

**Audit of
Contractor Licensing Enforcement,
Building Code Services Division**

Office of the County Auditor

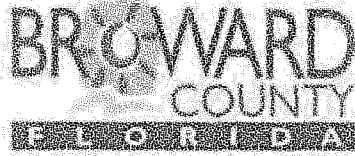
Audit Report

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**Report No. 18-29
September 18, 2018**



OFFICE OF THE COUNTY AUDITOR

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September 18, 2018

Honorable Mayor and Board of County Commissioners

We conducted an audit of the Contractor Licensing Enforcement Section within the Building Code Services Division.

The objectives of our review were to determine whether contractor licenses are issued, renewed, and enforced according to laws, policies, and best practices; to determine whether all monies are accounted for and handled properly; and to determine whether information technology general controls are adequate for the Public One-Stop Service System (POSSE).

We conclude that contractor licenses are issued, renewed, and enforced according to laws, policies, and best practices. We conclude that monies from license fees are generally accounted for and handled properly; however, citation fees and restitution payments are not. We conclude that information technology general controls are not adequate for POSSE.

We appreciate the cooperation and assistance provided by the Contractor Licensing Enforcement Section within the Building Code Services Division, and Enterprise Technology Services Divisions throughout our review process.

Respectfully submitted,

A handwritten signature in cursive script that reads "Bob Melton".

Bob Melton
County Auditor

cc: Bertha Henry, County Administrator
Andrew Meyers, County Attorney
Henry Sniezek, Director of Environmental Protection and Growth Management
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EXECUTIVE SUMMARY

We conducted an audit of the Contractor Licensing Enforcement Section within the Building Code Services Division. We conclude that contractor licenses are issued, renewed, and enforced according to laws, policies, and best practices. We conclude that monies from license fees are generally accounted for and handled properly; however, citation fees and restitution payments are not. We conclude that information technology general controls are not adequate for the Public One-Stop Service System (POSSE).

Contractor Licensing does not have a formal process for prioritizing complaint cases based on life, health and safety issues. Complaint cases are generally investigated in the order they are received. We noted investigators were starting investigations on complaints filed four months prior. Seventeen of 30 (57%) complaint cases reviewed closed more than 30 days from the date the case was created in POSSE, resulting in noncompliance with the Code of Ordinances.

Proactive contractor licensing inspection and enforcement activities are not adequate to curb unlicensed activity and encourage licensed contractors to stay licensed. Inadequate proactive enforcement reduces the likelihood that unlicensed contractors are encouraged to become licensed or cited for violations.

Central Examining Boards (CEBs) do not operate in compliance with Chapter 9 of the Broward County Code of Ordinances. Six of the six (100%) CEBs are operating with less than the required number of members. Two of the six (33%) Central Examining Boards did not meet the stipulated number of times per year. Also, Broward County has the highest number of Central Examining Boards when compared to surveyed counties within the state of Florida. While reducing the number of boards would potentially require a change in the County's Charter, it may improve the efficiency and effectiveness of the Central Examining Boards.

Inadequate contract administration activities to ensure compliance with contract terms and conditions allowed the overcharging of license applicants to occur for an extended period. Gainesville Independent Testing Services, Inc. (GITS) overcharged license applicants an estimated \$26,370 in examination fees for over a 3-year period. As of March 14, 2018, CEBs were informed by GITS that no refunds have been made more than one year after discovery.

Liens are not issued timely for uncollected citations. Twenty-eight of 45 (62%) citations sampled, for an approximate total of \$20,000, remained outstanding for over 90 days without a lien being

imposed. Management has not implemented procedures to periodically reconcile citations issued against reports from the Clerk of Courts.

Three of 58 (5%) restitution payments reviewed were duplicates resulting in overpayments of \$10,400. Appropriate controls have not been implemented to ensure restitution payments match the Final Order approved by the CEB. Additionally, the Board of County Commissioners is not provided with a report at least annually of the monies deposited into the Restitution Trust Fund, claims paid, and balance, as required by Article IX, Section 9-141 of the Code of Ordinances.

