability:

This measure is reliable because the methodology is sound and consistent. The inspection results are documented during the course of the inspection, verified and uploaded to Versa Regulation and OnBase. Data is obtained directly from the uploaded inspections. Additionally, the program conducts ongoing training and inspection standardization to ensure enforcement is conducted uniformly.

Inspection reports are spot checked by program supervisors for quality, consistency, and accuracy. Reports are run weekly, monthly, annually, and on demand to obtain inspection information from Versa Regulation.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Florida Boxing Commission

Measure: Percent of complete applications approved and or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Pursuant to Chapter 548, Florida Statutes, the Florida State Boxing Commission regulates professional boxing, kickboxing and mixed martial arts and approves and monitors amateur boxing, kickboxing and mixed martial arts sanctioning organizations.

The Commission processes applications for licensure pursuant to Section 120.60, Florida Statutes. Upon receipt of a licensure application the application is reviewed by staff within 30 days after such receipt. If there are omissions, the applicant is notified in writing of the deficiencies. If the application is complete and meets all licensure requirements, it is approved and a license number is assigned and a licensure card is mailed.

License application categories include: Live Event Permit, Participant, Second, Trainer, Manager, Promoter, Matchmaker, Judge, Referee, Announcer, Timekeeper, Ringside Physician, and Amateur Sanctioning Organization.

Not all applications for licensure are received by mail. The majority of participant, second, and trainer applications are submitted to the Commission at the official event weigh-in. The official weigh-in is held the day prior to the event, and the applications are collected by the OPS event coordinator and are verified for completeness. Approved applicants are granted a temporary license to participate at the event.

Listed below are the procedures used to process an application received by mail:

1. Upon receipt, staff date stamps the application and a revenue receipt is manually processed using a pre-numbered receipt.
2. A copy of the receipt is attached to the application for verification of licensure payment.
3. Licensure fees and applications are prepared for deposit by using a form prepared by staff and approved by supervisor.
4. Staff transfers revenue and applications received to the Division of Service Operation's Revenue Management section for deposit.
5. Revenue Management prepares the documents and scans them into the Boxing Commission's Workflow via OnBase.
6. Commission staff reviews documents.

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7. Applications approved for licensure are issued a license number generated by Versa: Regulation.
8. A licensure card is generated by the technology office and hand-delivered to the Commission office.
9. Staff reviews the licensure card for accuracy and mails card to licensee.
10. If errors are noted, staff returns the licensure card to technology.

Listed below are the procedures used to process an application received at the official weigh-in.

1. Upon receipt of the completed application, staff issues a manual revenue receipt from a pre-numbered receipt booklet. A copy of the receipt is attached to the application to verify licensure fee has been paid.
2. The event coordinator reviews the application to ensure that it is complete. If omissions are determined, the application is returned for completion. If complete, a license is granted and the applicant is allowed to participate at the event.
3. Following the event, the event folder is returned to the Commission office. Commission office staff reconciles the event folder to ensure all applications, license fees, and supporting documentation received at the weigh-in and event have been received.
4. Licensure fees and applications are prepared for deposit by using a form prepared by staff and approved by supervisor.
5. Staff transfers revenue and applications received to Revenue Management for deposit.
6. Revenue Management prepares the documents and scans them into the Boxing Commission's Workflow via OnBase.
7. Commission staff reviews documents.
8. Applications approved for licensure are issued a license number generated by Versa: Regulation.
9. A licensure card is generated by the technology office and hand-delivered to the Commission office.
10. Staff reviews the licensure card for accuracy and mails card to licensee.
11. If errors are noted, staff returns the licensure card to technology.

The measure is calculated as follows:

This measure is comprised of the total applications received divided by the number of applications processed (approved or denied) within 90 days.

Validity:

This measure is used because the percent of applications processed within 90 days demonstrates how the Commission meets compliance with application processing requirements and provides quality assistance to its customers.

Reliability:

The performance measure is calculated using data generated from the licensing system database which should produce accurate and uniform results on a continuing basis. In addition, controls over the licensure process have been implemented in the last fiscal year. A checklist is executed for each application received via mail. This checklist helps to ensure that applications received are complete and any deficiencies are addressed.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Testing and Continuing Education

Measure: Percent of complete provider and individual course applications approved or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Bureau of Education and Testing (BET) reviews and determines compliance with the specific board rule or statutory requirements when receiving provider and course applications per Sections 455.2177 and 455.2179, F.S.

When the applications are received, the top page is date stamped with the receiving date. The applications are scanned into the On-Base Document System and a quality control check is conducted to verify all documents were scanned properly. The documents are routed through On-Base to the assigned staff member's queue for review and processing in Versa: Regulation. Once information is entered into Versa: Regulation and On-Base, Versa: Regulation begins tracking time to completion. Applications are placed on hold status in Versa: Regulation, if the application needs board approval or if additional review by a department consultant is required. Such actions may occur outside the 90 day processing window as this may include the time period the application was placed on hold for board or consultant review. Applications that are deficient are also placed on hold status and a letter is sent to the applicant detailing the deficiency. The applicant is given an opportunity to respond to deficiency notifications and submit supplemental information to make the application complete. Once the application is deemed complete by staff, a letter is sent to the applicant with the results of the review indicating the approval or denial of the provider or course application.

Pursuant to Section 120.60(1) F.S., the department must notify the applicant within 30 days after receipt of the application of any errors or omissions. An application is complete upon receipt of all requested information and correction of any error or omission for which the applicant was timely notified or when the time for such notification has expired. An application must be approved or denied within 90 days after receipt of a completed application.

If the application is complete upon initial review, BET staff will approve the application for those professions where such authority has been delegated to the bureau, or send completed applications to the appropriate consultant or board for approval.

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For applications that were initially deficient, the application will be deemed complete upon receipt of all requested information and correction of any errors or omissions. BET staff will then approve the application for those professions where such authority has been delegated to the bureau, or send completed applications to the appropriate consultant or board for approval.

The application date is captured in Versa: Regulation to track the length of processing time for each application. A query report entitled “BET Fiscal Year Performance Measures Using Non-Deficient Applications” is utilized to assist with the calculation associated with this measure. This report can be tailored to include any date range required.

The “BET Fiscal Year Performance Measures Using Non-Deficient Applications” report contains individual data on each application including the profession, application file number, application type (provider or course), the date received and the date completed. A summary is provided at the end of the report that contains the total number of applications, number of applications closed over 90 days, number of application closed less than 91 days, number of applications closed over 30 days, and number of applications closed in less than 31 days. To check the accuracy of the reporting data, a report is run weekly and all entries over the 90 day criteria are reviewed to determine if the application was profiled properly and if the application status tracking mechanism was utilized properly. All inaccuracies are deducted from the total number of applications closed over 90 days and the figures are re-calculated.

To determine the percentage of complete provider and individual course applications processed within 90 days, the entry listed on the report for applications closed over 90 days is divided by the total application count. The performance measures are reviewed on a weekly basis to ensure performance measures are met and to ensure staff is performing in an acceptable manner.

Validity:

Pursuant to Sections 455.2177 and 455.2179, F.S., the Bureau of Education and Testing is responsible for processing Continuing Education (CE) provider and course applications for the various boards and councils with the Division of Professions, the Division of Real Estate and the Division of Certified Public Accounting. The applications are required to be processed and completed within 90 days pursuant to Section 120.60(1), F.S.

Processing the applications prior to the 90 days requirement allows the bureau to provide quality and timely assistance to our customers and provide faster approval of courses that will be conducted for our licensees, which will provide a greater selection of courses offered.

A non-deficient application is an application that is complete at the time of receipt and can be processed immediately as meeting all requirements as set forth by board rule or statute. A deficient application needs additional information from the provider and must be updated to ensure it meets applicable requirements before the application is deemed complete.

This measure provides for the percentage of complete continuing education and provider applications processed within 90 days of receipt. The intent is to ensure compliance with

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processing requirements as established in performance measures, meet the statutory requirements of Section 120.60(1), F.S., and reflect the effectiveness of staff members to process applications timely.

Reliability:

The results of the reports are consistent each time the reports are run.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Farm and Child Labor Regulation

Measure: Percent of farm labor contractors inspected found to be in compliance with the law

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Specific authority for the inspection of farm labor contractors is found at 450.31(8), Florida Statutes. Data for this measure is obtained from the Farm Labor Program's Versa: Regulation reports. The information is then matched with documents and reports submitted by field investigators to the central office on a weekly and monthly basis. These reports include the number of farm labor contractors inspected for compliance with the Florida farm labor law, number of warnings issued, field citations issued, and cases developed.

Compliance and Enforcement activity are generated through two (2) sources. First, the department may receive a complaint (written or verbal) from a farm worker or other sources, of unregistered activity or non-compliance with the farm labor laws. These complaints are logged and assigned to an investigator in the geographical area nearest to the complainant or the site of the allegation. Investigators are located in agriculturally significant areas throughout the state. Second, the investigator, through routine canvassing of their assigned area, may observe non-compliance of the laws when conducting field compliance inspections of farm labor contractor activity. Compliance inspections include; safety/health inspections, payroll inspections, passenger vehicle inspections, and field sanitation inspections. Depending on the nature, severity and number of violation(s), the investigator may elect to issue a warning, field citation, or develop a case to be sent to legal for prosecution. In all instances, these actions are properly documented and forwarded to the central office for recording and maintenance. Penalties for non-compliance with farm labor laws include a warning for a first-time offense, money penalties up to \$2,500 per violation; suspension and revocation of registration. Penalties and sanctions are progressive, with repeat violators/offenders receiving the harshest penalties.

Validity:

The measure is a valid indicator of overall program effectiveness and goals because it captures all key performance indicators and reflects the program's responsibility to enforce the farm labor laws, through education, routine field inspections, and prosecution. Through the monitoring of enforcement activity data, the program can document the number of field compliance inspections, warnings issued, field citations issued, cases developed, type of violation, and the amount of monetary penalties assessed and collected. The overall compliance rate is obtained

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by dividing the number of licensees found to be in compliance by the total number of inspections performed. This number is then converted into a percentage.

Reliability:

Each inspection performed is uploaded into Versa: Regulation by the investigator. The inspection result is entered as either “Pass” or “Fail”. Copies of each of these inspections are imported into OnBase as an archived inspection. Copies of the inspection where the licensee has been found in noncompliance are also included with the resulting warning, citation or investigative case.

The raw data from field investigators is compiled and sent to the central office for recording and maintenance. Factors include crop yields, market trends, weather/crop damage/diseases, worker availability and wages. A farm labor contractor may be inspected for compliance with the farm labor law on several occasions during the growing season. There are five main activities associated with farm labor that may present the investigator with opportunities to conduct field inspections. Those activities are pre-harvesting (which include field preparation, planting and cultivating), harvesting and post-harvesting.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Professional Regulation

Service/Budget Entity: Farm and Child Labor Regulation

Measure: Percent of employers brought into compliance with child labor laws during investigations

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Beginning in FY 2007-08, the data for this measure has been maintained and tracked on the department's license system (Versa: Regulation). It is designed to track the entire complaint process, and all complaint actions are entered/controlled through input by the staff in the central office. Program data used to compile the measure is collected from investigative reports prepared by child labor investigators in response to alleged child labor law violations and audit records requests.

An initial complaint is generated from information received in the central office. The cases are entered into the Versa: Regulation database and assigned to the field investigator. A Notification of Investigation Letter which requests specific employment records is sent to the employer by the investigator. The investigator reviews the documentation and completes an audit. The Investigators use data that is taken directly from the records supplied by the employer to determine if the employer is violating the law. A remedial (Follow-up) review period is provided to the employer to verify that the employer's employment practices are in compliance with the law.

Once an investigation is completed, the investigator's supervisor sends the report to the Tallahassee Central Office indicating the status of the violation (compliance or noncompliance). The action is entered into the Versa database system for the program administrator to review.

Validity:

The measure is a valid indicator of overall program results. It is also an appropriate measure of ensuring that employers are brought into compliance with the law and represents the program's overall objective. Versa: Regulation captures and reports data based on information gathered by child labor investigators as investigations are completed, verified and entered by the Tallahassee Central Office.

The outcome result will be determined by the number of cases that were not in compliance (after the remedial period) divided by the number of investigations that were not in compliance and sent to legal.

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Reliability:

Source data is captured by each investigator at the time of the investigation and reported to the central office as an investigation. Reliability is determined by consistent application of measurement procedures used to compile data and limited access by staff to the database. All data is carefully controlled through centralized procedures. Data can also be manually assembled, and rolled up and tallied collectively for each investigator on a monthly and annual basis. Hard copy source data (compliance and investigative forms) are also maintained at the local and central office.

The data is reliable and year-to-year data can be replicated with accuracy.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Pari-Mutuel Wagering

Measure: Percent of races and games in compliance with all laws and regulations

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Each statute/rule violation is listed on the DBPR PMW-3340, Notice of Violation and Hearing form. State Stewards and Hearing Officers in each region conduct hearings and issue a ruling, or send the respondent a consent order to address racing, jai alai game, and medication violations. Each State Steward and Hearing Officer is responsible for entering all enforcement actions (i.e. rulings and consent orders) into the department's Versa Regulation database. Each enforcement case includes the violation and disciplinary action imposed. The Office of Operations refers cases to the Office of Investigations for further action if an investigation is warranted. These violations are documented in a Report of Investigation, which is provided to the appropriate State Steward or Division Hearing Officer, or the department's Office of the General Counsel for adjudication.

The State Stewards and Hearing Officers assess penalties for racing, jai alai game and medication-related statute/rule violations, as set forth in law [Section 120.80(4), Florida Statutes], by issuing either a Ruling of the Judges/Stewards or a Consent Order. The number of rulings and consent orders issued is added for each facility monthly and forwarded to the respective Regional Manager who calculates the total number for the region. The Regional Managers then report the number on the PMW Form 524 - Monthly Reporting Form for Regional Managers and forward it to the Office of Operations in Tallahassee. The Chief of Operations adds the number of rulings and consent orders issued by the Hearing Officers and Stewards. The sum is then divided by the number of races and games monitored. The resultant quotient is the percentage of races not in compliance with pari-mutuel statutes or rules. The percentage not in compliance is then subtracted from one, the result multiplied by 100 to arrive at the percentage in compliance.

