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# **Government Operations Appropriations Subcommittee**

**Tuesday, September 20, 2011  
11:30 AM – 1:00 PM  
Morris Hall**

**Meeting Packet**

**Dean Cannon  
Speaker**

**Ed Hooper  
Chair**





# **The Florida House of Representatives**

## **Appropriations Committee**

### **Government Operations Appropriations Subcommittee**

**Dean Cannon**  
Speaker

**Ed Hooper**  
Chair

**September 20, 2011**

**AGENDA**  
**11:30 AM – 1:00 PM**  
**Morris Hall**

- I. Call to Order/Roll Call**
- II. Introduction of Committee Members**
- III. Department of Business and Professional Regulation**  
Introduction and remarks by Ken Lawson, Secretary
- IV. Office of Financial Regulation**  
Introduction and remarks by Tom Grady, Commissioner
- V. Department of Revenue**  
One Stop Registration presentation by Lisa Vickers, Executive Director
- VI. Budget Overview**
- VII. Adjourn**









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Florida Department of  
**Business &**  
**Professional**  
**Regulation**

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License efficiently. Regulate fairly.

**Ken Lawson**  
**Secretary**



# Guiding Principles

- Smart De-Regulation
  - Working to identify and remove rules and business processes that get in the way of businesses.
- Fair But Strong Enforcement
  - The goal is always to get businesses into compliance. Enforcement will be strong but fair, and our licensees deserve to have a voice in the enforcement process.
- Open Door Policy
  - I have met with and will continue to meet with anyone who walks through the door.



# What We've Done Lately

- ApplyNow!
- Licensee Survey
- Video Conferencing with Licensees
- Counterfeit Cigarette Task Force
- Summer Business Tours

## **Your Bill of Rights**

### **As a licensee with DBPR, you have the right to:**

- Know the reason for your inspection
- Have knowledgeable, helpful, objective and courteous inspectors
- Have professional inspectors who use safe and minimally disruptive practices in completing your inspection
- Receive a copy of the completed inspection
- Question the findings of your inspection
- Ask for reconsideration of those findings
- Be efficiently and fairly treated in all dealings with DBPR

### **Our Commitment**

We will diligently work to make Florida and DBPR great places to conduct business everyday. In keeping with this purpose, we will treat our licensees as valued customers and partners, invest in our employees, and uphold laws that protect the public and enhance Florida's competitiveness.

# Core Mission

- Keeping our eye on the ball.
  - Percentage of Calls Answered Within 5 minutes
    - June – 98.86%
    - July – 95.68%
    - August – 92.15%
  - Central Intake Processing Times
    - June – 3.3 Days
    - July – 3 Days
    - August – 2 Days

# Contact Info

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Secretary

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Ruth Dillard

Director of Administration and Financial Management (Budget)

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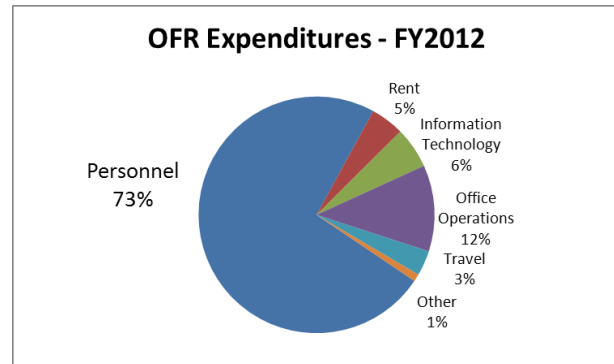
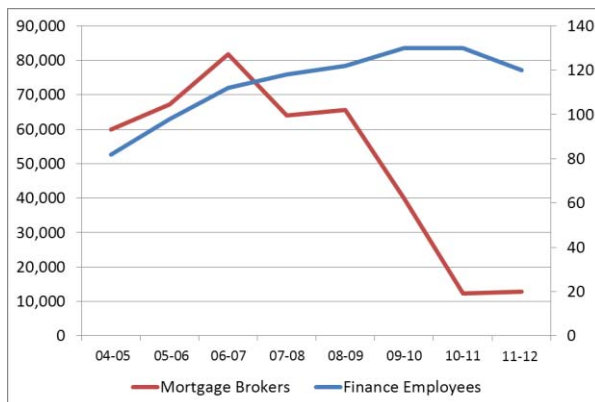
850-717-1344