Approximately 150 license application packets received in 2017 were not appropriately secured or scanned into POSSE as required by agency procedures. Documents containing Personally Identifiable Information (PII) such as social security numbers, driver's licenses, and credit reports, stored on the POSSE Archival Document Database (PADD) server were not encrypted during our audit period.

Adequate documentation is not consistently maintained to support the issuance and renewal of licenses within POSSE. Two of 60 (3%) new license applications reviewed had no required supporting documentation. Seven of 60 (12%) new license applications reviewed were missing key documentation

The current continuity of operations plan (COOP) for POSSE is adequate; however, the plan is not tested periodically to ensure its viability in the event of a disaster. Continuity of Operations Plans should be regularly tested to ensure the plan is adequate and remains current as the division evolves.

We also noted opportunities for improvement relating to investigator oversight; IT and physical access controls; and policies and procedures. Our report contains a total of 35 recommendations for improvement.

INTRODUCTION

Scope and Methodology

The County Auditor's Office conducts audits of Broward County's entities, programs, activities, and contractors to provide the Board of County Commissioners, Broward County's residents, County management, and other stakeholders unbiased, timely, and relevant information for use in promoting government accountability and stewardship and improving government operations.

We conducted an audit of the Contractor Licensing Enforcement Section within the Building Code Services Division. Our audit objectives were to determine whether:

1. Contractor licenses are issued, renewed, and enforced according to laws, policies, and best practices,
2. All monies are accounted for and handled properly,
3. Information technology general controls are adequate for the Public One-Stop Service System (POSSE) application, and
4. Any opportunities for improvement exist.

To determine whether contractor licenses are issued, renewed, and enforced according to laws, policies, and best practices, we reviewed Central Examining Boards, contract administration activities, public outreach, investigator activities and oversight, proactive enforcement, performance measures, and educational activities. We performed a comparison of licensing fees, boards, and types of licenses with other Florida municipalities. We tested samples of licenses issued and renewed, complaint investigations, complaint hearings, license renewal notices, and surveyed a sample of licensed contractors.

To determine whether all monies are accounted for and handled properly, we reviewed license and citation fees, operational and administrative costs, and restitution payments. We tested samples of licenses issued and renewed, citations, and restitution payments, and traced monies to accounts within the County's financial system and POSSE.

To determine whether information technology general controls are adequate for POSSE, we inspected information technology policies and procedures. We reviewed user access, system

password requirements, system logs, system environments, and continuity of operations plans. We tested payment transactions, system changes, incident tickets, and data backups.

Our audit included such tests of records and other auditing procedures, as we considered necessary in the circumstances. The audit period was October 1, 2016 through December 31, 2017. However, transactions, processes, and situations reviewed were not limited by the audit period.

Overall Conclusion

We conclude that contractor licenses are issued, renewed, and enforced according to laws, policies, and best practices. We conclude that monies from license fees are generally accounted for and handled properly; however, citation fees and restitution payments are not. We conclude that information technology general controls are not adequate for POSSE.

Background

In 1990, Broward County's Board of County Commissioners (Board) approved a countywide program to reduce problems associated with construction work performed by unlicensed contractors. The program requires any construction work performed in Broward County to be completed by a licensed contractor who has a current Broward County Certificate of Competency (License) or a State of Florida License.

Contractor Licensing Enforcement Section

The Contractor Licensing Enforcement Section (CLE) operates within the Building Code Services Division (BCS) under the umbrella of Environmental Protection and Growth Management Department (EPGMD). Its purpose is to ensure;

- ❖ Safe and sound construction by verifying that tradespersons are licensed,
- ❖ Complaints are handled professionally in order to protect consumers, and
- ❖ Good construction methods are implemented.