Validity:

This measure documents the Division of Pari-Mutuel Wagering (PMW) regulatory responsibilities in addressing alleged violations of Chapter 550, F.S., and Chapter 61D, Florida Administrative Code (F.A.C). The division has little, if any, control over whether licensees commit violations of the statutes and rules. This measure will indicate the extent to which the Division is able to influence the persons who participate in races (licensees) to comply with the applicable laws and rules.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

Reliability:

This measure is reliable because the data (rulings, consent orders, final orders, etc.) are maintained in the department's Versa Regulation database. All violations of Chapters 550, and Chapter 849, Florida Statutes, and Chapter 61D, F.A.C. are heard by Division Hearing Officers, Stewards, or the Office of the General Counsel, and are subject to appeal at all levels. All violations are recorded in the Versa Regulation database for tracking purposes. The data accumulated by the Office of Operations is reliable because the monthly reports generated to extract data from the Versa Regulation computer system have been configured and tested.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Pari-Mutuel Wagering

Measure: Percent of complete Pari-Mutuel Wagering applications approved or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Section 550.105, Florida Statutes, requires each person connected with a pari-mutuel facility to obtain an annual occupational license, valid for 3 years, from the Division. Applications received at the field offices or at the Office of Operations' Licensing Section in Tallahassee are reviewed by the Chief Inspectors or Operations Analysts, respectively, for completeness. The licensee's history is checked both in the agency's database, Versa Regulation, and the Association of Racing Commissioners' International (ARCI) database for any disqualifying factors. A criminal history background check is conducted upon initial licensure and every three licensing years thereafter. Applicants who report no criminal convictions on their application, and are required to have a criminal history check, receive a 90-day temporary license upon receipt of a completed application and the appropriate fees. Once the results of the criminal history are received, a permanent license is issued if there are no disqualifying convictions. If the criminal history background check results contain a disqualifying conviction, the permanent license is denied, unless a waiver has been granted. Applicants who apply to renew their license, report no criminal convictions and have a current criminal history background check on file, receive a permanent license. Applicants who list a criminal conviction may be required to request a waiver and are not issued a license until a waiver is granted by the Director. Every application is entered into the Versa Regulation licensing database and is approved or denied within 90 days from which it is deemed complete.

A corresponding cash batch is created daily in Versa Regulation for the fees collected. All cash batches for pari-mutuel occupational license applications processed at the field offices are sent to the Office of Operations' Licensing Section in Tallahassee for deposit. Cash batches received from the field offices or created by Division staff in Tallahassee are reconciled and hand-delivered to the Bureau of Central Intake and Licensure's Revenue Unit.

The Office of Operations' Licensing Section in Tallahassee reviews every application processed for completeness and accuracy, and reviews the Auto Apply Cash batch run that automatically assigns the fees paid to the appropriate license issued in the system. The Licensing Section is also responsible for forwarding the fingerprints to the Florida Department of Law Enforcement for processing. Deficient applications are handled appropriately for further action either through direct contact to the licensee or through the field office (depending on where the licensee is

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located). Applications requiring a waiver from the Director are either approved or denied within 90 days from the date of the waiver interview.

The Versa Regulation database is queried every month by using two reports: a Crystal Report stored in BI Launch Pad that provides the number of applications processed within and over 90 days; and a SQL query that identifies the records that were closed (i.e. approved or denied) over 90 days. The report is reviewed to determine whether action taken on the record was a data correction, a bad check or an actual approval/denial over 90 days. The majority of records found to be over 90 days are either a data correction or bad check (neither is counted as approved/denied over 90 days). The number of applications actually processed over 90 days is subtracted from the total number of applications processed and that total is divided by the total number of applications processed. That quotient is then subtracted from one and then multiplied by 100 to produce the percentage of applications processed within 90 days.

Validity:

This measure will determine if the division met its requested standard for percentage of pari-mutuel applications processed within 90 days.

Reliability:

This measure is reliable because licensing data referenced above is maintained in the department's Versa Regulation database. The data accumulated by the Office of Operations is reliable because the monthly reports generated to extract data from the Versa Regulation computer system have been configured and tested. Chapter 550.105, Florida Statutes, requires that each person who needs access to a restricted area of a pari-mutuel facility as part of his/her job, obtain a pari-mutuel occupational license prior to working. Also, Chapter 120.60(1), Florida Statutes, stipulates that each person who applies for a license must receive it within 90 days of receipt of a completed application.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Pari-Mutuel Wagering

Measure: Pari-Mutuel Wagering collections per dollar of revenue unit expenditures

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

For pari-mutuel taxes and daily license fees (Revenue): On a daily basis, wagering data is entered or downloaded from tote systems into the division's Central Management System (CMS). Division auditors reconcile wagering data for each race and/or game. The tax liability is automatically calculated by CMS based on demographics and wagering data. Actual tax and daily license fees revenue liabilities and revenue collections for each month are extracted from the accounting system (CMS) and reconciled against FLAIR and the monthly remittance reports submitted by pari-mutuel permitholders. Note: Payments are made through Electronic Funds Transfer (EFT) with the Department of Revenue. Those payments are then sent to the Department of Business and Professional Regulation in FLAIR and are then automatically uploaded into Versa and CMS.

Pari-mutuel taxes are deposited into the Pari-Mutuel Wagering Trust Fund (PMWTF), object code 003001, category 000300. Pari-mutuel daily license fees are deposited into the PMWTF, object code 001010, category 000100.

For Cardroom taxes (Revenue): Payments are made through EFT with the Department of Revenue. Those payments are then sent to the Department of Business and Professional Regulation, split deposit between General Revenue (GR) and the PMWTF in FLAIR and are automatically uploaded into Versa and CMS. Cardroom operators submit monthly remittance reports. Once received, division staff create tax liabilities in CMS and reconcile monthly remittance reports against payments within CMS and FLAIR.

Cardroom taxes are deposited into two accounts: half into the PMWTF, object code 003027, category 000300 and half into the GR, object code 003028, category 000300.

For Cardroom table fees (Revenue): Payments are made through EFT with Department of Revenue. Those payments are then sent to the Department of Business and Professional Regulation deposited into the Pari-mutuel Wagering Trust Fund in FLAIR and are automatically uploaded into Versa and CMS. Division staff reconcile CMS to FLAIR.

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All other revenue is pulled directly from the Statement of Revenue FLAIR reports: Pari-Mutuel Wagering budget entity (BE) 79100400 (includes Pari-Mutuel Trust Fund, General Revenue Fund, and Collections for other state agencies):

- Pari-Mutuel Fingerprint fees (category 000100);
- Licensing Fees (category 000200);
- Miscellaneous Receipts (category 000400, 001202);
- Interest (category 000500);
- Collections for other agencies (category 000300)
- Refunds (category 001800); and
- Fines (category 001200).
 - Fines are reconciled monthly to FLAIR. We ensure that fines were deposited into the correct fund (i.e, GR or PMWTF).

The monthly and year-end FLAIR Reports are used to obtain expense figures. The level 4 Tax Collection budget entity FLAIR report (within the Pari-Mutuel Wagering Trust Fund) is used to determine those resources utilized for revenue collection (category 010000, 040000, 030000). An allocation method is used and a percent is applied to the expense for CMS (109062) and those additional positions that are utilized for revenue collection which are not included in the level 4 Tax Collection FLAIR report, (currently two positions that are paid from the Slot BE).

Validity:

This measure will allow the Division of Pari-Mutuel Wagering (PMW) to determine its average activity cost: amount of revenue collections versus revenue expenditures.

Reliability:

This measure is reliable because each month the division reconciles the taxes and daily license fees data in CMS with the Monthly Remittance Reports submitted by each permitholder for both pari-mutuel and cardroom activity. The division reconciles the data in CMS against FLAIR reports monthly and at year-end. CMS and FLAIR are two separate accounting systems. Three independent systems are being reconciled: The tote, CMS, and FLAIR. All other revenue data comes directly from the FLAIR reports, which shows the actual revenue deposited into the Pari-Mutuel Wagering Trust and other funds as applicable. All expense figures (category 010000, 040000, 030000) are from the monthly and final year-end FLAIR reports with the exception of the allocation figures.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Pari-Mutuel Wagering

Measure: Percent of compliance audits conducted

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Florida statutes and rules provide the guidelines for the types of audits to be performed. Data is provided by the permitholder and audited by the Division of Pari-Mutuel Wagering personnel. The division uses established audit programs and procedures to perform these functions. The following audits compose the total number of audits:

- **Greyhound Purse** audits ensure that the permitholders are paying the minimum statutory purse requirements.
- **Charity Proceeds** audits ensure that each permitholder that conducted Charity/Scholarship performances distributes the amounts which would otherwise have been tax revenues to a bona fide charitable organization.
- **30-Day Report** audits include reconciling each permitholder's monthly remittance reports for pari-mutuel, cardroom, and slot gaming revenue to the division's accounting database to ensure proper gaming data.
- **Uniform Financial Report** audits ensure compliance with the reporting requirements set forth by rules/statutes.
- **Greyhound Adoption Units** audits are conducted to ensure that the proper amounts of funds are distributed.
- **Escheat** payments, reports, and tickets which were not cashed from the end of the last live performance of a meet to the time the escheat payment is due are audited to ensure all money due has been paid.
- **Mutuels Compliance** audits include Board of Relief Fund reviews (if applicable), W2-G reviews, pool calculations, random teller audits, sample payout calculations, sample outstanding ticket account calculations, internal performance reviews, jai alai prize payouts (if applicable), and other specific statutory requirements affecting the operations and public welfare.
- **Cardroom** audits include sample chip count calculations, internal performance reviews, jackpot payout audits, cardroom surveillance, and several specific statutory requirements affecting cardroom operations and public welfare, including new surveillance and security requirements.
- **Breeders' Awards** audits verify statutory requirements, and verify the distribution of the paid awards in the applicable association's accounting records.

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- **Slot Audits** include reviews of internal controls, notifications, books, records, logs, surveillance and security, personnel files, player's club/promotions, and other requirements to ensure compliance with rules and statutes as it relates to slot gaming.

Each year prior to July 1, an audit plan is created which projects audits by type and total, on a monthly and annual basis. The audit plan is based on the number of operating licenses that have been issued to pari-mutuel permitholders and will be conducted for the upcoming fiscal year. The number of audits actually conducted will be divided by the number of audits planned to determine the percentage of audits completed.

Validity:

This measure will determine the percentage of audits conducted during the fiscal year, in comparison to the planned number of audits projected to be conducted for the fiscal year.

Reliability:

This measure is reliable because daily pari-mutuel wagering activity is recorded into the Central Management System (CMS). Permitholders also file a 30-day report monthly, which includes races and games. PMW revenue employees compare and reconcile with the CMS database system again, and any discrepancies are handled appropriately with required amendments to CMS or the permitholder's 30-day report. This procedure would indicate that the 30-day report reconciliation process is a highly accurate and reliable measure.

The number of all other audits is maintained in Microsoft Excel spreadsheets and in the OnBase document imaging/filing system. The number is highly accurate due to on-going management review.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Slot Machine Regulation

Measure: Percent of slot tax dollars collected compared to permitholder liability

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division auditor obtains daily slot activity reports from the slot monitoring systems located at each slot facility. The auditor analyzes each report and enters the information into the division's Central Management System (CMS). CMS automatically calculates a daily tax liability for each slot licensee. Each slot facility provides a monthly remittance report to Tallahassee PMW revenue staff which includes daily slot revenue activity and amount of taxes to be paid. PMW revenue staff reconcile the monthly remittance report, the CMS liability reports, and the payments. If discrepancies exist between these reports, Tallahassee revenue personnel will contact the field auditors to determine whether the slot facility's data or CMS data is correct. If the slot facility's data is incorrect, Tallahassee revenue personnel will contact the slot facility and ask them to submit a revised monthly remittance report to Tallahassee and the reconciliation will be completed and finalized. If the CMS data is incorrect and auditors verified a report from the slot monitoring system, field personnel will make the corrections in CMS and Tallahassee revenue staff will rerun the corrected CMS report and complete reconciliation process. Actual revenue collections for each month is extracted from CMS and reconciled against FLAIR, including a year-end reconciliation.

Validity:

This measure will allow PMW to determine slot revenue collected compared to slot licensee liability and ensure 100 percent collection.

Reliability:

This measure is reliable because division field personnel enter slot activity information into PMW's accounting system (CMS) daily. Slot licensees submit monthly slot activity reports. These figures are reviewed and reconciled by in-house revenue accounting personnel to ensure accurate revenue reporting. Once reconciled and balanced, PMW revenue staff will utilize actual tax and fee data from CMS and will reconcile this data against monthly revenue FLAIR reports, including a year-end reconciliation. The information is very reliable because three independent systems are being reconciled: the slot monitoring system, CMS, and FLAIR.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Slot Machine Regulation

Measure: Percent of complete slot applications approved or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Each person who works at a slot machine facility must obtain a slot machine occupational license, valid for either 1 or 3 years, from the Division. Chapter 551.107, Florida Statutes, requires that each person who needs access to a slot facility as part of his/her job, obtain a slot machine occupational license prior to working. Also, Chapter 120.60(1), Florida Statutes, stipulates that each person who applies for a license must receive it within 90 days from which it is deemed complete. Applications received at the field offices or at the Office of Operations' Licensing Section in Tallahassee are reviewed by the Slot Operations Specialists or Operations Analysts, respectively, for completeness. The licensee's history is checked in the agency's database, Versa Regulation, and when applicable, the other gaming jurisdictions where the applicant was previously licensed, for any disqualifying factors. A criminal history background check is conducted upon initial licensure and every three licensing years thereafter. Applicants who report no disqualifying convictions on their application and are required to have a criminal history background check, receive a 30-day temporary license upon receipt of a completed application and appropriate fees. Once the results of the criminal history are received, a permanent license is issued if there are no disqualifying convictions. If the criminal history results contain a disqualifying conviction, the permanent license is denied. Applicants who apply to renew their license, report no criminal convictions and have a current criminal history background check on file, receive a permanent license. Each application is entered into the Versa Regulation licensing database and is approved or denied within 90 days from which it is deemed complete.