## Office of Financial Regulation Budget Summary

As a regulatory agency, OFR spends the bulk of its budget on personnel. Among the staff of OFR's 3 Divisions, approximately 19% of employees work on licensing and registration, while about 81% work on examinations and enforcement.



As the economy entered recession, the number of licensees and registrants began to decline rapidly. This change was most evident among mortgage brokers. At the peak of the real estate boom, OFR licensed 81,695 mortgage brokers, which made up 60% of all of OFR's registrants. Last fiscal year, there were only 12,403 mortgage brokers, or 29% of all registrants. OFR's staffing levels have not adjusted sufficiently to reflect this trend.

### Office of Financial Regulation Initiatives

- **Budget Initiative** – Simplified budget request with more flexibility and measurable goals for increased accountability.
- **Regulatory Reform Initiative** – Reduce unnecessary and burdensome regulation to help the private sector create jobs while still meeting our statutory obligation to vigorously protect Florida's consumers.
- **Redundancy Initiative** – Eliminate non-required activities that are performed more effectively by another entity.
- **Caseload Initiative** – Focus our resources on cases that will have the biggest impact for Floridians.
- **Performance & Measurement Initiative** – Rethink the way we measure success to provide useful tools for evaluation and improvement.











# Florida One Stop Registration

Florida House of Representative  
Government Operations  
Appropriations Subcommittee  
September 20, 2011