This countywide program is responsible for all services related to the enforcement of Chapter 9 of the Broward County Code of Ordinances, Chapter 489 of the Florida Statutes, and Resolution 2000-44. Programs in this section include;

- ❖ Processing applications for examinations,
- ❖ Arranging applicable hearings and boards,
- ❖ Issuance and renewal of licenses,
- ❖ Research and investigations of complaints,
- ❖ Issuance of citations,
- ❖ Maintaining and updating contractor licensing enforcement records,
- ❖ Collecting fees,
- ❖ Providing information to the general public and contractors,
- ❖ Providing staff support at:
 - All Central Examining Board meetings,
 - Complaint and disciplinary hearings issued against licensed and unlicensed contractors, and
- ❖ Regulatory enforcement for countywide explosive monitoring.

CLE generates revenue from contractor license application and renewal fees as well as payments for citations issued against licensed and unlicensed contractors. The budget for Fiscal Year (FY) 2017 was \$1.5 million and covered 14 positions; however, declining revenues from the Contractor Licensing Enforcement Program resulted in reductions in budget and budgeted

positions by approximately 45%. Two Trainee positions were transferred to the Building Code Services Division, two Permitting/Licensing Specialist positions were transferred to the Elevator Inspections and Consumer Regulatory Sections, and two positions were eliminated. Performance measure targets were adjusted accordingly. Table 1 shows the budget reduction of approximately 45%.

TABLE 1 Budget Change for FY 17 to FY 18				
	FY 16 ACTUAL	FY 17 BUDGET	FY 18 BUDGET	% BUDGET CHANGE FY 17 – FY 18
TOTAL DOLLARS	\$1,014,640	\$1,532,040	\$840,560	-45%
TOTAL POSITIONS	14	14	8	-43%

Prepared by Office of the County Auditor based on the Broward County Adopted Operating Budget, FY 2018

Table 2 shows performance measures CLE included in the adopted operating budget for FY 2018.

TABLE 2 Performance Measures for FY 17 to FY 18				
	FY 16 ACTUAL	FY 17 BUDGET	FY 18 BUDGET	% BUDGET CHANGE FY 17 – FY 18
NO. OF NEW CERTIFICATES OF COMPETENCY ISSUED	279	300	300	0%
NO. OF CERTIFICATES OF COMPETENCY RENEWED	3737	3400	3500	3%
CUMULATIVE NUMBER OF NEW CERTIFICATES OF COMPETENCY ISSUED PER SUPPORT STAFF	66	75	75	0%
NUMBER OF CERTIFICATES OF COMPETENCY RENEWED PER SUPPORT STAFF	810	850	850	0%
NO. OF COMPLAINTS RECEIVED AGAINST LICENSED CONTRACTORS	86	130	110	-15%
NO. OF COMPLAINTS AGAINST UNLICENSED CONTRACTORS	348	650	500	-23%
NO. OF COMPLAINTS AGAINST LICENSED CONTRACTORS PER INVESTIGATOR	86	100	30	-70%
NO. OF COMPLAINTS AGAINST UNLICENSED CONTRACTORS PER INVESTIGATOR	88	250	125	-50%

TABLE 2 Performance Measures for FY 17 to FY 18				
NO. OF CITATIONS ISSUED TO LICENSED/UNLICENSED CONTRACTORS	331	550	450	-18%
PERCENT OF RENEWAL LICENSES RENEWED	82	93	89	-4%
NO. OF OUTREACH ACTIVITIES EDUCATING THE PUBLIC ABOUT CONTRACTOR FRAUD	11	6	10	67%
EXTERNAL CUSTOMER SATISFACTION RATING	4.96	4.90	4.90	0%

Prepared by Office of the County Auditor based on the Broward County Adopted Operating Budget, FY 2018

Central Examining Boards

The Broward County Board of County Commissioners through six Central Examining Boards (CEBs) regulate construction trades and occupations within Broward County. The six CEBs are:

1. The Broward County Central Examining Board of Plumbers,
2. The Broward County Central Examining Board of General Construction Trades,
3. The Broward County Central Examining Board of Mechanical Contractors and Specialty Mechanical Contractors (Mechanical Contractors),
4. The Broward County Central Examining Board of Engineered Construction Trades,
5. The Broward County Central Examining Board of Electricians, and
6. The Broward County Central Examining Board of Liquefied Petroleum Gas Contractors.