A corresponding cash batch is also created daily in Versa Regulation for the fees collected. Cash batches for slot occupational license applications processed at the field offices are deposited at a local Wells Fargo Bank in Broward or Miami-Dade County. Cash batches for slot occupational license applications processed at the Office of Operations' Licensing Section in Tallahassee are hand-delivered to the Bureau of Central Intake and Licensure's Revenue Unit. Upon receipt of the application, the applicant's criminal history results are matched to their application which is either approved, denied, or forwarded to Legal for further review (depending on the results of the criminal history search).

The Office of Operations' Licensing Section reviews every application processed for completeness and accuracy, and reviews the Auto Apply Cash batch run that automatically

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assigns the fees paid to the appropriate license issued in the system. The Licensing Section is also responsible for matching the criminal history results from the Florida Department of Law Enforcement. Deficient applications are handled appropriately for further action either through direct contact to the licensee or through the field office (depending on where the licensee is located).

The Versa Regulation database is queried every month by using two reports: a Crystal Report stored in BI Launch Pad that provides the number of applications processed within and over 90 days; and an SQL query that identifies the records that were closed (i.e. approved or denied) over 90 days. The report is reviewed to determine whether action taken on the record was a data correction, a bad check or an actual approval/denial over 90 days. The majority of records found to be over 90 days are either a data correction or bad check (neither is counted as approved/denied over 90 days). The number of applications actually processed over 90 days is subtracted from the total number of applications processed and that total is divided by the total number of applications processed. That quotient is then subtracted from one and then multiplied by 100 to produce the percentage of applications processed within 90 days.

Validity:

This measure will determine if the division met its requested standard for percentage of pari-mutuel applications processed within 90 days.

Reliability:

Licensing data referenced above in the Methodology Section is maintained in the department's Versa Regulation database. The data accumulated by the Office of Operations is reliable because the monthly reports generated to extract data from the Versa Regulation computer system have been configured and tested.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Pari-Mutuel Wagering

Service/Budget Entity: Slot Machine Regulation

Measure: Slot tax collection per dollar of revenue unit expenditure

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

On a daily basis, slot auditors reconcile slot wagering data that comes from the slot facility based monitoring system. The slot wagering data is then manually entered into the division's Central Monitoring System (CMS). Actual revenue collections are extracted from the accounting system (CMS) and reconciled against FLAIR. The monthly and year end FLAIR reports are used to obtain expense figures. An expense allocation is calculated to determine only those resources utilized for revenue collection by dividing the number of slot full-time positions associated with slot revenue collection by the average number of slot full-time positions from the previous year. That allocation method is applied to the level two slot machine budget entity FLAIR report for slot expenses (040000), slot OPS expense (030000), and the expense for CMS (109062). A percentage is determined based on each full-time position revenue collection responsibility, and then is applied to actual salary and benefits expense of each of those full-time positions. This calculation is total revenue collected per CMS/FLAIR, divided by adjusted revenue expenditures per FLAIR reports. The output for the calculation will be a dollar collected per dollar expended amount.

Validity:

This measure will allow the Division of Pari-Mutuel Wagering (PMW) to determine its average activity cost: amount of revenue collections versus revenue expenditures.

Reliability:

This measure is reliable because the division reconciles the data in CMS with the monthly remittance reports submitted by each slot machine licensee. The division reconciles the data in CMS against the FLAIR reports. CMS and FLAIR are two separate accounting systems. Three independent systems are being reconciled: the slot monitoring system, CMS, and FLAIR.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Hotels and Restaurants

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of food establishments inspected according to statute

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Information in this measure is derived from the electronic single licensing system (SLS), the data management system used by the department to coordinate regulatory functions. Inspection data is collected on a mobile electronic device or a paper form by division inspectors. Inspection results are subsequently uploaded directly into the single licensing system daily, or manually entered from paper forms.

Section 509.032(2), Florida Statutes, requires all public food service establishments be inspected according to the risk-based inspection frequency (one to four routine inspections) by the Division of Hotels and Restaurants. For the purposes of meeting mandatory requirements, the division counts routine unannounced inspections, full complaint inspections and licensing inspections.

The percent of food service establishments inspected according to statute is computed by dividing the number of establishments that meet or exceed annual inspection requirements into the total number of establishments subject to inspection at the time of the report. Inspection results are calculated and reported on a Crystal Report entitled “HR503A-SUM Public Food Service and Lodging Inspection Statutory Performance Statewide Summary.” Due to the high volume of inspections completed each month and the division’s commitment to spacing out required inspections over the year, this percentage usually does not increase significantly until the last few months of the year.

Validity:

We use this measure because it reflects the overall level of performance by the division to meet statutory requirements for inspections. It is the division’s goal to inspect food establishments according to statutory requirements provided in Section 509.032(2)(a), Florida Statutes. It is an important measure because it holds licensees accountable while protecting the health and safety of the public.

Reliability:

This performance standard is measurable and can be verified by comparing reports generated by the single licensing system and OnBase document management system with a random sampling of inspection records. Supervisors also perform a random sampling of inspection

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reports to ensure that individual inspectors are following inspection protocol and standards. Data is obtained directly from reports generated from inspection data in the department's single licensing system. Additionally, the division conducts ongoing training and inspector standardization to ensure enforcement is conducted uniformly statewide. Inspection results are calculated and reported on a Crystal Report entitled "HR503A-SUM Public Food Service and Lodging Inspection Statutory Performance Statewide Summary." Program staff runs these reports weekly, monthly, annually and on demand to obtain inspection information from the single licensing system.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Hotels and Restaurants

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of lodging establishments inspected according to statute

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Information in this measure is derived from the electronic single licensing system (SLS), the data management system used by the department to coordinate regulatory functions. Inspection data is collected on a mobile electronic device or a paper form by division inspectors. Inspection results are subsequently uploaded directly into the single licensing system daily, or manually entered from paper forms.

Section 509.032(2), Florida Statutes, requires lodging establishments classified as hotels, motels and bed and breakfasts to be inspected twice annually. Lodging establishments classified as transient and non-transient apartments are required to be inspected once annually. Lodging establishments classified as vacation rentals and time share projects are not subject to annual inspection but must be available for inspection upon request by the division. For the purposes of meeting mandatory requirements, the division counts routine unannounced inspections, full complaint inspections and licensing inspections.

The percent of lodging establishments inspected according to statute is computed by dividing the number of establishments that meet or exceed annual inspection requirements into the total number of establishments subject to inspection at the time of the report. Since vacation rentals and time share projects are not subject to statutorily mandated inspection, they are not included in this performance measure. Inspection results are calculated and reported on a Crystal Report entitled “HR503A-SUM Public Food Service and Lodging Inspection Statutory Performance Statewide Summary.” Due to the high volume of inspections completed each month and the division’s commitment to spacing out required inspections over the year, this percentage usually does not increase significantly until the last few months of the year.

Validity:

We use this measure because it reflects the overall level of performance by the division to meet statutory requirements for inspections. It is the division’s goal to inspect lodging establishments according to statutory requirements provided in Section 509.032(2)(a), Florida Statutes. It is an important measure because it holds licensees accountable while protecting the health and safety of the public.

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Reliability:

This performance standard is measurable and can be verified by comparing reports generated by the single licensing system and OnBase document management system with a random sampling of inspection records. Supervisors also perform a random sampling of inspection reports to ensure that individual inspectors are following inspection protocol and standards. Data is obtained directly from reports generated from inspection data in the department's single licensing system. Additionally, the division conducts ongoing training and inspector standardization to ensure enforcement is conducted uniformly statewide. Inspection results are calculated and reported on a Crystal Report entitled "HR503A-SUM Public Food Service and Lodging Inspection Statutory Performance Statewide Summary." Program staff runs these reports weekly, monthly, annually and on demand to obtain inspection information from the single licensing system.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Hotels and Restaurants

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of elevators, escalators and other vertical conveyance devices inspected according to statute

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Information in this measure is derived from the electronic single licensing system (SLS), the data management system used by the department to coordinate regulatory functions. Annual renewal applications and fee payments are received and initially processed by contract with the Department of Revenue, directly by the department's Central Intake Unit, or electronically transmitted by the applicant using the department's online application system. Mandatory annual inspections are submitted by private inspectors to the division's Bureau of Elevator Safety on Optical Mark Reader (OMR) scan forms, which are scanned or manually entered into the single licensing system.

Section 399.07(1), Florida Statutes, requires each elevator, escalator, and other vertical conveyance device be inspected once annually, unless otherwise exempted. The Division of Hotels and Restaurants issues certificates of operation on an annual basis and requires an inspection to be completed within the renewal year. Proof of satisfactory inspection (no violations) within one year is required at initial licensure and each year upon renewal payment.

This measure is calculated by dividing the number of elevators currently compliant into the total number of elevators. This standard is evaluated using a Crystal Report called "EL401A-SUM Elevator Account Summary." These reports are run by program staff monthly, quarterly and on demand.

Validity:

This measure is used to reflect statewide elevator licensees' compliance with the licensing and inspection requirements of Chapter 399, Florida Statutes, and Rule 61C-5, Florida Administrative Code, and the effectiveness of the privatized elevator inspection program. It is an important measure because it holds licensees and regulated entities accountable while protecting the health and safety of the riding public.

Reliability:

Data is obtained directly from reports generated from license and inspection data in the department's single licensing system. Supervisors monitor accuracy daily through direct supervision of data entry and in response to complaints. In addition, division managers review

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reports monthly and investigate any perceived anomalies to ensure reliability. Additionally, the division conducts ongoing inspector training to ensure enforcement is conducted uniformly statewide. Inspection oversight and contract monitoring activities are an integral component of daily operations to ensure consistent and dependable data integrity.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Hotels and Restaurants

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of complete public food establishment license applications approved or denied within ninety (90) days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The purpose of this measure is to provide the percentage of public food establishment license applications approved or denied by the Division of Hotels and Restaurants in a timely manner. Section 509.241(1), Florida Statutes, requires all food establishments to obtain a license to operate, and renew that certificate annually. The time period to approve an application is 90 days. The starting time for this process begins on the day a complete application is received by the division and ends on the day the applicant is approved or denied for licensure.

Public food service establishments include seating restaurants, non-seating restaurants (such as take-out and delivery), caterers, mobile food dispensing vehicles, hot dog carts, theme park food carts, and vending machines that dispense potentially hazardous foods. A complete application is defined as an application for licensure which contains all of the information requested as part of the application process, the required fee(s), where applicable, and all supporting documentation required by statute or rule. An application is also deemed complete when the statutory deadline expires. Pursuant to Section 120.60(1), F.S., the department must notify the applicant within 30 days after receipt of the application of any errors, omissions, and/or additional information required. Otherwise, the application is considered complete.

An applicant is determined eligible for licensure when all criteria set forth by statute or rule are fulfilled, or when the statutory deadline expires. Pursuant to Section 120.60(1), F.S., all applications must be approved or denied within 90 days of receipt of a complete application.

Information in this measure is derived from the electronic single licensing system (SLS), the data management system used by the department to coordinate regulatory functions. New and change of owner license applications and fee payments are received and initially processed by the department's Central Intake Unit, or electronically transmitted by the applicant using the department's online application system. The Division of Hotels and Restaurants' Licensing Section evaluates the application according to statutory and rule requirements and completes initial processing. Division licensing staff records new license and change of ownership application information, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. For most food service

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establishments, an opening inspection is then scheduled and completed by division inspectors before the application is approved and a license is issued.

Public food service establishment licenses expire annually according to a bi-monthly schedule set by Rule 61C-1.002(6), Florida Administrative Code, depending on location within the division's seven districts. About two months before expiration, the division mails notices to expiring licensees requiring payment of an annual license fee. Operators remit payment along with any address changes through Department of Revenue (contracted by DBPR for this purpose), directly to Central Intake Unit, or online. If there are no changes to license information, automated batch processes approve the renewal transaction and issue the license. For renewals requiring additional processing, division licensing staff records changes, reconciles fees and resolves problems before issuing the license.

The percent of public food establishment licenses processed within 90 days is computed by counting the number of licenses issued that meet the standard for timely processing and dividing that number by the total number of licenses issued. Data is obtained directly from reports generated from license application data in the department's single licensing system. This standard is evaluated using a CrystalReport called "HR420A-SUM Food Service and Lodging License Processing Time Summary." These reports are run by program staff monthly, quarterly and on demand.

Validity:

This measure reflects the division's achievement in processing complete license applications in a timely manner as required by Section 120.60(1), Florida Statutes. Since initial intake and processing are completed by the department's Central Intake Unit, processing time for that unit is measured separately. Faster approval of licenses allows food service establishments to open for business quicker, and promotes the department's goal to remove barriers to businesses and enhance Florida's pro-business climate.

Reliability:

Requested information on license application forms is checked annually and as needed by division management and legal staff to ensure conformity with requirements of relevant Florida statutes and rules. Division license processors routinely compare incoming documentation for all applications received in the document management system queues with initial data input by Central Intake Unit to confirm data accuracy. Division processors enter additional data needed according to strict guidelines for data integrity and standardization, as documented by licensing supervisors to ensure uniformity in daily execution. Electronic data transactions for processing applications are provided with automated rules, triggers and alerts when possible to ensure users correctly enter all requirements before approval. Licensing supervisors monitor accuracy daily through direct supervision of data entry, examine weekly ad hoc queries and reports to correct erroneous information, and investigate and make corrections in response to licensee complaints. In addition, division managers review processing time reports monthly, and investigate and correct any perceived anomalies to ensure reliability.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Hotels and Restaurants

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of complete public lodging establishment license applications approved or denied within ninety (90) days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The purpose of this measure is to provide the percentage of public lodging establishment license applications approved or denied by the Division of Hotels and Restaurants in a timely manner. Section 509.241(1), Florida Statutes, requires all lodging establishments to obtain a license to operate, and renew that license annually. The time period to approve an application is 90 days. The starting time for this process begins on the day a complete application is received by the division and ends on the day the applicant is approved or denied for licensure.

Public lodging establishments include hotels, motels, apartments, bed and breakfasts and vacation rentals. A complete application is defined as an application for licensure which contains all of the information requested as part of the application process, the required fee(s), where applicable, and all supporting documentation required by statute or rule. An application is also deemed complete when the statutory deadline expires. Pursuant to Section 120.60(1), Florida Statutes, the department must notify the applicant within 30 days after receipt of the application of any errors, omissions, and/or additional information required. Otherwise, the application is considered complete.