Lisa Vickers  
Executive Director  
Department of Revenue





# Proposed One Stop Registration

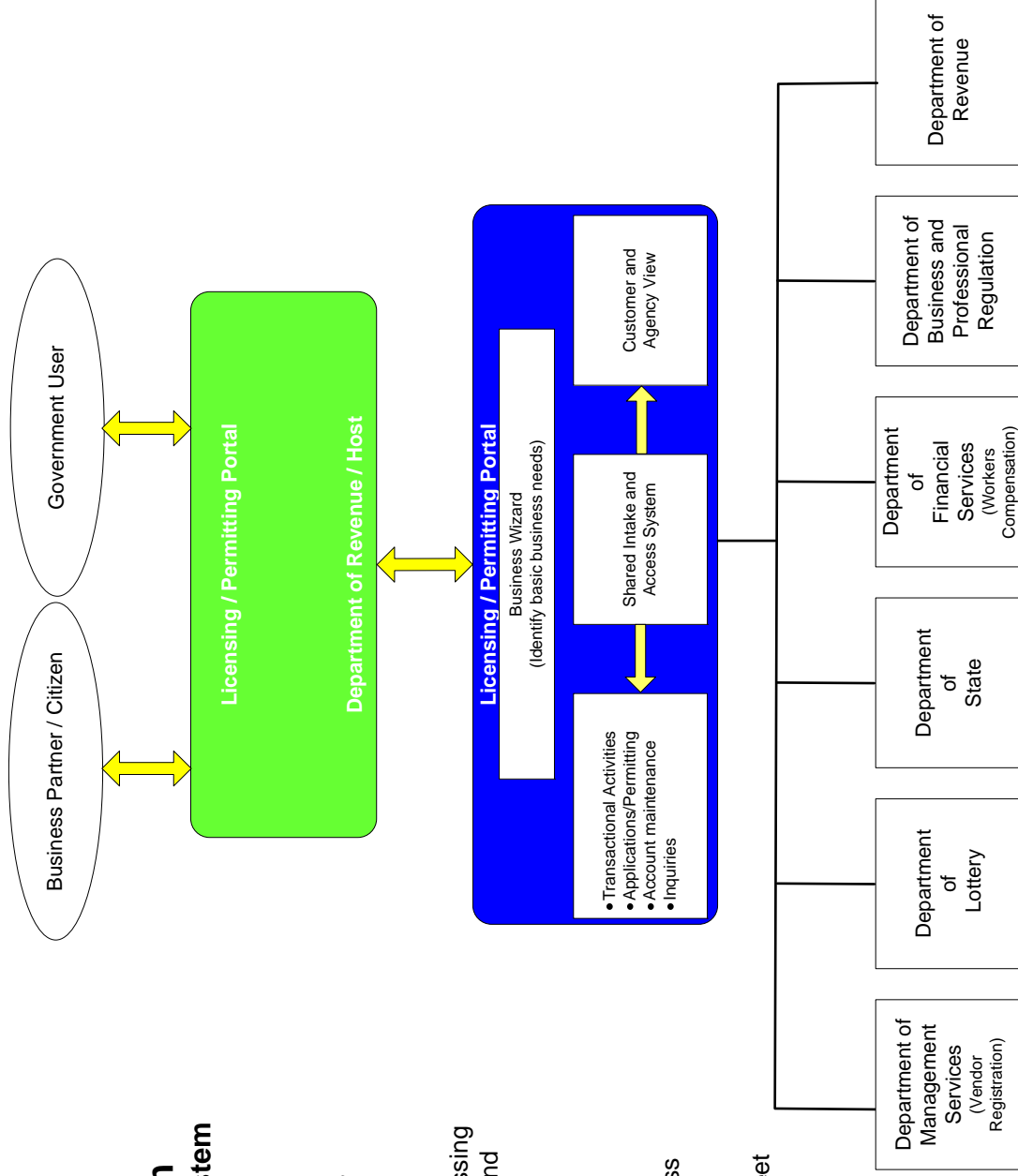
## Phase I – Shared Intake System

### Phase I:

- Provides **new** businesses a one-stop portal for business registrations and licensing
- Centralized transactional activities
- Centralized payment processing for registrations, licensing and permit fees
- Centralized inquiries
- Provides customer view of individual accounts
- Provides limited agency participation and view access

### Benefits:

- Easier for businesses to meet legal requirements
- Increased compliance
- Improvement of data





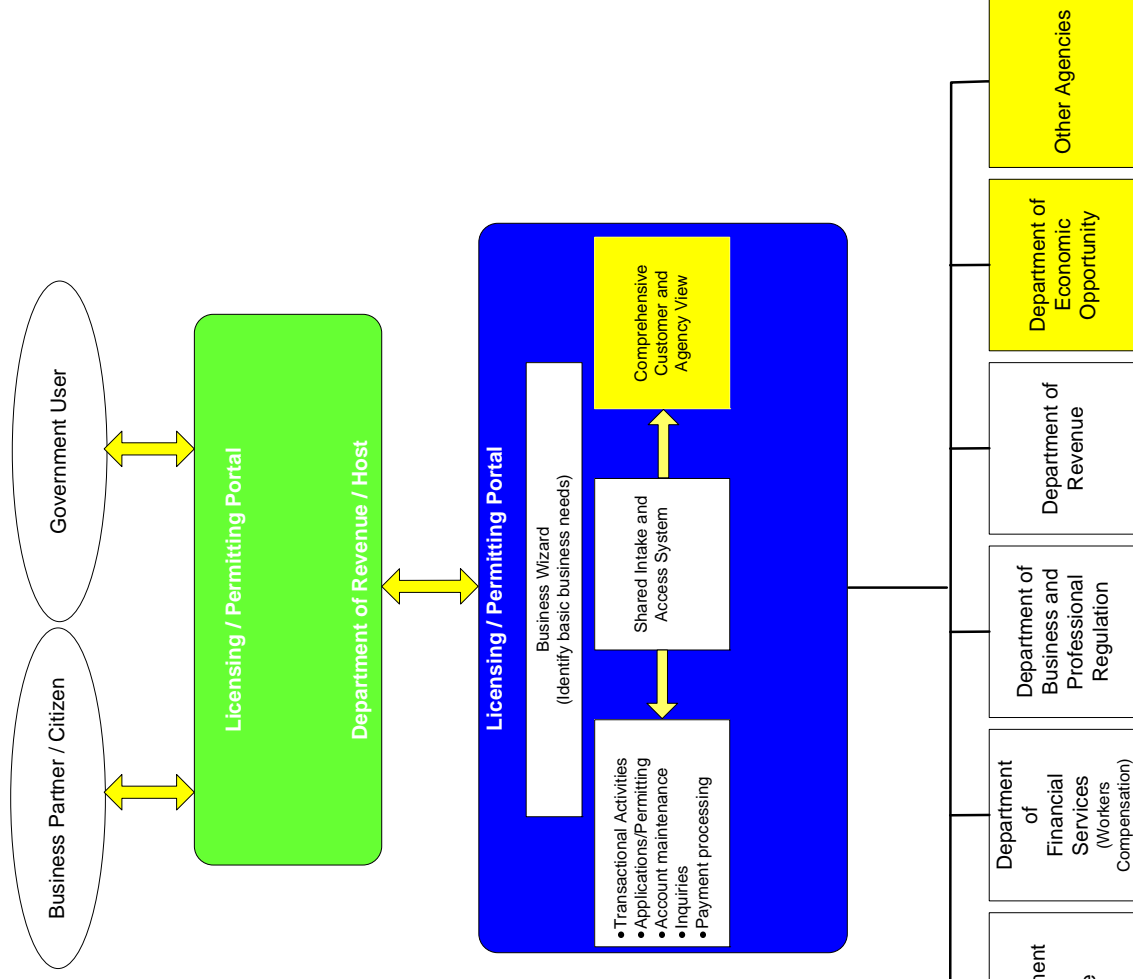
## Proposed One Stop Registration Phase II – Shared Access