The CEBs were created to provide procedures to register and license individuals who perform a variety of construction trades in Broward County, to issue Certificates of Competency to individuals practicing various construction trades in Broward County, to ensure individuals practicing various construction trades are properly insured, and to provide the public a means to register complaints, and mediate disputes regarding construction related issues. Table 3 shows the number of licenses issued by each Central Examining Board in Broward County FY 2017.

TABLE 3 No. of Licenses per Central Examining Board in FY 17						
	Electricians	Engineered Construction Trades	General Construction Trades	Mechanical Contractors	Board of Plumbers	Liquefied Petroleum Gas Contractors
No. of Licenses Issued	60	6	100	34	20	0

Prepared by the Office of the County Auditor based on data received from Environmental Protection and Growth Management Department.

Contractor Licenses

In order to obtain a license, an applicant must submit a trade-specific application, and submit the required documents (as noted on the application form) and application fee to CLE 10 days prior to the meeting for the CEB that oversees the trade for the requested license. The CEB reviews each application and mails the results to the applicant. If the application is approved, the contracted testing center, Gainesville Independent Testing Services (GITS), will contact the applicant to schedule a certification exam. The exam results are provided to CLE, who will prepare the license if the applicant passes the exam and meets all application requirements. The applicant may reschedule the exam if they did not obtain a passing grade.

There are two levels of certification, Contractor and Journeyman. The Contractor certification includes an exam for the trade plus a business and law exam. The Journeyman certification does not require the business and law exam. A passing grade of 70% is required except for the plumbing, mechanical, and engineering exams which require a passing grade of 75%.

Licenses are valid for two years. CLE mails renewal forms 60 days prior to the August 31 renewal deadline each year. In order to renew a license, the license holder must submit a signed, completed renewal form, any required documentation, such as proof of continuing education, and the renewal fee.

Restitution Trust Fund

Section 9-141 of the Code of Ordinances created the Central Examining Board Restitution Trust Fund (the Fund) to provide reimbursement to any person to whom the CEBs or the hearing officer have ordered restitution to be paid as a result of a violation committed by any licensed or unlicensed contractor, business organization or financially responsible officer.

Any citation fee recovered by the County in an action against any licensed contractor, business organization, or financially responsible officer, and fifty-five percent (55%) of any civil penalty recovered in an action against any unlicensed contractor is deposited in the fund.

Public One-Stop Service System (POSSE)

On December 12, 2000, Broward County entered into an agreement with Computronix (U.S.A.) Inc. (Computronix) for licensed application software products, associated professional services, and maintenance support relating to POSSE. POSSE is an integrated system used to handle environmental licensing, inspection, and enforcement tracking for Contractor Licensing Enforcement, but is also significant to the operations of other divisions within the Environmental Protection and Growth Management Department. The County's POSSE software system annually tracks approximately 44,000 licenses, 25,000 inspections, thousands of document reviews, hundreds of plats and plat amendments through the recordation process, thousands of documents, and environmental enforcements. It also provides customer access to permitting and licensing data. These work products and work-flows are mission critical to the Pollution Prevention Division, the Planning and Redevelopment Division, the Environmental Licensing and Building Permitting Division, and the Highway Construction and Engineering Division.

OPPORTUNITIES FOR IMPROVEMENT

Our audit disclosed certain policies, procedures and practices that could be improved. Our audit was neither designed nor intended to be a detailed study of every relevant system, procedure or transaction. Accordingly, the Opportunities for Improvement presented in this report may not be all-inclusive of areas where improvement may be needed.