An applicant is determined eligible for licensure when all criteria set forth by statute or rule are fulfilled, or when the statutory deadline expires. Pursuant to Section 120.60(1), Florida Statutes, all applications must be approved or denied within 90 days of receipt of a complete application.

Information in this measure is derived from the electronic single licensing system (SLS), the data management system used by the department to coordinate regulatory functions. New and change of owner license applications and fee payments are received and initially processed by the department's Central Intake Unit, or electronically transmitted by the applicant using the department's online application system. The Division of Hotels and Restaurants' Licensing Section evaluates the application according to statutory and rule requirements and completes initial processing. Division licensing staff records new license and change of ownership application information, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. For most lodging service establishments, an opening inspection is then scheduled and completed by division inspectors before the application is approved and a license is issued.

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Public lodging establishment licenses expire annually according to a bi-monthly schedule set by Rule 61C-1.002(6), Florida Administrative Code, depending on location within the division's seven districts. About two months before expiration, the division mails notices to expiring licensees requiring payment of an annual license fee. Operators remit payment along with any address changes through Department of Revenue (contracted by DBPR for this purpose), directly to Central Intake Unit, or online. If there are no changes to license information, automated batch processes approve the renewal transaction and issue the license. For renewals requiring additional processing, division licensing staff records changes, reconciles fees and resolves problems before issuing the license.

The percent of public lodging establishment licenses processed within 90 days is computed by counting the number of licenses issued that meet the standard for timely processing and dividing that number by the total number of licenses issued. Data is obtained directly from reports generated from license application data in the department's single licensing system. This standard is evaluated using a Crystal Report called "HR420A-SUM Food Service and Lodging License Processing Time Summary." These reports are run by program staff monthly, quarterly and on demand.

Validity:

This measure reflects the division's achievement in processing complete license applications in a timely manner as required by Section 120.60(1), Florida Statutes. Since initial intake and processing are completed by the department's Central Intake Unit, processing time for that unit is measured separately. Faster approval of licenses allows lodging establishments to open for business quicker, and promotes the department's goal to remove barriers to businesses and enhance Florida's pro-business climate.

Reliability:

Requested information on license application forms is checked annually and as needed by division management and legal staff to ensure conformity with requirements of relevant Florida statutes and rules. Division license processors routinely compare incoming documentation for all applications received in the document management system queues with initial data input by Central Intake Unit to confirm data accuracy. Division processors enter additional data needed according to strict guidelines for data integrity and standardization, as documented by licensing supervisors to ensure uniformity in daily execution. Electronic data transactions for processing applications are provided with automated rules, triggers and alerts when possible to ensure users correctly enter all requirements before approval. Licensing supervisors monitor accuracy daily through direct supervision of data entry, examine weekly ad hoc queries and reports to correct erroneous information, and investigate and make corrections in response to licensee complaints. In addition, division managers review processing time reports monthly, and investigate and correct any perceived anomalies to ensure reliability.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Hotels and Restaurants

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of elevator certificates of operation applications approved or denied within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The purpose of this measure is to provide the percentage of elevator certificates of operation approved or denied by the Division of Hotels and Restaurants in a timely manner. Section 399.07(1), Florida Statutes, requires all elevators to obtain a certificate of operation, renew that certificate according to rule, and obtain a satisfactory inspection annually. The time period to approve an application is 90 days. The starting time for this process begins on the day a complete application is received by the division and ends on the day the applicant is approved or denied for licensure.

The term “elevator” includes all vertical conveyances in Florida, such as passenger elevators, freight elevators, escalators and dumbwaiters. The division has contracted elevator regulation in the following areas, so they are not included in this measure: City of Miami, City of Miami Beach, Miami-Dade County, Broward County, and Reedy Creek Improvement District.

A complete application is defined as an application for licensure which contains all of the information requested as part of the application process, the required fee(s), where applicable, and all supporting documentation required by statute or rule. An application is also deemed complete when the statutory deadline expires. Pursuant to Section 120.60(1), F.S., the department must notify the applicant within 30 days after receipt of the application of any errors, omissions, and/or additional information required. Otherwise, the application is considered complete.

An applicant is determined eligible for licensure when all criteria set forth by statute or rule are fulfilled, or when the statutory deadline expires. Pursuant to Section 120.60(1), F.S., all applications must be approved or denied within 90 days of receipt of a complete application.

To obtain an elevator certificate, a registered elevator company must first obtain a permit to install from the division. When this is issued, the company completes construction according to their time schedule. When construction is complete, an initial inspection is requested and completed by a private certified elevator inspector, who sends the completed inspection report to the division. Upon receipt of the application, required license fee and satisfactory inspection, the division issues the certificate of operation to the building owner.

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Information in this measure is derived from the electronic single licensing system (SLS), the data management system used by the department to coordinate regulatory functions. License applications and fee payments are received and initially processed by the department's Central Intake Unit. The Division of Hotels and Restaurants' Licensing Section evaluates the application according to statutory and rule requirements and completes initial processing. Division licensing staff records new license application information, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff.

Rule 61C-5.006(3), Florida Administrative Code, sets expiration for all certificates on August 1 of each year. About three months before expiration, the division mails notices to expiring licensees requiring payment of an annual license fee and satisfactory (no violation) inspection. Operators remit payment along with any address changes through Department of Revenue (contracted by DBPR for this purpose), directly to Central Intake Unit, or online. Private elevator inspectors send inspection reports to the division during the course of the previous year, and division staff scans or data enters these inspection results into the data management system. If there are no changes to license information and the satisfactory inspection is on file, automated batch processes approve the renewal transaction and issue the certificate. For renewals requiring additional processing, division licensing staff records changes, reconciles fees and resolves problems before issuing the certificate. If there is a deficiency, such as an inadequate fee payment, missing inspection or failed inspection, an automated letter is produced advising the licensee of the additional requirements. When the deficiency is remedied, an updated status code is entered into the system and automated batch processes run nightly to issue the certificate when all requirements are met.

The percent of elevator certificates processed within 90 days is computed by counting the number of certificates issued that meet the standard for timely processing and dividing that number by the total number of certificates issued. Data is obtained directly from reports generated from license application data in the department's single licensing system. This standard is evaluated using a CrystalReport called "EL420A-SUM Elevator License Processing Time Summary." These reports are run by program staff monthly, quarterly and on demand.

Validity:

This measure reflects the division's achievement in processing complete certificate applications in a timely manner as required by Section 120.60(1), Florida Statutes. Since initial intake and processing are completed by the department's Central Intake Unit, processing time for that unit is measured separately. Faster approval of licenses allows the building industry to open businesses quicker, and promotes the department's goal to remove barriers to business and enhance Florida's pro-business climate.

Reliability:

Requested information on license application forms is checked annually and as needed by division management and legal staff to ensure conformity with requirements of relevant Florida statutes and rules. Division license processors routinely compare incoming documentation for all applications received in the document management system queues with initial data input by

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Central Intake Unit to confirm data accuracy. Division processors enter additional data needed according to strict guidelines for data integrity and standardization, as documented by licensing supervisors to ensure uniformity in daily execution. Electronic data transactions for processing applications are provided with automated rules, triggers and alerts when possible to ensure users correctly enter all requirements before approval. Licensing supervisors monitor accuracy daily through direct supervision of data entry, examine weekly ad hoc queries and reports to correct erroneous information, and investigate and make corrections in response to licensee complaints. In addition, division managers review processing time reports monthly, and investigate and correct any perceived anomalies to ensure reliability.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Alcoholic Beverage and Tobacco

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of total retail alcohol and tobacco licensees and permit holders inspected

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure addresses the percentage of retail alcohol and tobacco licensees and applicants that are inspected for the deterrence of violations of, and the assurance of compliance with, Florida laws and regulations governing alcohol and tobacco licenses.

The Division of Alcoholic Beverages and Tobacco is charged with enforcing the laws pertaining to retail beverage and tobacco licensees and their physical establishments as outlined in Chapter 210, Chapters 561-565, and Chapters 567-569, Florida Statutes.

The Division's Bureau of Law Enforcement visits licensed establishments or establishments seeking licensure and reviews the business practices regarding the handling of regulated products, the maintaining of appropriate records, the displaying of required signs, and other requirements outlined in the aforementioned statutes. In addition, the division staff ensures that the establishments continue to meet requirements as outlined in those statutes for the type of license issued. A person at the establishment is notified of the outcome of the inspection and, if applicable, is informed of corrective actions needed to reach compliance regarding any noted violations. The inspection findings are documented during the inspection either on a paper form or an electronic device.

Data pertaining to completed inspections and inspection findings is collected and entered into Versa: Regulation, the department's electronic database, by inspection staff each day. Data for inspections that were documented through an electronic device is uploaded to Versa: Regulation and OnBase, the department's electronic document management system, via synchronization software/hardware. If applicable, the paper inspection forms are scanned into OnBase manually by district office support staff.

At the close of the fiscal year, the number of licensees that were inspected and the number of licensees that are subject to inspection but were not inspected during the fiscal year are obtained via Versa: Regulation queries. The licensee inspection populace pertains to all retail and tobacco and alcohol licensees who are authorized to do business. A licensee that is authorized to do business is defined as a license that has a primary status of "current" or "temporary". However, it excludes any license that is in a "current" status and is in the process

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of a transfer, if the buyer has obtained a “temporary” license to operate under that license number.

This measure is calculated as follows:

The numerator for this measure is comprised of the sum of the number of retail alcohol licensees and retail tobacco licensees that were inspected during the fiscal year. The denominator for this measure is comprised of the sum of the number of licensees that were inspected and those that were subject to inspection but were not inspected.

At the close of the fiscal year, the percentage of the total alcohol and tobacco retail licensees and permit holders inspected is calculated by dividing the numerator by the denominator as referenced above. The number derived is multiplied by one hundred to obtain the percentage of retail alcohol and tobacco licensees and permit holders that were inspected.

Validity:

This measure is used because it addresses the division’s efforts regarding the identification and deterrence of violations of, and the assurance of compliance with, Florida laws and regulations governing alcohol and tobacco licenses.

This percentage measures the Bureau of Law Enforcement’s prevalence and frequency in monitoring license compliance and providing continuing education to licensees regarding statute and rule requirements. State inspections are conducted for the purpose of evaluating compliance with Florida's beverage and tobacco laws and for providing corrective action recommendations where necessary to address non-compliance matters.

Reliability:

This measure is reliable because the inspection results are documented during the course of the inspection. These inspection reports are electronically uploaded to Versa: Regulation and OnBase, the department’s electronic document management system, via synchronization software/hardware. Supervisors review and verify the accuracy of the documentation by comparing them to the Versa: Regulation record. In addition, inspections are randomly selected for review by a district office Captain as part of the Captain’s supervisory checklist process. The Versa: Regulation record can be reviewed directly from the Versa: Regulation inspection module or through use of the AB&T Inspections Detail List for County report which is located in Launch Pad under the AB&T Reports Folder\AB&T Enforcement\AB&T Inspection Reports. This report pulls data from Versa: Regulation and lists the establishments that had an inspection and the results of those inspections. The reconciliation of the source documents to the data record is performed quarterly as part of the Captains’ supervisory checklist process.

In addition, this measure is reliable because monthly reports are run and distributed which identify missing or incomplete data; these quality assurance steps reconcile reported information to source documents. The detail field office totals reconcile to summary reports run at the regional and division levels. Discrepancies are noted and corrected.

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The official reported figures are derived from Versa: Regulation via SQL queries located at ABTSharedD02 on Bprtlfp01 in a folder titled LRPP Exhibit IV Queries\Enforcement\LRPP Enforcement\Percentage of Inspections. The query titles are as follows:

- Inspection Count (ALC) for Percent of Inspections
- Inspection Count (TOB) for Percent of Inspections
- Licensees Not Inspected Count (ALC) for Percent of Inspections
- Licensees Not Inspected Count (TOB) for Percent of Inspections

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Alcoholic Beverage and Tobacco

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of alcoholic beverage retailers tested found to be in compliance with underage persons' access

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure addresses the compliance rates of retail alcoholic beverage licenses during undercover compliance checks in order to ascertain the degree of compliance by licensees with applicable laws and rules prohibiting the sale of alcoholic beverage products to persons who are not of a legal age to purchase or possess those products.

The Division of Alcoholic Beverages and Tobacco is charged with enforcing the laws and rules which regulate the retail sale of alcoholic beverages. The sale of alcoholic beverages to persons under age 21 is prohibited in accordance with Section 562.11, Florida Statutes.

On October 1st of each year, the division generates a random sample of alcohol licensees. Each of these licensees is subject to an underage compliance check. The list is subdivided into district/office assignments based upon the licensees' county of location. In addition to the random list, underage compliance checks are conducted for other licensees as the result of selection by the division or the result of complaints received.

Sworn personnel within the Division of Alcoholic Beverages and Tobacco, Bureau of Law Enforcement conduct compliance checks of licensed retail establishments by utilizing underage, undercover operatives. The underage, undercover operatives attempt to make a purchase of alcoholic beverages from the licensed establishments under the direct supervision of sworn law enforcement personnel at all times. If the illegal sale of any alcoholic beverages is made in the presence of a sworn law enforcement officer, the person making the sale is criminally charged with a misdemeanor offense and, in some circumstances, administrative charges are levied against the license.

The sworn law enforcement personnel record the results of the compliance checks on paper forms and logs immediately after the check is performed. Subsequently, the results are manually input into Versa: Regulation, the department's electronic database. Supervisors verify that information input into Versa: Regulation is accurate based upon the source documentation paper forms and logs.

This measure is calculated as follows:

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The randomly selected licensed establishments that had a successful compliance check and the result of those compliance checks are obtained by querying Versa: Regulation. A successful compliance check means that the undercover, underage operative did attempt to purchase regulated alcohol products. The numerator for this measure is comprised of the number of randomly selected alcohol licensees that had a successful compliance check which had a negative result. A negative result means the establishment did not sell alcohol to the underage, undercover operative. The denominator for this measure encompasses all randomly selected licensees that had negative compliance check results and those that had positive compliance check results. A positive result means that the underage, undercover operative was sold alcohol products by a person at a licensed premise.

At the close of the fiscal year, the percentage of alcoholic beverage retailers tested that were found to be in compliance with underage persons' access is calculated by dividing the numerator by the denominator as referenced above. The number derived is multiplied by one hundred to obtain the percent of alcoholic beverage retailers tested that were found to be in compliance with regulations prohibiting the sale of alcoholic beverages to an underage person.