### Phase II:

- Expand to existing businesses
- Comprehensive customer view of individual accounts
- Comprehensive agency view and increased participation
- Addition of Department of Economic Opportunity
- Business Outreach (incentives, credits, new development, etc.)
- Centralized payment processing

### Benefits:

- Providing outreach for economic growth opportunities
- Provides increased employment opportunities
- Easier for businesses to meet legal requirements
- Increased compliance
- Elimination of duplicate data
- Improvement of data integrity
- Provides increased self service options
- Provides broader visibility to agencies



# Future Development and Enhancements

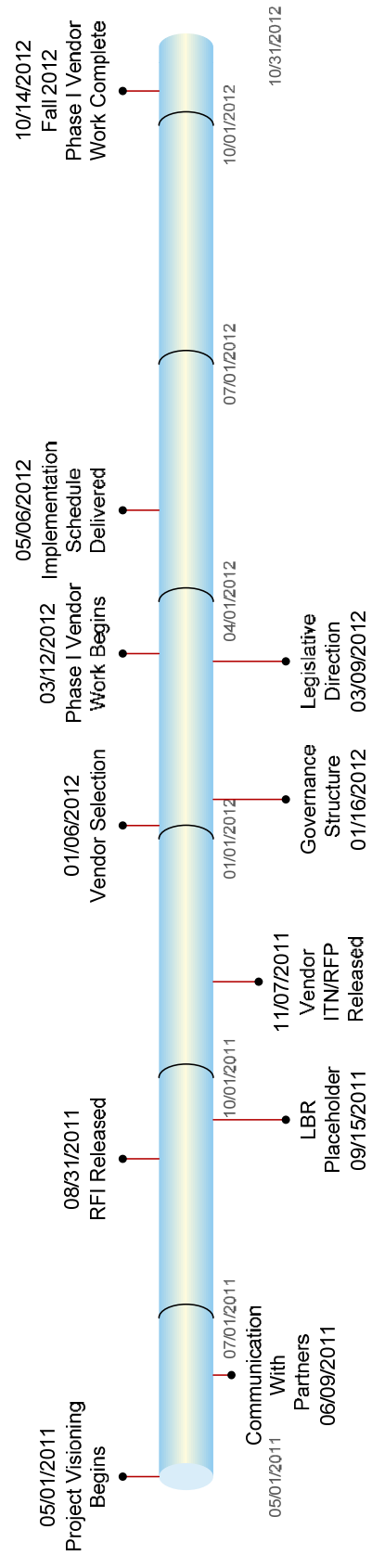
- Address and account management activities
  - Complaints
  - Criminal background checks
  - Fingerprinting
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- Shared services
- Local government links