1. Contractor Complaints Should be Prioritized and Investigated in a Timely Manner.

During our review of complaints against licensed and unlicensed contractors, we noted the following concerns:

- A. Investigators were starting investigations on complaints filed four months prior. Four months is an excessive amount of time between complaint submission and follow up by an investigator. Upon further analysis, we noted:
 - i. Seventeen of 30 (57%) complaint cases reviewed closed more than 30 days from the date the case was created in POSSE, resulting in noncompliance with the Code of Ordinances.
 - ii. Four of 30 (13%) complaint cases reviewed are still open and being investigated. These cases have been open for an average of 211 days with a range of 150 to 297 days.

The reduction in investigator staffing levels contributes to the delays. There were two investigators assigned 59 complaint cases each at the time of our review. Contractor complaints should be investigated within 30 days as required by the Code of Ordinances. When complaints are not addressed in a reasonable amount of time, investigations are generally more difficult, poor performing contractors are not penalized, and issues that may endanger public health and safety remain unresolved.

- B. Contractor Licensing does not have a formal process for prioritizing complaint cases based on life, health and safety issues. Complaint cases are generally investigated in the order they are received. Complaint cases involving life, health and safety issues should be given precedence over other types of complaints. Lack of a formal process for assigning priority may endanger the well being of the public.
- C. Six of 30 (20%) complaint cases reviewed were determined to be invalid. A case number was assigned in POSSE, but there was no case information contained within the record. Management stated that cases opened in error or for training are not deleted or removed from the system. Invalid complaint cases should be deleted or removed from POSSE. Failure to remove invalid cases affects management's ability rely on data from POSSE to make decisions and to generate performance measures.

We recommend management:

- A. Ensure appropriate procedures are in place to conduct investigations of contractor complaints timely. In addition, management should review current investigator staffing levels for adequacy in meeting the objectives of the agency and the needs of Broward County residents.
- B. Implement procedures to prioritize cases based on life, health, and safety issues.
- C. Delete invalid complaint cases from POSSE and ensure appropriate procedures are in place to minimize the occurrence of invalid cases.

2. Proactive Contractor Licensing Enforcement Activities Should be Enhanced.

Proactive contractor licensing inspection and enforcement activities are not adequate to curb unlicensed activity and encourage licensed contractors to stay licensed. Proactive enforcement activities assist in the timely identification of unlicensed contractors, such as patrols to identify code violators, stings and raids in conjunction with law enforcement agencies, and review of published advertisements and postings for contractor services. During our review, we determined that CLE is focusing their enforcement efforts on investigating contractor complaint cases and has participated in stings within other municipalities only to a limited degree. Reduced staffing and a high number of contractor complaint cases per investigator contribute to a reduction in the number of proactive enforcement activities which compliments the current complaint-driven investigations. Proactive enforcement activities are key to the agency's mission and compliance with Chapter 9 of the Code of Ordinances. Inadequate proactive enforcement reduces the likelihood that unlicensed contractors are encouraged to become licensed or cited for violations.

We recommend management increase the frequency and variety of proactive enforcement efforts.

3. Central Examining Boards Should Comply With the Code of Ordinances and the Number of Boards Should be Evaluated.

During our review of Central Examining Boards, we noted the following concerns:

- A. Central Examining Boards (CEBs) do not operate in compliance with Chapter 9 of the Broward County Code of Ordinances. Specifically, we noted the following concerns:
 - i. Two of the six (33%) Central Examining Boards did not meet the stipulated number of times per year. Section 9-43 of the Broward County Code of Ordinances stipulates the minimum number of times each CEB must meet per year.

(c) Each board shall meet a minimum of eight (8) times a year, except that the Central Examining Board of Liquefied Petroleum Gas Contractors shall meet a minimum of four (4) times a year.

Table 3 shows the number of meetings for each CEB during FY 2017 compared to the minimum required.