Validity:

This measure is used because it addresses the division's efforts regarding the deterrence of underage persons' access to alcoholic beverages. The sale of alcoholic beverages to those under age 21 is prohibited in accordance with Section 562.11, Florida Statutes.

This percentage measures the Bureau of Law Enforcement's effectiveness in promoting an increase in compliance with applicable laws and rules regarding underage access to alcohol. High compliance rates indicate that the bureau is successful in deterring underage access to alcohol and that sampled industry members are consistently attentive to compliance on this measure by employing persons and practices oriented toward preventing the sale of alcoholic beverages to an underage person.

Reliability:

This measure is reliable because supervisors verify that the data from which it is derived matches the source documentation on paper forms and logs by reviewing the forms and logs, then comparing them to the Versa: Regulation record. Additionally, compliance checks are randomly selected for review by a district office Captain as part of the Captain's supervisory checklist process. The Versa: Regulation record can be reviewed directly from the Versa: Regulation inspection module or through use of the YSS - Surveys Detail List for County or YSS – Surveys Detail List for County Excel Extract reports which are located in Launch Pad under the AB&T Reports Folder\AB&T Enforcement\AB&T YSS Reports. These reports pull data from Versa: Regulation and list the establishments that had a compliance check and the results of those compliance checks. The reconciliation of the source documents to the data record is performed quarterly as part of the Captain's supervisory checklist process.

In addition, this measure is reliable because reports are run on a monthly basis which identifies missing or incomplete data; these quality assurance steps reconcile reported information to

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source documents. The detail field office totals reconcile to summary reports run at the regional and division levels. Discrepancies are noted and corrected.

This information is dependable because the compliance check results are captured on paper forms immediately after the checks are performed and the results are input into Versa: Regulation. The data pertaining to the results of the compliance checks are verified by comparing regularly promulgated reports to the sworn law enforcement agent's daily activity sheets, thereby promoting the reliability of the data.

The official reported figures are derived from Versa: Regulation via SQL queries located at ABTSharedD02 on Bprt1fp01 in a folder titled LRPP Exhibit IV Queries\Enforcement\LRPP Enforcement\Percentage of Compliance. The query title is as follows:

Survey Compliance Rate YAM

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Alcoholic Beverage and Tobacco

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of tobacco retailers tested found to be in compliance with underage persons' access

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure addresses the compliance rates of retail tobacco licenses during undercover compliance checks in order to ascertain the degree of compliance by licensees with applicable laws and rules prohibiting the sale of tobacco products to persons who are not of a legal age to purchase or possess the products.

The Division of Alcoholic Beverages and Tobacco is charged with enforcing the laws and rules which regulate the retail sale of tobacco. The sale of tobacco products to persons under age 18 is prohibited by Florida law in accordance with Section 569.14(1), Florida Statutes.

At the beginning of the fiscal year, the division generates a random sample of tobacco licensees. Each of the selected licensees is subject to an underage compliance check. The list is subdivided into district/office assignments based upon the licensees' county of location. In addition to the random list, underage compliance checks are conducted for other licensees as the result of selection by the division or the result of complaints received.

Sworn personnel within the Division of Alcoholic Beverages and Tobacco, Bureau of Law Enforcement conduct compliance checks of licensed retail establishments by utilizing underage, undercover operatives. The underage, undercover operatives attempt to make a purchase of tobacco from the licensed establishments under the direct supervision of sworn law enforcement personnel at all times. If the illegal sale of any tobacco is made in the presence of a sworn law enforcement officer, the person making the sale is criminally charged with a misdemeanor offense and, in some circumstances, administrative charges are levied against the license.

The sworn law enforcement personnel record the results of the compliance checks on paper forms and logs immediately after the checks are performed. Subsequently the results are input into Versa: Regulation, the department's electronic database. Supervisors verify that information input into Versa: Regulation is accurate based upon the source documentation paper forms and logs.

This measure is calculated as follows:

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The randomly selected licensed establishments that had a successful compliance check and the result of those compliance checks are obtained by querying Versa: Regulation. A successful compliance check means that the underage, underage operative did attempt to purchase regulated tobacco products. The numerator for this measure is comprised of the number of randomly selected tobacco licensees that had a successful compliance check which had a negative result. A negative result means the establishment did not sell tobacco to the underage, undercover operative. The denominator for this measure encompasses all randomly selected licensees that had negative compliance check results and those that had positive compliance check results. A positive result means that the underage, undercover operative was sold tobacco products by a person at a licensed premise.

At the close of the fiscal year, the percentage of tobacco retailers tested found to be in compliance with underage persons' access is calculated by dividing the numerator by the denominator as referenced above. The number derived is multiplied by one hundred to obtain the percent of tobacco retailers tested found to be in compliance with underage persons' access.

Validity:

This measure is used because it addresses the division's efforts regarding the deterrence of underage persons' access to alcoholic beverages and tobacco products. Sale of tobacco products to persons under age 18 is prohibited by Florida law in accordance with Section 569.14(1), Florida Statutes.

This percentage measures the Bureau of Law Enforcement's effectiveness in promoting an increase in compliance with applicable laws and rules regarding underage access to tobacco. High compliance rates indicate that the Bureau is successful in deterring underage access to tobacco and that sampled industry members are consistently attentive to compliance on this measure by employing persons and practices oriented toward preventing the sale of tobacco products to an underage person.

Reliability:

This measure is reliable because supervisors verify that the data from which it is derived matches the source documentation on paper forms and logs by reviewing the forms and logs, then comparing them to the Versa: Regulation record. Additionally, compliance checks are randomly selected for review by a district office Captain as part of the Captain's supervisory checklist process. The Versa: Regulation record can be reviewed directly from the Versa: Regulation inspection module or through use of the YSS - Surveys Detail List for County or YSS – Surveys Detail List for County Excel Extract reports which are located in Launch Pad under the AB&T Reports Folder\AB&T Enforcement\AB&T YSS Reports. These reports pull data from Versa: Regulation and list the establishments that had compliance checks and the results of those compliance checks. The reconciliation of the source documents to the data record is performed quarterly as part of the Captain's supervisory checklist process.

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In addition, this measure is reliable because reports are run on a monthly basis which identifies missing or incomplete data; these quality assurance steps reconcile reported information to source documents. The detail field office totals reconcile to summary reports run at the regional and division levels. Discrepancies are noted and corrected.

This information is dependable because the compliance check results are captured on paper forms immediately after they are performed and the results are input into Versa: Regulation. The data pertaining to the results of the compliance checks are verified by comparing regularly promulgated reports to the sworn law enforcement agent's daily activity sheets, thereby promoting the reliability of the data.

The official reported figures are derived from Versa: Regulation via SQL queries located at ABTSharedD02 on Bprtftp01 in a folder titled LRPP Exhibit IV Queries\Enforcement\LRPP Enforcement\Percentage of Compliance. The query title is as follows:

Survey Compliance Rate YTM

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Alcoholic Beverage and Tobacco

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of inspections resulting in licensees in compliance with laws and regulations

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure addresses the percentage of alcohol and tobacco licensees inspected where the licensee is found to be in compliance with all applicable standards and laws evaluated during the inspection.

The Division of Alcoholic Beverages and Tobacco is charged with enforcing the laws pertaining to retail beverage and tobacco licensees and their physical establishments as outlined in Chapter 210, Chapters 561-565, and Chapters 567-569, Florida Statutes.

The Division's Bureau of Law Enforcement visits licensed establishments or establishments seeking licensure and reviews the business practices regarding the handling of regulated products, the maintaining of appropriate records, the displaying of required signs, and other requirements outlined in the aforementioned statutes. In addition, the division staff ensures that the establishments continue to meet requirements as outlined in those statutes for the type of license issued. A person at the establishment is notified of the outcome of the inspection and, if applicable, is informed of corrective actions needed to reach compliance regarding any noted violations. The inspection findings are documented during the inspection either on a paper form or an electronic device.

Data pertaining to inspections documented on paper is collected and entered into Versa: Regulation, the department's electronic database, by inspection staff each week. These paper inspection forms are scanned into OnBase. Data for inspections that were documented through an electronic device is uploaded to Versa: Regulation and OnBase, the department's electronic document management system, via synchronization software/hardware.

This measure is calculated as follows:

The numerator for this measure is comprised of the number of licensees that had an inspection result that indicates that the establishment is in compliance or, in cases in which a violation was noted, the violation was immediately corrected by the licensee. The denominator for this measure encompasses all inspections conducted.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

At the close of the fiscal year, the percentage of inspections resulting in a finding that the licensees are in compliance is calculated by dividing the numerator by the denominator as referenced above. The number derived is multiplied by one hundred to obtain the percent of inspections resulting in a finding that the licensees are in compliance.

Validity:

This measure is used because it addresses the division's efforts regarding the identification and deterrence of violations of, and the assurance of compliance with, Florida laws and regulations governing alcoholic beverage and tobacco licenses.

This percentage measures the Bureau of Law Enforcement's effectiveness in monitoring license compliance and providing continuing education to licensees regarding statute and rule requirements. Inspections are conducted for the purpose of evaluating compliance with Florida's beverage and tobacco laws and for providing corrective action recommendations where necessary to address non-compliance matters.

Reliability:

This measure is reliable because the inspection results are documented during the course of the inspection. These inspection reports are electronically uploaded to Versa: Regulation and OnBase, the department's electronic document management system, via synchronization software/hardware. Supervisors review and verify the accuracy of the documentation by comparing them to the Versa: Regulation record. The Versa: Regulation record can be reviewed directly from the Versa: Regulation inspection module or through use of the AB&T Inspections Detail List for County report which is located in Launch Pad under the AB&T Reports Folder\AB&T Enforcement\AB&T Inspection Reports. This report pulls data from Versa: Regulation and lists the establishments that had an inspection and the results of those inspections. The reconciliation of the source documents to the data record is performed quarterly as part of the Captains' supervisory checklist process.

In addition, this measure is reliable because reports are run which identify missing or incomplete data. These quality assurance steps reconcile reported information to source documents. The detail field office totals reconcile to summary reports run at the regional and division-wide levels. Discrepancies are noted and corrected.

The official reported figures are derived from Versa: Regulation via SQL queries located at ABTSharedD02 on Bprt1fp01 in a folder titled LRPP Exhibit IV Queries\Enforcement\LRPP Enforcement\Percentage of Compliance for Inspections. The query title is "Inspection Dispositions Compliance Calc."

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Alcoholic Beverage and Tobacco

Service/Budget Entity: Standards and Licensure

Measure: Percent of license applications processed within 90 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure

Data Sources and Methodology:

This measure addresses the Division of Alcoholic Beverages and Tobacco compliance with the statutory requirement to process applications for licensure within 90 days of receiving a completed application as delineated in Section 120.60(1), Florida Statutes.

The Division of Alcoholic Beverages and Tobacco processes applications for licensure for alcoholic beverages and tobacco establishments pursuant to Chapter 210, Chapters 561-565, and Chapters 567-569, Florida Statutes, and associated rules promulgated in the Florida Administrative Code. .

Pursuant to Section 120.60(1) F.S., the department must notify the applicant within 30 days after receipt of the application of any errors or omissions. An application is complete upon receipt of all requested information and correction of any error or omission for which the applicant was timely notified or when the time for such notification has expired. An application for a license must be approved or denied within 90 days after receipt of a completed application.

Time for this measure is calculated from receipt (stamp date) of a completed application to the date of approval.

Applications are time stamped on the date received by the Bureau of Licensing. Thereafter, licensing staff create a data record in Versa: Regulation, the department's electronic database. The data record includes the date the application was received and the date that it was ultimately processed to completion. The application process is considered complete when an application is approved with an invoice for payment being issued to the applicant or when an application is denied. Supervisors receive reports regarding pending applications and manage the assignment and progress of applications both manually and within OnBase, the department's document management system.

At the conclusion of the fiscal year, the number of applications processed with and without an invoice and the time taken to process them is obtained via query of Versa: Regulation..

This measure is calculated as follows:

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The numerator for this measure is comprised of the sum of the number of applications that were invoiced within 90 days and the number of non-invoiced applications that were approved or denied within 90 days. The denominator for this measure is comprised of all applications processed.

The percent of applications processed within 90 days is calculated by dividing the numerator by the denominator as referenced above. The number derived is multiplied by one hundred to obtain the percent of applications processed within 90 days.

Validity:

This measure is used because it gauges the division's efforts in processing applications efficiently. A completed application must be approved or denied within 90 days pursuant to Section 120.60(1), Florida Statutes.

Reliability:

The statistical information queried from the division's database has a high degree of reliability due to daily validation performed by licensing staff. Licensing staff receive comprehensive training and duties related to processing are procedurally regimented. Supervisors perform quality control and data validation on a continual basis by reviewing the applications and comparing them to the data records.

Reports pertaining to open applications are verified by query of SQL Navigator (due to their complexity) and are provided to licensing supervisors who review the data and compare it to the application records scanned into OnBase. Any discrepancies are researched and corrected.

The official reported figures are derived from Versa: Regulation via SQL queries located at ABTSharedD02 on Bprt1fp01 in a folder titled LRPP Exhibit IV Queries\Licensing\LRPP Licensing\Applications Processed. The query titles are as follows:

Transactions Processed
Transactions Processed (invoice)
Pre-quota Allocations

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation
Program: Alcoholic Beverages and Tobacco
Service/Budget Entity: Tax Collection
Measure: Collections per dollar of auditing expenditure

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Bureau of Auditing within the Division of Alcoholic Beverages and Tobacco is responsible for collecting all excise taxes and surcharge relating to the sale of cigarettes, tobacco products, and alcoholic beverages in Florida. This measure compares the funds spent by the bureau on collecting this revenue and shows a ratio of collections per dollar of auditing expenditure.

Each month, the licensed entities selling cigarettes, tobacco products, and alcoholic beverages in Florida at the wholesale level are required to collect applicable excise taxes and surcharges on the products they sell and report and pay those revenues to the division. The Bureau of Auditing is responsible for receiving those reports and payments; capturing the data from the reports and payments into various division and department systems; and, then performing audits and reviews to assure that the correct amount of monies were received. This tax and surcharge money can be received through electronic funds transfers or through payments to the bureau offices. Deposits of any funds received are made on a daily basis into the state's treasury via bank deposits, with the deposit information being forwarded to the department's revenue office. These deposits are reconciled with the treasury office reports by the department's revenue office, and any discrepancies are forwarded to and corrected by the Bureau of Auditing each month. The total revenues are recorded in the state's FLAIR reports each month.