# One Stop Registration Tentative Time Line

## Phase I Design and Implementation

- ✓ Formation of interagency Executive Board, Technology and Budget Teams
- ✓ Submission of placeholder LBR language
- ✓ Draft One Stop Registration Vision
- ✓ Preliminary interagency requirement gathering
- ✓ Release of RFI











# **Government Operations Appropriations Subcommittee**

**Overview**  
**September 20, 2011**

# Government Operations Appropriations

## Subcommittee

### Agencies of Jurisdiction & Major Programs

Department of Business and Professional Regulation	<ul style="list-style-type: none"><li>• Alcoholic Beverage &amp; Tobacco</li><li>• Pari-Mutuel Wagering / Slot Machines</li><li>• Condos, Timeshares &amp; Mobile Homes</li></ul>	Hotels & Restaurants Professions (Professional Boards) Drugs, Devices & Cosmetics
Department of Financial Services	<ul style="list-style-type: none"><li>• Treasury</li><li>• Workers' Compensation</li><li>• Insurance Fraud</li></ul>	Risk Management Fire Marshall State Accounting & Auditing
Department of the Lottery	<ul style="list-style-type: none"><li>• Lottery Operations</li></ul>	
Department of Revenue	<ul style="list-style-type: none"><li>• Child Support Enforcement</li><li>• Property Tax Oversight</li><li>• General Tax Administration (32 Taxes)</li></ul>	
Department of Management Services	<ul style="list-style-type: none"><li>• Facilities Management</li><li>• Purchasing Oversight</li><li>• Motor Vehicle Management</li></ul>	Telecommunications Human Resource Management Employee Benefits
Public Service Commission	<ul style="list-style-type: none"><li>• Utility Regulation</li><li>• Consumer Assistance</li></ul>	

# Government Operations Appropriations Subcommittee

## Independent Entities

Department of Management Services

- Division of Administrative Hearings (DOAH)
- Public Employees' Relations Commission (PERC)
- Florida Commission on Human Relations (FCHR)
- Northwood Shared Resource Center (NSRC)
- Southwood Shared Resource Center (SSRC)