TABLE 3 NO. OF MEETINGS PER CENTRAL EXAMINING BOARDS FY 17		
Central Examining Board of:	No. of Required Meetings	Actual No. of Meetings
Electricians	8	6
Engineered Construction Trades	8	10
General Construction Trades	8	8
Mechanical Contractors	8	2
Plumbers	8	10
Liquefied Petroleum Gas Contractors	4	4

Prepared by the Office of the County Auditor based on data received from Environmental Protection and Growth Management Department.

- ii. Six of the six (100%) CEBs are operating with less than the required number of members. Section 9-42 of the Broward County Code of Ordinances stipulates the number of members each CEB should have.

(a) The Broward County Central Examining Boards of Plumbers, Engineered Construction Trades, General Construction Trades, and Mechanical Contractors and Specialty Mechanical Contractors shall consist of nine (9) members, of which five (5) members shall be appointed by the Broward County Board of County Commissioners and four (4) members by the Broward County League of Cities, or its successor organization.

(b) The Broward County Central Examining Board of Electricians shall consist of seven (7) members, of which four (4) members shall be appointed by the Broward County Board of County Commissioners and three (3) members by the Broward County League of Cities or its successor organization.

(c) The Central Examining Board of Liquefied Petroleum Gas Contractors shall consist of six (6) members, of which three (3) members shall be appointed by the Broward County Board of County Commissioners and three (3) members by the Broward County League of Cities or its successor organization.

Table 4 shows the number of members for each CEB during FY 2017.

TABLE 4 No. of MEMBERS FOR EACH CENTRAL EXAMINING BOARDS FY 17		
Central Examining Board of:	No. of Required Members	Actual No. of Members
Electricians	7	5
Engineered Construction Trades	9	6
General Construction Trades	9	4
Mechanical Contractors	9	4
Plumbers	9	5
Liquefied Petroleum Gas Contractors	6	5

Prepared by the Office of the County Auditor based on data received from Environmental Protection and Growth Management Department.

Management stated it is difficult to obtain new board members. Lack of compliance with Broward County Code of Ordinances may increase the County’s legal risk and affect the timeliness of license application processing and contractor complaint handling.

- B. Broward County has the highest number of Central Examining Boards when compared to surveyed counties within the state of Florida. Most jurisdictions surveyed have one licensing board that meets monthly, bi-monthly, or quarterly. Table 5 shows the number of Central Examining Boards per surveyed county.

TABLE 5 No. of Central Examining Boards per Surveyed County						
	Broward	Miami-Dade	Hillsborough	Pinellas	Palm Beach	Orange
Number of Boards	6	1	4	1	1	No Licensing Board

Prepared by the Office of the County Auditor based on a survey of selected Florida municipalities.

The high number of licensing boards compared to other counties contributes to the issues noted in item 3A above and results in increased administrative costs. While reducing the number of boards would potentially require a change in the County’s Charter, it may improve the efficiency and effectiveness of the Central Examining Boards.

We recommend management:

- A. Ensure Central Examining Board meetings operate in compliance with Broward County Code of Ordinances.
- B. Consider reducing the number of Central Examining Boards.

4. Management Should Evaluate Testing Facility Performance against Contract Requirements and Ensure Overcharges are Reimbursed to Applicants.

During our review of contractor testing facilities, we noted the following concerns:

- A. The Central Examining Board (CEB) for General Construction determined on February 9, 2017 that Gainesville Independent Testing Services, Inc. (GITS) overcharged license applicants an estimated \$26,370 in examination fees for over a 3-year period. This estimate is expected to be higher as some applicants took an exam more than once. As of March 14, 2018, CEBs were informed by GITS that no refunds have been made more than one year after discovery. Applicants overcharged by the testing facility should receive refunds for monies paid in excess of the authorized examination fee.
- B. Inadequate contract administration activities to ensure compliance with contract terms and conditions allowed the overcharging of license applicants to occur for an extended period. CEB agreements with testing facilities stipulate how much each testing facility should charge applicants to take the exams. GITS charged more than the agreement stipulated which is in violation of the agreement. Adequate contract administration activities allow management to monitor vendor performance against contract terms and conditions.