The bureau's expenses are reported to and reconciled by the Bureau of Auditing central office either monthly or quarterly. The expenditures are compared to the planned budget, and then compared to the state's report of expenditures. The total expenditures are recorded in the state's FLAIR reports each month.

The data sources for this measure are two sections from the FLAIR reports: "Statement of Revenue" and "Level 3 Summary Accrual Basis". The measure is calculated by comparing the total amount of revenue collected to the revenues expended to collect the revenue. The FLAIR Statement of Revenue gives the amount of money collected and deposited in each revenue category for any trust fund affected by the division's revenue collections. The revenues pertaining to taxes are identified on this report and recorded each month. The FLAIR Level 3 Summary Accrual Basis records all expenditures that the bureau makes from any trust fund. All data is collected for this outcome measurement and maintained in Central Auditing on a monthly

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basis. The measurement results are calculated by dividing the total bureau expenditures into the total bureau collections, as reflected in the FLAIR reports. Note: Revenues associated with scholarship credits are not included in the calculation.

Validity:

The Department of Business and Professional Regulation has the mission of “License efficiently. Regulate fairly.” In support of this mission, the agency has the continuing expectation of reducing costs associated with revenue collections. This measurement captures the monetary efficiency of the Bureau of Auditing in its tax collection activities, showing total auditing expenditures compared to total auditing collections. This measurement identifies the cost of collecting the tax revenues. Chapters 210 and 561-565, Florida Statutes, require the Division of Alcoholic Beverages and Tobacco to collect the taxes due the state on any cigarettes, tobacco products, and alcoholic beverages sold in the state. The Bureau of Auditing, within the division, is given a budget each year with which to collect those revenues and perform their associated duties. The method of capturing the success of that collection process is a comparison of revenues collected to revenues spent, and has been in effect since the early days of the division. Although the non-monetary benefits received from auditing processes cannot truly be measured, the monetary costs of collecting tax revenue can be shown. The percentage of costs to collections is very low and represents an efficient tax collection process.

Reliability:

Collection entries into FLAIR can be verified by comparing the FLAIR reports to the monthly reports, audits, district deposits, and deposits by the Bureau of Revenue. Tax receipts are recorded in the department’s licensing system and identified by code. These receipts are validated and captured in the licensing system on a daily basis. The daily deposits of money receipted reflect what was placed in the state’s bank account each day. The department’s revenue office compares the deposit amounts with the treasury office reports, and any discrepancies are sent to the Bureau of Auditing for corrections each month. These receipts are reconciled with the tax reports each month to verify that the reported payment has been made, and are recorded in the division’s Electronic Data Submission system with the monthly tax and product movement report information.

Expenditures can be compared to lease agreements, travel vouchers, and purchase orders. Information from these documents is recorded in the Bureau of Auditing’s central office. The amounts spent are reconciled with the amounts approved for expenditure, and any differences are corrected. Each month, the amounts recorded in the FLAIR expenditure report are reconciled to the source documents and the budget spreadsheets to assure accurate reporting of the bureau’s expenses.

The FLAIR reports capture both revenues coming into the agency and expenditures going out of the agency. With monthly reconciliations by bureau and department personnel, it is assured that these reports are reliable for measuring the cost/benefit ratio of the agency. Each year, these figures consistently measure the return of investment made by the agency in its tax collection processes.

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LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Alcoholic Beverages and Tobacco

Service/Budget Entity: Tax Collection

Measure: Percent of wholesale licensees providing timely and accurate tax reporting and remittance

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Division of Alcoholic Beverages and Tobacco licenses entities who deal in cigarettes, tobacco products, and alcoholic beverage products within Florida. Each of these entities has specific requirements that must be met to obtain and maintain that license, including product movement and tax payment reporting. The Bureau of Auditing performs tax and regulatory compliance audits to ensure that the licensed entities are following the requirements for those licenses and paying the correct taxes. Audit performance covers the cigarette and tobacco surcharge and excise tax activity, and the alcoholic beverage excise tax activity, as well as compliance reviews at the wholesale level. The audit performance of the monthly reports is at the wholesale level. Audits are performed according to set procedures for each type of audit being performed to determine if the overall tax and regulatory requirements are being met, or if there are non-compliance issues that must be resolved through administrative action.

This measurement compares the number of licensed entities in each of the categories of cigarettes, tobacco products, and alcoholic beverages with the number of entities who are found through audit to be in compliance either with the tax payment and/or reporting requirements, or any regulatory requirements that their license holds. The number of complying entities is found by identifying the non-complying entities from audit results and comparing to the total applicable licensee population.

The data source for the number of non-complying wholesale licensees for monthly reports is from the monthly report activity captured in the electronic data submission (EDS) system. Reporting entities either submit their report electronically or on paper. The EDS system captures the submission date when the report is submitted or amended. As wholesalers' monthly paper reports are received in the appropriate district offices, personnel enter the postmark, date hand delivered, payment date if applicable, and the date the licensee is notified if the report is late. If the report is mathematically incorrect the date the licensee is notified of the error and the date the amended report is reviewed are recorded on the monthly report. The paper reports are then entered into the EDS system by field or central office staff. The EDS system uses the electronic reports as the source for capturing the report information for timely submission requirements. Any resulting issue from monthly report processing that is not rectified is referred to Enforcement as non-compliant and administrative action is taken.

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Tax, compliance, and product movement audits are performed at licensed wholesale locations by field auditors. The information pertaining to these audits is currently captured in an audit tracking system. As audits are assigned, they are entered into this system and the progress and final results of the audit are captured for tracking purposes. If the audit has a finding, the entity is notified and given a specific timeframe to resolve the issue with the auditor. If the issue is not rectified, the audit results are referred to Enforcement as non-compliant and administrative action is taken.

The department's licensing system captures each license issued by the division, and the entities that are required to file a monthly report or to be audited can be determined from this system based on their license series.

AB&T obtains information from the EDS data source indicating the non-complying wholesale licensees reporting on a monthly basis. Licensees are considered non-complying if the monthly reports and/or payments are late, incorrect, or not submitted, and must be referred to Enforcement for administrative action. The wholesale reports received are compared to the licensing system's total population of licensees to indicate the number of complying licensees and the number of non-complying licensees for monthly report requirements. The audit tracking system and referrals to Enforcement are used to calculate the number of complying and non-complying licensees for field audits.

Validity:

The Department of Business and Professional Regulation has the mission of "License efficiently. Regulate fairly." Encompassed within this mission is the function to hold licensees and regulated entities accountable. We use this measure to reflect the overall level of industry compliance with cigarette, tobacco product, and alcoholic beverage requirements provided in chapters 210, 561-565, and 569, Florida Statutes. Within the Division of Alcoholic Beverages and Tobacco, the Bureau of Auditing performs audits to ensure the licensees' compliance with the laws and rules applicable to their license types. This measure indicates the number of complying wholesale and retail licensees, once the entities obtain a license to sell cigarettes, tobacco products, or alcoholic beverage in Florida.

The first measured step in compliance is to report and remit the taxes timely. This measurement captures the reporting and remitting function, and determines the rate of compliance for timely reporting. The second measured step in compliance is to report and remit the correct amount of taxes. This function is measured by audit assessments that are not paid and must be referred for administrative actions. The third measured step is compliance with regulatory requirements. This function is measured by audit assessments also, and referrals for administrative actions. By measuring all functions, the compliance level is captured.

Chapter 210, Part I, Florida Statutes, defines the reporting, tax payment, and regulatory requirements of the entities selling cigarettes in Florida. Chapter 210, Part II, and chapter 569, Florida Statutes, define the reporting, tax payment, and regulatory requirements of the entities selling other tobacco products in Florida. Chapters 561-565, 567-568, Florida Statutes, define the reporting, tax payment, and regulatory requirements of the entities selling alcoholic

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beverages in Florida. These statutes include who must be licensed, the particular license needed for specific activities, the regulatory requirements for obtaining and maintaining the license, the tax and reporting requirements for each license if applicable, the records requirements for each license type and level, the legal product flow into and through the state, as well as penalties for non-compliance of any of these categories.

By reviewing each licensed entities' activities for regulatory compliance, it can be assured that each entity is operating as the laws specify, and that the cigarette, tobacco, and alcoholic beverage industries are being regulated fairly.

Reliability:

The source data for this measurement is captured from various computer systems. The non-complying monthly reporting data can be verified by comparing the monthly report activity in the division's Electronic Data Submission system to the licenses in the department's licensing system that are required to report each month. The hand delivered date, postmark, and notification dates are noted on the paper monthly reports and in the electronic submission system. This reconciliation is performed on a monthly basis, and any non-compliance is identified and rectified.

Routine tax audits determine if the reported activities and applicable taxes were accurately received. These audits are generally performed on a six-month basis. Audit findings are related to the licensee, and the finding is assessed and paid.

Compliance or special audits then complete the compliance measurement by determining if the regulatory requirements are being met by each licensee. These audits are performed either as a component of the routine tax audits, or as a specific need arises such as a new special restaurant license being issued or an enforcement action requiring an audit be conducted. Any non-compliance found is rectified with the licensee.

Once the Bureau of Auditing has performed their audits and reviews of the report, tax, and compliance requirements for each audited entity, any remaining non-compliance is referred to the Bureau of Enforcement for an administrative action. Referrals by the auditing staff to the enforcement staff for any non-compliance is also recorded in the various systems, and can be compared to the license, report, and audit systems.

A consistent and dependable picture of compliance by the licensees is captured by utilizing source data from the various information systems within the division and department which has been gathered from multiple sources including the licensed entities, division staff, and department staff. By comparing the resulting instances of non-compliance with the licensed entities in each category, the percentage of compliance can be reliably determined.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation
Program: Florida Condominiums, Timeshares, and Mobile Homes
Service/Budget Entity: Compliance and Enforcement
Measure: Average number of days to resolve cases submitted for arbitration

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Division of Florida Condominiums, Timeshares and Mobile Homes is statutorily required to arbitrate certain condominium and cooperative disputes, sections 718.1255 and 719.1255, F.S. The division tracks and monitors arbitration cases through the departmental database Versa Regulation. Tracking information includes, but is not limited to, case filing dates (date a petition for arbitration is received in the division), case closing dates (date of issuance of a Final Order) and abatement dates. Versa Regulation is updated by division arbitration staff.

There are numerous time periods during a proceeding in which an arbitrator or arbitration staff member cannot actively work a case. These times are abated or removed from the total number of days cases are open as these time periods are not within the control of the arbitration staff. Abatement periods in Versa Regulation are documented by the use of an activity code "Case Abated (CSAB)". Each CSAB code includes a start and close date. Abatement periods include:

- 1) Abeyances – includes but is not limited to informal settlements, fair housing, pass through to court.
- 2) Continuance/additional time at the parties' request.
- 3) Mediation.

At the end of each reporting period, the CTMH Closed Arbitration Cases PBB report is run. This report selects all cases with a case closing date occurring during the reporting period. The report identifies each case by case number, and includes the date filed; date closed; total time to complete the case (calculated by adding the number of days between date filed and date closed); abatement time (calculated by subtracting each instance of the CSAB code's close dates from its start dates and totaling all days abated); and the total time to complete each case less abatement (calculated by subtracting abatement time from total time). A summary report is used to provide a total number of cases closed during the reporting period; a total time to complete all cases selected (calculated by dividing the sum of the total number of days to close all cases by the total number of cases closed); an average time to complete all cases (calculated by dividing total time by the total number of cases selected); a total for all abated days; a total time to complete all cases less abatement; and an average time to complete all cases less abatement (calculated by subtracting abatement days from total time and then dividing total time less abatement time by the number of cases closed).

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Validity:

This measure reflects the total number of cases for arbitration closed and the total number of days to close these cases, as well as the average time to close cases. This measure provides data to indicate the division's level of performance in carrying out the legislative mandate to provide an alternative to the high cost and delays of circuit court litigation in resolving certain types of condominium and cooperative disputes in a manner that is both cost effective and efficient, as provided in sections 718.1255 and 719.1255, F.S. Through the abatement process, the division has eliminated time periods that are not within the control of the division. The average time to complete arbitration cases is a valid measure of whether the program is accomplishing these legislative goals and providing quality assistance to our customers.

Reliability:

The division is confident that reporting data is dependable and a consistent measure for determining the average number of days to resolve arbitration cases. The Chief of Arbitration randomly selects case files on a bimonthly basis and compares source data for the cases stored in OnBase with the data contained in Versa Regulation for that case. The Versa Regulation data is then used to generate the "Closed Arbitration Case PBB report". If errors are noted, they are corrected and additional training is provided to staff.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Florida Condominiums, Timeshares and Mobile Homes

Service/Budget Entity: Compliance and Enforcement

Measure: Average number of days to resolve investigations of consumer complaints

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Division of Florida Condominiums, Timeshares, and Mobile Homes' Bureau of Compliance receives, reviews and opens investigative files on all consumer complaints relating to the Condominium, Cooperative, Mobile Home, Timeshare, and Yacht & Ship program areas. An investigative file (Type GNCP) is opened upon receipt of a consumer complaint containing allegations of violations of laws subject to division jurisdiction. Files are opened in the department's database system, Versa Regulation. The opening date is determined by the date stamp indicating receipt of the consumer complaint by the division. Versa Regulation is utilized to track case history, including case number; case opening and closing dates, case status and status date; issues (allegations) and case dispositions; and the overall determination of how a case is resolved. The file is considered resolved for performance measurement purposes upon completion of the investigation (closing date). This date is determined by the date the section supervisor signs off on the case to proceed to Administrative Action (Status AA), the date we are awaiting action from a Warning Letter (WLAC) or when there is no administrative action proposed (Status 90). Data is entered in Versa Regulation by the investigator assigned to handle the case.

Data for this measure is taken from an ePortfolio report entitled "CTMH 200-Average Days to Close a Case" and run by program staff. This report selects all GNCP files closed during a selected time period and for each selected file determines the number of days each file was open using the case opening and closing dates. The report automatically calculates the average number of days open by dividing the sum of the total number of days open for all selected files by the number of closed files. If a case is reopened, the interval days from initial closure to the date the case is reopened are abated.