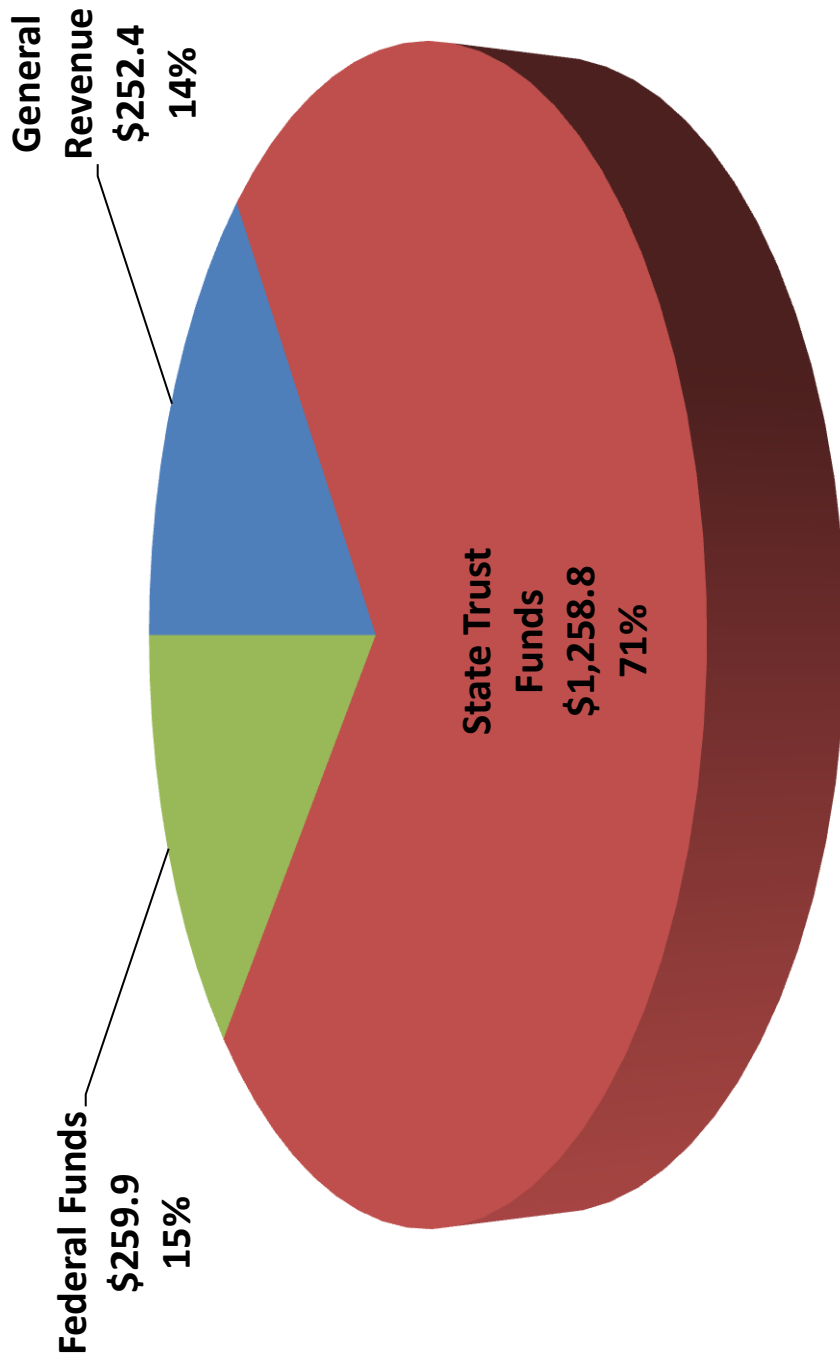
Department of Financial Services

- Office of Insurance Regulation (OIR)
- Office of Financial Regulation (OFR)