We recommend management:

- A. Ensure all applicants overcharged by the testing facility receive refunds promptly for monies paid in excess of the authorized examination fee.
- B. Work with the CEBs to ensure adequate contract administration activities are implemented to monitor the performance of testing facility contactors against contract terms and conditions.

5. Citations Should be Adequately Handled, Liens Should be Issued Timely, and Citation Payments Should be Appropriately Recorded.

Citations are not adequately handled, liens are not issued timely, and citation payments are not appropriately recorded. Specifically, we noted the following concerns:

- A. Management has not implemented procedures to periodically reconcile citations issued against reports from the Clerk of Courts. One of 15 (7%) citations reviewed was reported as paid by the Clerk of Courts; however, this payment was not recorded in the County's accounting system. Citations are issued by CLE but are collected by the Clerk of Courts. The Clerk of Courts sends reports and monies collected to the County's Accounting Division who records the revenue in the financial system. A reconciliation of the citations issued to citation payments received is not performed by CLE. Citations payments should be recorded in the County's financial system. Citations issued should be reconciled against payment reports received from the Clerk of Courts. Failure to reconcile citation payments

and adequately record them in the County's financial system may allow missing payments to remain undetected

- B. Liens are not issued timely for uncollected citations. Twenty-eight of 45 (62%) citations sampled, for an approximate total of \$20,000, remained outstanding for over 90 days without a lien being imposed. The Clerk of Courts provides reports to CLE of outstanding citations. It is CLE's practice to impose a lien for citations unpaid for over 90 days. A lien should be imposed for citations unpaid for over 90 days. Failure to impose a lien reduces the likelihood of collection.

Without adequate oversight of citations, management cannot ensure citations are adequately handled, liens are issued timely, and citation payments are appropriately recorded in the County's financial system.

We recommend management:

- A. Implement procedures to periodically reconcile citations issued against reports from the Clerk of Courts and ensure citation payments received are recorded in the County's financial system.
- B. Ensure appropriate procedures are in place to impose liens on citations outstanding for more than 90 days.

6. Restitution Payments Should be Appropriately Handled and Adequately Processed.

During our review of restitution payments, we noted restitution payments are not handled in accordance with the Broward County Code of Ordinances. We noted the following concerns:

- A. Three of 58 (5%) restitution payments reviewed were duplicates resulting in overpayments of \$10,400. All duplicate payments should be recovered and appropriate procedures should be implemented to ensure payments are not duplicated. Failure to ensure payments are not duplicated results in overpayments to claimants as well as the additional administrative costs of recovering funds.
- B. Appropriate controls have not been implemented to ensure restitution payments match the Final Order approved by the CEB. As a result, we noted that for 1 of 12 (8%) restitution payments sampled, the amount paid to the claimant did not match the amount "granted" on the Final Order, resulting in an overpayment of \$200. Restitution payment amounts should match the amount approved by the CEB as indicated in the Final Order. Failure to ensure the authorized amount is paid results in overpayments or underpayments to claimants.
- C. Required documentation is not consistently maintained for restitution payments. Specifically, we noted:

- i. For 6 of 12 (50%) restitution payments sampled, a completed and signed claim form was not available for review as required by the Code of Ordinance.
- ii. For 1 of 12 (8%) restitution payments sampled, a Final Order of restitution was not available for review as required by the Code of Ordinance.

Per the Code of Ordinances, "claims will not be set for review by the board unless the request includes a completed and signed claim form, a final order of restitution, evidence of a diligent effort at collection, and an asset search, where appropriate". Failure to maintain adequate documentation increases the risk of unauthorized payments.

- D. The Board of County Commissioners is not provided with a report at least annually of the monies deposited into the Restitution Trust Fund, claims paid, and balance, as required by Article IX, Section 9-141 of the Code of Ordinances. Failure to comply with the Code of Ordinances increases the County's legal risk and reduces the Board's ability to provide effective oversight.