Validity:

Time frames to investigate each consumer complaint may vary significantly from case to case based on the number and complexity of alleged violations in each case and whether the respondent and other involved parties cooperate with the investigation. Condominiums (section 718.501(1)(m), F.S.) , Cooperatives (section 719.501(1)(m), F.S.) and Mobile Homes (section 723.006(6), F.S.) include provisions relating to the timeliness of resolving consumer complaints. Pursuant to these statutes, the division has 30 days to acknowledge receipt of a complaint, determine jurisdiction or ask for additional information. If a case exceeds 90 days,

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the Division is tasked with providing the complainant updates on the status of the case every 30 days.

This performance measure will provide an indication as to how the division is performing in regard to the statutory time frames, as well as the other sections that are not subject to statutory time frames. The public benefit from a more timely resolution of investigations and swift enforcement action builds public confidence in the division's compliance program.

Reliability:

The division is confident that the compliance reporting data from Versa Regulation for this measure is dependable and a consistent measure for determining if cases are investigated within statutory timeframes and within division policies and procedures. Division investigative supervisors review various reports such as, "CTMH 200-Average Days to Close a Case" and "CTMH Open Complaints Inventory", on a weekly basis to ensure staff members are accurately entering data into Versa Regulation. Supervisors also randomly select cases on a monthly basis to compare data contained in Versa Regulation and indexed into OnBase for accuracy and to ensure they match, and if they do not, corrections are made and additional training is provided.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Florida Condominiums, Timeshares and Mobile Homes

Service/Budget Entity: Compliance and Enforcement

Measure: Average number of days to review and issue Yacht and Ship broker and salesperson licenses

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Division of Florida Condominiums, Timeshares, and Mobile Homes reviews and issues Yacht and Ship broker and salesperson licenses in accordance with the Yacht and Ship Brokers Act and Chapter 61B-60, Florida Administrative Code.

Upon receipt of an initial application, the division has 10 days to determine if the application is complete for form – meaning it includes the completed application, a complete set of fingerprints, the application fee, and a surety bond or letter of credit. If complete for form, the division is required to issue a 90-day temporary license while the Florida Department of Law Enforcement conducts the criminal history analysis. Upon receipt of the criminal history analysis, the division will complete a review for moral character. Once the application is complete and the applicant is determined to be of good moral character, the division approves the application and issues a permanent license.

If the application is incomplete, the division notifies the applicant in writing of the deficiency, and gives them 21 days from receipt of the deficiency notice to complete the application. Although not specifically identified by rule or statute, the division considers the expiration period of the temporary license (a 90-day period) as the deadline for issuing a permanent license.

Data for this measure is taken from an ePortfolio report entitled “Yacht and Ship Application PBB Statistics” and run by program staff. This report selects all applications that were approved within a specified date range and for each application selected, counts the number of days from the date of receipt of the completed application to the date the permanent license is approved for that applicant. The report provides the total number of days for all applications selected and divides that number by the total number of permanent licenses issued to determine the average number of days.

Validity:

This measure represents the average number of days to review and issue a yacht salesperson’s/broker’s license. The measure indicates whether the division is performing its duties within statutorily and rule mandated timeframes and is removing barriers to doing business in this profession in Florida. The data is verifiable through review of division licensure

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files. Division action in regard to licensing yacht and ship brokers is not completely within the division's control, as part of the application process includes FDLE and FBI criminal background checks and may include delays for applicant actions such as responding to notices of deficiency for missing items or explanations regarding criminal history.

Reliability:

The division is confident that reporting data is dependable and a consistent measure for determining if licenses are reviewed and approved within statutory timeframes. After license applications are indexed into OnBase and processed in Versa Regulation by regulatory specialist licensing staff, applications are forwarded to supervisory staff via OnBase for quality control. Application approvals are reviewed monthly to ensure accuracy of data in Versa Regulation, and incorrect entries are identified and corrected by this procedure.

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

LRPP EXHIBIT IV: Performance Measure Validity and Reliability

Department: Business and Professional Regulation

Program: Florida Condominiums, Timeshares and Mobile Homes

Service/Budget Entity: Compliance and Enforcement

Measure: Percent of Condominiums, Timeshare, and Mobile Home filings reviewed within statutory requirements

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Division of Florida Condominiums, Timeshares and Mobile Homes reviews various types of disclosure documents for Condominiums, Cooperatives, Mobile Home Parks, and Timeshare Plans. Document reviews have a statutory or rule mandated time requirement for division action, as follows:

Condominiums/Cooperatives: Rules 61B-17.005, 61B-17.006, and 61B-24.002, Florida Administrative Code; Section 718.502, Florida Statutes.

Timeshares: Rule 61B-24.002, Florida Administrative Code; Sections 721.07, 721.11, and 721.12, Florida Statutes.

Mobile Homes: Rule 61B-30, Florida Administrative Code; Section 723.011, Florida Statutes.

The review period begins upon receipt of the filing with appropriate filing fees. The Division will either approve the filing, issue a deficiency letter requiring the filing entity to correct or supplement its filing, or if the Division does not take action within the allotted time, the filing is approved by operation of law (OPOL), indicating a missed deadline.

The current method for tracking review deadlines is through the "CTMH Standards Registration PBB Report" available as a crystal report in ePortfolio. A record is created in Versa Regulation for each filing received by the division. The record tracks, in addition to other information, filing receipt, the issuance of deficiency letter dates, and approval dates. Missed review deadlines are entered by the examiners directly into the Versa Regulation database, specifically by checking a box labeled "OPOL" on the deficiency approval screen. At the end of each reporting period, program staff run the "CTMH Standards Registration PBB Report" to show the number of filings reviewed by program area during the reporting period and the number of records containing a box checked as "OPOL", indicating a missed filing review deadline.

Performance data for the division is calculated by adding the number of filings reviewed from the "CTMH Standards Registration PBB Report". The number of division deadlines missed is calculated by totaling the number of missed deadlines from "CTMH Standards Registration PBB Report". The percent of filings reviewed as prescribed by law is calculated by subtracting the number of missed deadlines from total filings reviewed to arrive at the number of timely

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EXHIBIT IV – PERFORMANCE MEASURE VALIDITY AND RELIABILITY

reviewed filings. The total number of reviewed filings is then divided by the number of timely reviewed filings.

Validity:

The measure indicates whether the division is performing its duties within statutorily mandated timeframes (see citations to rule and statutorily mandated timeframes in Data Sources and Methodology section) and is providing quality assistance to our customers. The data is verifiable through review of division filings.

Reliability:

The division is confident that reporting data is dependable and a consistent measure for determining if filings are reviewed within statutory timeframes. Division supervisory staff randomly selects filings on a bimonthly basis and compare source data for the filing stored in OnBase with the data contained in Versa Regulation for that filing. The Versa Regulation data is then used to generate the “CTMH Standards Registration PBB Report”. If errors are noted, they are corrected and additional training is provided to staff.

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EXHIBIT V - ASSOCIATED ACTIVITY CONTRIBUTING TO PERFORMANCE MEASURES

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
Measure Number	Approved Performance Measures for FY 2016-17	Associated Activities
1	Agency administration and support costs as a percent of total agency costs	Executive direction and administrative support
2	Agency administration and support positions as a percent of total agency positions	Executive direction and administrative support
3	Percent of time information infrastructure, scheduled computer hours and access is available	Information technology
4	Percent of calls transferred to a call agent that are answered before call is abandoned	Call center
5	Percent of calls transferred to a call agent that are answered within 5 minutes	Call center
6	Percent of satisfied customers based on survey	Call center
7	Percent of complete applications approved or denied within 90 days	Central intake - initial applications
8	Percent of required inspections completed	Compliance and enforcement

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EXHIBIT V - ASSOCIATED ACTIVITY CONTRIBUTING TO PERFORMANCE MEASURES

9	Percent of licenses that correct violations through alternative means (notices of non-compliance, citations or alternative dispute resolution)	Compliance and enforcement
10	Percent of complete board referred applications approved or denied within 90 days	Standards and licensure
11	Percent of licensees in compliance with inspection laws and regulations	Compliance and enforcement
12	Percent of complete license applications approved or denied within 90 days (Drugs, Devices, Cosmetics and Household Products Regulation)	Compliance and enforcement
13	Percentage of Florida resident prescription drug wholesale distributor permit holders inspected (Drugs, Devices, Cosmetics and Household Products Regulation)	Compliance and enforcement
14	Percent of complete applications approved or denied within 90 days	Protect boxers
15	Percent of complete provider and individual course applications approved or denied within 90 days	Testing
16	Percent of farm labor contractors inspected found to be in compliance with the law	Monitor employers for compliance with migrant farmworker labor laws
17	Percent of employers brought into compliance with child labor laws on follow-up investigations	Monitor employers for compliance with child labor laws
18	Percent of races and games that are in compliance with all laws and regulations	Compliance and enforcement

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EXHIBIT V - ASSOCIATED ACTIVITY CONTRIBUTING TO PERFORMANCE MEASURES

19	Percent of complete Pari-Mutuel Wagering applications approved or denied within 90 days	Standards and licensure
20	Pari-Mutuel Wagering collections per dollar of revenue unit expenditures	Tax collection and auditing
21	Percent of compliance audits conducted	Tax collection and auditing
22	Percent of slot tax dollars collected compared to permitholder liability	Tax collection and auditing
23	Percent of complete slot applications approved or denied within 90 days	Pari-Mutuel slot applications
24	Slot tax collections per dollar of slot revenue unit expenditures	Tax collection and auditing
25	Percent of food establishments inspected according to statute	Compliance and enforcement
26	Percent of lodging establishments inspected according to statute	Compliance and enforcement
27	Percent of elevators, escalators and other vertical conveyance devices inspected according to statute	Compliance and enforcement
28	Percent of complete public food establishment license applications approved or denied within 90 days	Licensing and compliance

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EXHIBIT V - ASSOCIATED ACTIVITY CONTRIBUTING TO PERFORMANCE MEASURES

29	Percent of complete public lodging establishment license applications approved or denied within 90 days	Licensing and compliance
30	Percentage of elevator certificates of operation applications approved or denied within 90 days	Licensing activities
31	Percent of total retail alcohol and tobacco licensees and permit holders inspected	Compliance and enforcement
32	Percent of alcoholic beverage retailers tested found to be in compliance with underage persons' access	Compliance and enforcement
33	Percent of tobacco retailers tested found to be in compliance with underage persons' access	Compliance and enforcement
34	Percent of inspections resulting in licensees in compliance with laws and regulations	Compliance and enforcement
35	Percent of complete license applications approved or denied within 90 days	Standards and licensure
36	Collections per dollar of auditing expenditure	Tax collection and auditing
37	Percent of wholesale licensees providing timely and accurate tax reporting and remittance as required by Florida Statute	Tax collection and auditing
38	Average number of days to resolve cases submitted for arbitration	Compliance and enforcement

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EXHIBIT V - ASSOCIATED ACTIVITY CONTRIBUTING TO PERFORMANCE MEASURES

39	Average number of days to resolve investigations of consumer complaints		Compliance and enforcement
40	Average number of days to review and issue yacht and ship broker and salesperson license		Compliance and enforcement
41	Percent of condominium, timeshare and mobile home filings reviewed within statutory requirements		Compliance and enforcement

BUSINESS AND PROFESSIONAL REGULATION, DEPARTMENT OF		FISCAL YEAR 2016-17			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			154,143,430	0	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			2,005,663	0	
FINAL BUDGET FOR AGENCY			156,149,093	0	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					0
Licensure/Revenue * Number of transactions processed		778,712	4.56	3,552,353	
Protect Boxers * Number of scheduled boxing and kickboxing/mixed martial arts events.		50	22,613.94	1,130,697	
Call Center * Number of calls, emails, public contacts		1,295,159	5.02	6,501,258	
Central Intake - Initial Applications * Number of initial applications processed		144,796	33.16	4,801,685	
Central Intake - Renewals * Number of renewals processed		451,356	2.00	900,801	
Testing * Number of candidates tested		118,939	17.69	2,104,343	
Continuing Education * Number of non-deficient, complete provider and individual course applications processed within 90 days		8,864	169.95	1,506,436	
Board Of Architecture And Interior Design * Number of enforcement actions		190	2,238.10	425,239	
Drug, Device And Cosmetic Regulation * Licensure and Regulatory activities		17,877	194.73	3,481,172	
Unlicensed Activity * NA		56,471	30.14	1,702,262	
Monitor Employers For Compliance With Migrant Farmworker Labor Laws * Number of Investigations and Inspections		3,520	466.32	1,641,445	
Monitor Employers For Compliance With Child Labor Laws * Number of Investigations and Inspections		8,562	75.24	644,219	
Compliance And Enforcement Activities * Number of enforcement actions.		115,546	124.86	14,427,639	
Laboratory Services * Number of blood and urine samples tested.		67,935	33.36	2,266,000	
Standards And Licensure Activities * Number of licensees		861,341	17.62	15,175,668	
Tax Collection And Auditing * Number of audits conducted.		58,393	29.83	1,741,641	
Cardrooms * Number of audits conducted.		24	5,114.79	122,755	
Pari-mutuel Number Of Slot Applications Processed * Number of Slot Applications Processed		3,731	1,501.55	5,602,298	
Compliance And Enforcement Activities For Hotels And Restaurants * Inspections and enforcement actions		165,631	147.38	24,410,341	
Compliance And Enforcement Activities For Elevators * Inspections and enforcement actions		6,103	254.37	1,552,394	
School-to-career-grant * Students served through grant program.		38,566	18.32	706,698	
Standards And Licensure Activities For Hotels And Restaurants * Number of licensees for public lodging and food service establishments		94,940	13.38	1,270,743	
Standards And Licensure Activities For Elevators * Number of licensees for elevators, escalators and other vertical conveyance devices		52,969	9.16	484,988	
Compliance And Enforcement Activities * Number of enforcement actions for Alcoholic Beverages and Tobacco		91,020	202.92	18,469,684	
Code Promulgation * Code Amendments Promulgated		434	6,499.35	2,820,716	
Regulation Of Manufactured Buildings * Permits Issued for Manufactured Buildings		38,590	6.09	235,154	
Standards And Licensure Activities * Number of applications processed for Alcoholic Beverages and Tobacco		36,124	136.12	4,917,317	
Tax Collection And Auditing * Number of audits conducted for Alcoholic Beverages and Tobacco		4,937	1,789.98	8,837,122	
Compliance And Enforcement Activities - General Regulation (yacht And Ship) * Number of regulatory activities.		4,879	49.95	243,725	
Compliance And Enforcement Activities - Timeshare * Number of regulatory activities.		4,136	299.19	1,237,460	
Compliance And Enforcement Activities - Condominiums * Number of regulatory activities.		73,467	83.09	6,104,706	
Compliance And Enforcement Activities - Mobile Homes * Number of regulatory activities.		6,278	71.26	447,350	
Homeowners' Associations * Number of compliance actions.		405	568.53	230,253	
Condominium Ombudsman * Number of activities in fulfillment of statutory duties.		11,001	45.66	502,290	
TOTAL				140,198,852	
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				1,778,826	
OTHER					
REVERSIONS				14,172,695	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				156,150,373	

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

- (1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
- (2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.
- (3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- (4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

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GLOSSARY OF TERMS AND ACRONYMS

Administrative Rule: An agency statement of general applicability that implements, interprets, or prescribes law or policy or describes the procedure or practice requirements of an agency and includes any form which imposes any requirement or solicits any information not specifically required by statute or by an existing rule. The term also includes the amendment or repeal of a rule.