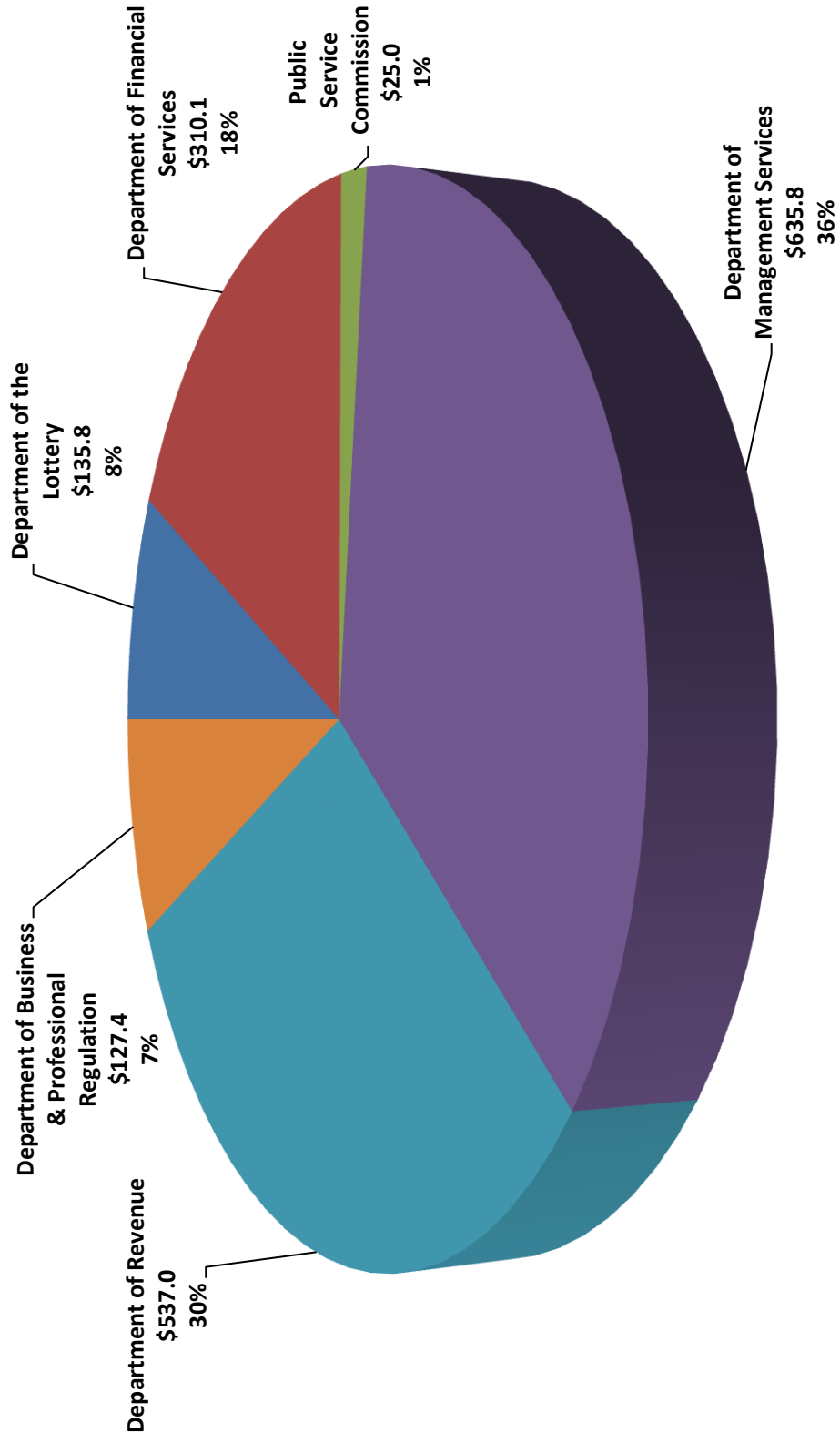
# Funding Source Total

## FY 2011-12 - \$1.71 Billion

(In Millions)



# Total Operating Budget by Agency FY 2011-12 (In Millions)

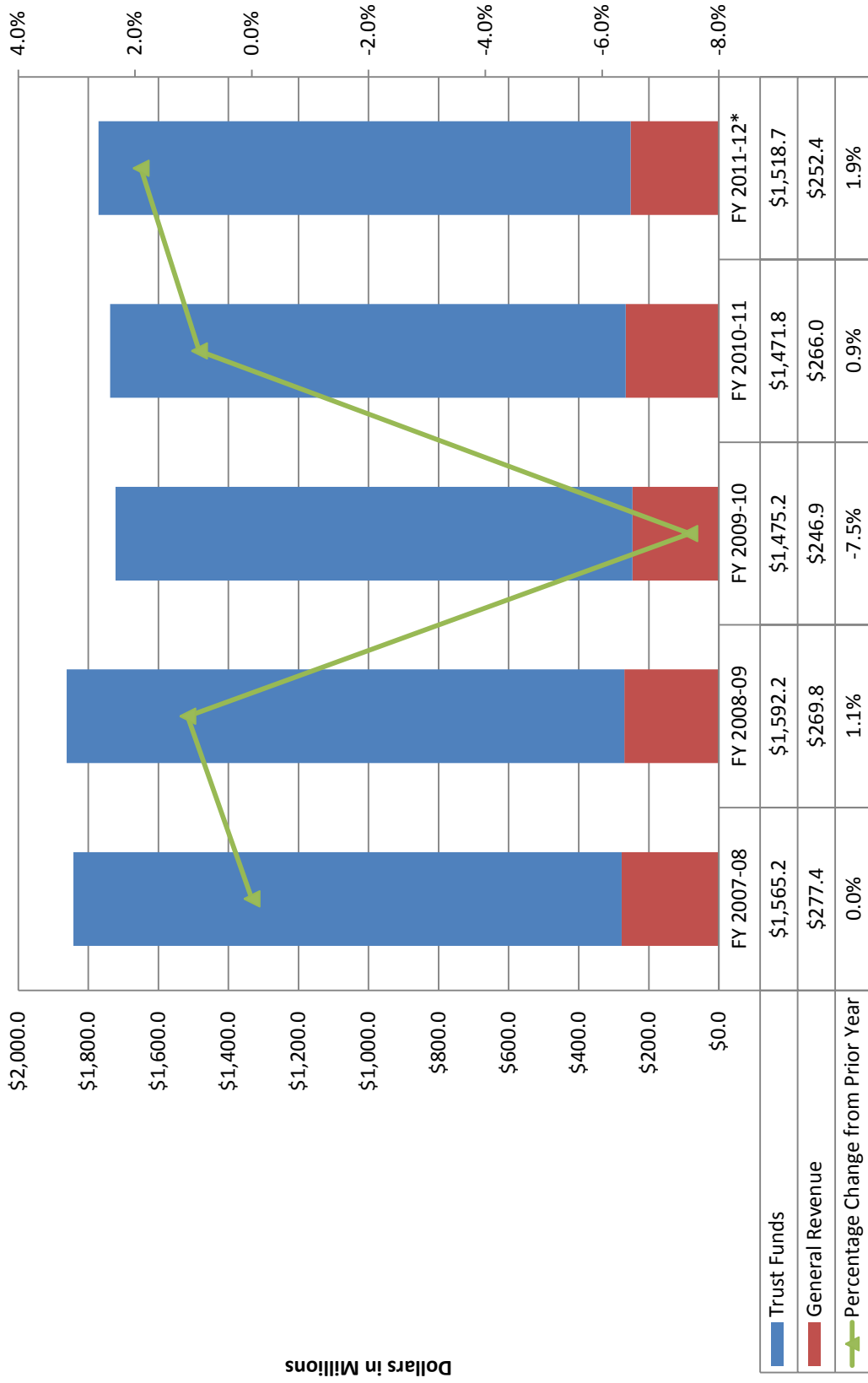


# FY 2011-12 Funding Source By Agency (Budget In Millions)

AGENCY	TOTAL BUDGET	GENERAL REVENUE	TRUST FUND	FTE
Business and Professional Regulation	127.4		127.4	1,582.75
Financial Services	241.9	23.5	218.4	1,985.50
Office of Insurance Regulation	27.1		27.1	283.00
Office of Financial Regulation	41.1		41.1	438.00
Lottery	135.8		135.8	424.00
Revenue	537.0	205.6	331.4	5,143.00
Management Services	546.5	19.3	527.2	794.50
Div. of Administrative Hearings	25.0		25.0	249.00
Public Employees' Relations Comm.	3.1	1.4	1.7	26.00
Commission on Human Relations	3.8	2.6	1.2	48.50
Northwood Shared Resource Ctr.	26.8		26.8	94.00
Southwood Shared Resource Ctr.	30.6		30.6	121.00
Public Service Commission	25.0		25.0	296.00
<b>Total</b>	<b>1,771.1</b>	<b>252.4</b>	<b>1,518.7</b>	<b>11,485.25</b>



# Subcommittee Operating Budget Over Past Five Years



\*The FY 2011-12 budget includes the transfer of the Northwood Shared Resource Center to the Department of Management Services as well as the continued consolidation of data services at the Southwood Shared Resource Center. The two data center budgets in FY 2011-12 total \$57.4 million. In addition, FY 2011-12 reflects the transfer of \$2.3 million and the Drugs, Devices and Cosmetics regulatory program to the Department of Business and Professional Regulation from the Department of Health.

Questions ?