Alcoholic Beverages and Tobacco, Division of: A division of the Department of Business and Professional Regulation that issues licenses or permits that are required for any business or person to manufacture, import, export, store, distribute or sell alcoholic beverages or tobacco. The division issues permits required for any business or person engaging in business as a manufacturer, importer, exporter, distributing agent, or wholesale dealer of cigarettes for distributors, makers, manufacturers or fabricators of other tobacco products within the state and for distributors of cigars within the state.

Alcoholic Brands: Brand name of an alcoholic beverage.

Alternative Dispute Resolution: The use of mediation techniques to help resolve disputes between the public and licensed professionals. A successful mediation is a voluntary agreement between the complainant and licensee.

Activity: A set of transactions within a budget entity that translates inputs into outputs using resources in response to a business requirement. Sequences of activities in logical combinations form services. Unit cost information is determined using the outputs of activities.

Association of Boxing Commissions: A non-profit corporation established to promote the continual improvement of professional boxing; professional and amateur mixed martial arts; and other professional and amateur unarmed combat sports. The Association also promotes the uniformity of health and safety standards and other requirements pertaining to the conduct of combat sports events.

Auditor General: The Florida Auditor General is a constitutional officer appointed by the Joint Legislative Auditing Committee. The Auditor General provides unbiased, timely, and relevant information which can be used by the Legislature, Florida's citizens, public entity management, and other stakeholders to promote government accountability and stewardship and improve government operations.

Baseline Data: Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor in consultation with legislative appropriations and appropriate substantive committees.

Board of Accountancy: Makes final decisions in the areas that affect the practice of licensees, which includes issuing licenses, taking disciplinary action, and promulgating rules when necessary.

Board of Veterinary Medicine: Regulates veterinarians and clinics. The board takes action on disciplinary matters and is responsible for rule amendments.

Budget: The totality of appropriations measures passed by the legislature. The detailed spending plan submitted by the Governor to the legislature which recommends monetary allocations for each of the departments of the state for the next fiscal year is also known as a "budget." Using recommendations from the Governor and individual departments, each house prepares its own version of the budget.

Budget Entity: A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. "Budget entity" and "service" have the same meaning.

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GLOSSARY OF TERMS AND ACRONYMS

Demand: The number of output units that are eligible to benefit from a service or activity.

Cardroom: A room for gambling on card games.

Certified Public Accountant (CPA): A person who has met the requirements of Florida state laws and has been issued a license to practice public accounting by the Florida Board of Accountancy. Only persons who are licensed can legally call themselves a Certified Public Accountant. As practitioners, CPAs provide accounting, auditing, tax, financial planning and management consulting services.

Certified Public Accounting, Division of: A division within the Department of Business and Professional Regulation that is responsible for the regulation of Certified Public Accountants (CPAs) and accounting firms. The division processes applications to sit for the CPA license, original Florida licensure applications, licensure by endorsement applications, reactivation of a delinquent or inactive CPA license, temporary permit applications, accountancy firm licensure and continuing education reporting forms. In addition, the division provides administrative support to the Board of Accountancy.

Compact: See Seminole Tribe of Florida Compact.

CPA: Certified Public Accountant.

Drugs, Devices and Cosmetics, Division of: A division within the Department of Business and Professional Regulation that is responsible for safeguarding the health, safety, and welfare of the citizens of the state of Florida from injury due to the use of adulterated, contaminated, misbranded drugs, drug ingredients, and cosmetics by administering the provisions of the Florida Drug and Cosmetic Act (Chapter 499, F.S.).

Elevator Safety Technical Advisory Council: The Council provides technical assistance to the Division of Hotels and Restaurants in support of protecting the health, safety, and welfare of the public.

EOG - Executive Office of the Governor.

Estimated Expenditures: Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer generated based on the current year appropriations adjusted for vetoes and special appropriations bills.

FCO - Fixed Capital Outlay.

Fixed Capital Outlay: Real property (land, buildings including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property that materially extend its useful life or materially improve or change its functional use. Includes furniture and equipment necessary to furnish and operate a new or improved facility.

Fiscal Year: The period used for budgeting and accounting. In Florida state government, this is the period from July 1st of one calendar year to June 30th of the next calendar year.

Florida Administrative Code: The Florida Administrative Code contains all rules adopted by each agency, citing the grant of rulemaking authority and the specific law implemented pursuant to which each rule was adopted, all history notes as authorized in Section 120.545(7), F.S., complete indexes to all rules contained in the Code, and any other material required or authorized by law or deemed useful by the Department of State.

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Florida Building Code: A single set of documents that apply to the design, construction, erection, alteration, modification, repair, or demolition of public or private buildings, structures, or facilities in Florida and to the enforcement of such requirements and which will allow effective and reasonable protection for public safety, health, and general welfare for all the people of Florida at the most reasonable cost to the consumer.

Florida Condominiums, Timeshares, and Mobile Homes, Division of: A division within the Department of Business and Professional Regulation that provides consumer protection for Florida residents living in the communities the department regulates through education, complaint resolution, mediation and arbitration, and developer disclosure. This division regulates Yacht and Ship Brokers, and houses the Ombudsman for Homeowners' Associations.

Florida Real Estate Commission: The Commission administers and enforces the real estate license law, Chapter 475, Part I, F.S. The Commission is also empowered to pass rules that enable it to implement its statutorily authorized duties and responsibilities.

Florida Real Estate Appraisal Board: Administers and enforces the real estate appraiser license law, Chapter 475, Part II, F.S. The Board is also empowered to pass rules that enable it to implement its statutorily authorized duties and responsibilities.

Florida State Boxing Commission: A commission within the Department of Business and Professional Regulation that regulates pugilistic exhibitions.

Florida Statutes: An edited compilation of general laws of the state.

F.S.: Florida Statutes.

GAA - General Appropriations Act.

General Appropriations Act: The conference committee's report resolving the differences between the separate appropriation bills of the Florida House and the Florida Senate. The committee report must be passed by both chambers of the Florida Legislature.

Governor: The Governor of the State of Florida.

Hotels & Restaurants, Division of: A division within the Department of Business and Professional Regulation that licenses, inspects and regulates public lodging and food service establishments in Florida. The mission of the division is to protect the health and safety of the public by providing the industry with quality inspections and fair regulation. The division also licenses and regulates elevators, escalators and other vertical conveyance devices under Chapter 399, F.S.

Indicator: A single quantitative or qualitative statement that reports information about the nature of a condition, entity or activity. This term is used commonly as a synonym for the word "measure."

Information Technology Resources: Includes data processing-related hardware, software, services, telecommunications, supplies, personnel, facility resources, maintenance, and training.

Input: See Performance Measure.

IOE: Itemization of Expenditure.

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Jenkins Act: A 1949 federal law, the Jenkins Act requires any person who sells and ships cigarettes across a state line to a buyer, other than a licensed distributor, to report the sale to the buyer's state tobacco tax administrator. The Act establishes misdemeanor penalties for violating the act. Compliance with this federal law by cigarette sellers enables states to collect cigarette excise taxes from consumers.

Judicial Branch: All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications Commission.

LAS/PBS - Legislative Appropriations System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

Laws of Florida: A verbatim publication of the general and special laws enacted by the Florida Legislature in a given year and published each year following the regular session of the legislature. It presents the laws in the order in which they are numbered by the Secretary of State, as well as resolutions and memorials passed by the legislature.

LBR - Legislative Budget Request.

Legislative Budget Request: A request to the Legislature, filed pursuant to section 216.023, Florida Statutes, or supplemental detailed requests, for the amount of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

Legislature: Florida's bicameral legislature composed of the 40-member Senate and the 120-member House of Representatives. Either house may initiate legislation on any subject. Senators serve 4-year, staggered terms and representatives serve 2-year terms.

LicenseEase: A single licensing system. This is a software database that integrates all licensing and regulatory functions in the department.

LRPP: Long Range Program Plan.

Long Range Program Plan: A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating the impact of programs and agency performance.

Narrative: Justification for each service and activity is required at the program component detail level. Explanation, in many instances, will be required to provide a full understanding of how the dollar requirements were computed.

National Indian Gaming Commission: As an independent federal regulatory agency of the United States, the National Indian Gaming Commission was established pursuant to the Indian Gaming Regulatory Act of 1988. The Commission's primary mission is to regulate gaming activities on Indian lands for the purpose of shielding Indian tribes from organized crime and other corrupting influences; to ensure that Indian tribes are the primary beneficiaries of gaming revenue; and to assure that gaming is conducted fairly and honestly by both operators and players.

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OPB - Office of Policy and Budget, Executive Office of the Governor.

OPPAGA: The Office of Program Policy Analysis and Government Accountability.

Office of Program Policy Analysis and Government Accountability (OPPAGA): The research arm of the Florida Legislature. OPPAGA evaluates state agencies and programs and analyzes related public policies to make government better, faster, and less expensive.

OnBase: An enterprise content management software suite that enables the Department of Business and Professional Regulation to manage the capture, storage, delivery and retrieval of documents electronically.

OPS: Other Personal Services.

Outcome: See Performance Measure.

Output: See Performance Measure.

Pari-mutuel facilities: A facility for betting on races whereby the winners divide the total amount bet, after deducting management expenses, in proportion to the sums they have wagered individually.

Pari-Mutuel Wagering, Division of: A division of the Department of Business and Professional Regulation that is charged with the regulation of Florida's pari-mutuel, cardroom, and slot gaming industries, as well as collecting and safeguarding associated revenues due to the state. The division has been designated by the Florida Legislature as the State Compliance Agency (SCA) with the authority to carry out the State's oversight responsibilities in accordance with the provisions outlined in the compact between the Seminole Tribe of Florida and the State of Florida.

Pass Through: Funds the state distributes directly to other entities, e.g., local governments, without being managed by the agency distributing the funds. These funds flow through the agency's budget; however, the agency has no discretion regarding how the funds are spent, and the activities (outputs) associated with the expenditure of funds are not measured at the state level. NOTE: This definition of "pass through" applies ONLY for the purposes of long-range program planning.

Performance Measure: A quantitative or qualitative indicator used to assess state agency performance.

- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

Primary Service Outcome Measure: The service outcome measure which is approved as the performance measure which best reflects and measures the intended outcome of a service. Generally, there is only one primary service outcome measure for each agency service.

Professions, Division of: A division of the Department of Business and Professional Regulation that is responsible for licensing more than 434,000 professionals. The division administers 14 professional boards, three department-regulated professions and one council.

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Program: A set of activities undertaken in accordance with a plan of action organized to realize identifiable goals based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word "Program." In some instances, a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the Long Range Program Plan.

Program Component: An aggregation of generally related objectives which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

Real Estate, Division of: A division of the Department of Business and Professional Regulation that is responsible for the examination, licensing, and regulation of over 300,000 real estate and real estate property appraisal professionals and corporations, real estate schools, and real estate and appraiser instructors. The division provides administrative support to the Florida Real Estate Commission and the Florida Real Estate Appraisal Board.

Regulation, Division of: A division of the Department of Business and Professional Regulation that is the enforcement authority for the professional boards and programs. The division monitors professions and related businesses to ensure that the laws, rules and standards set by the Legislature and professional boards are followed.

Reliability: The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

Seminole Tribe of Florida: The Seminole Tribe of Florida is a federally recognized American Indian tribe. The Tribal Council is the chief governing body, composed of a Chairman, a Vice-Chairman and Council Representatives from each reservation.

Seminole Tribe of Florida Compact: An agreement between the State of Florida and the Seminole Tribe of Florida governing various gaming activities at the Seminole Tribe's gaming facilities.

Service: See Budget Entity.

Service Operations, Division of: A division of the Department of Business and Professional Regulation that manages the Central Intake and Licensure unit, the one-stop shop for intake of applications and payments. The division also oversees the Customer Contact Center, which handles all initial interaction conducted via telephone, e-mail and the Internet.

Standard: The level of performance of an outcome or output.

SWOT - Strengths, Weaknesses, Opportunities and Threats.

Trends and Conditions Statement: A narrative explanation of agency priorities and policies for the future as they relate to the agency's goals and objectives.

Technology, Division of: A division of the Department of Business and Professional Regulation that oversees the processes for system design, testing, planning, implementation and administration of the department's computer operations and desktop/field support.

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Technology Review Workgroup (TRW): Provides analysis and recommendations regarding agency funding requests for information technology projects. The TRW also provides legislative oversight of strategic information technology projects that have been specifically identified in the General Appropriations Act. The TRW reports its findings and recommendations to the Legislative Budget Commission.

Totalisator: The computer system used to accumulate wagers, record sales, calculate payoffs, and display wagering data on a display device that is located at a pari-mutuel facility.

Trust Fund: A special account into which certain funds are deposited and out of which funds are disbursed for a specific and exclusive purpose.

Unit Cost: The average total cost of producing a single unit of output – goods and services for a specific agency activity.

United States Code: Codification of the general and permanent laws of the United States.

Validity: The appropriateness of the measuring instrument in relation to the purpose for which it is being used.