We recommend management:

- A. Ensure that duplicate payments made to claimants are recovered. In addition, Management should ensure that payment procedures are enhanced to include a review for duplicate payments prior to payment issuance.
- B. Implement appropriate procedures to ensure restitution payments match the amount granted by the CEB.
- C. Implement appropriate procedures to ensure all documentation required by the Code of Ordinances is created and maintained to support restitution payments.
- D. Provide the Board of County Commissioners with a report at least annually of the monies deposited into the Restitution Fund, claims paid and balance.

7. Investigator Oversight Procedures Should be Enhanced.

Procedures to provide oversight of Investigators are not adequate. Global Positioning System (GPS) reports tracking the activity of County vehicles used by Investigators are not periodically reviewed. We noted a gap in the GPS logs for one vehicle for 41 days that was not investigated and remains unexplained. The use of County vehicles by Investigators should be periodically reviewed for reasonableness. Failure to monitor Investigator use of County vehicles may allow misuse to remain undetected.

We recommend management implement procedures to periodically review GPS reports tracking the use of County vehicles used by Investigators.

8. Access to County Data Should be Restricted Based on Job Responsibilities, and Duties Should be Segregated and Adequately Monitored.

During our review of access to data and transactions within POSSE and its network environment, we noted the following concerns:

- A. Management has not adequately designed user access group functions to restrict access to POSSE based on employee job responsibilities and segregation of duties restrictions as required by County Policy. For example:
 - i. Two groups, BCS Definition assigned to 20 employees and BCS Elevator assigned to eight employees, allow access to modify attributes in the application including the ability to modify fee schedule values in specific modules within POSSE. This access is not appropriately restricted based on job responsibilities.
 - ii. Employees have the ability to create new contractor license jobs, perform data entry functions, change the job status at any time, issue licenses, and adjust payments without any oversight.

Broward County IT Administration Policy, Volume 7: Enterprise Technology Services (ETS) Chapter 3, Section 5.2, requires employees to be given only the access required to perform job responsibilities (least privilege). Job functions should be appropriately segregated. Excessive access increases the risk of inappropriate or fraudulent activities.

- B. Access to sensitive functions and data within POSSE are not appropriate. We noted the following concerns:
 - i. Privileged user access is not appropriately segregated from other job functions:
 - a. Seven of 10 (70%) employees with the ability to perform user administration functions for POSSE do not require this access as part of their job responsibilities.
 - b. One of 10 (10%) employees reviewed had the ability to perform application development activities, user administration, and business transactions. This combination of access creates segregation of duties conflicts.
 - c. One of 10 (10%) employees reviewed had the ability to perform user administration and perform business transactions. This combination of access creates a segregation of duties conflict.

Privileged access should be restricted based on job responsibilities and job functions should be appropriately segregated. Inappropriate privileged access and a lack of adequate segregation of duties increase the risk of inappropriate and unauthorized activity.

C. Monitoring and accountability for users with privileged access are not adequate. We noted the following:

- i. Logs for user access and system configurations changes to jobs and objects within POSSE were not enabled or monitored by management to ensure appropriateness. Application logs should be enabled and periodically reviewed by management. Without a periodic review of access changes made by administrators, inappropriate or unauthorized changes may be made without detection.
- ii. Database administrators, who manage the database where POSSE data is stored, use shared, generic system accounts to perform database administration functions reducing user accountability as activity performed by these accounts cannot be tied to a single individual.
- iii. Database administrators have the ability to modify the log of historical activity (history file) on the UNIX server which records the actions they performed on POSSE's database reducing management's ability to rely on these logs to monitor database administrator activity.
- iv. UNIX administrators, who manage the operating system environment for the POSSE application, have the ability to modify administrator logs used to record their activity reducing management's ability to rely on these logs to monitor administrator activity.

Individual user accounts should be used in place of generic and (or) shared system accounts to ensure accountability. System logs monitoring privileged user access should be restricted from unauthorized modification. A lack of adequate monitoring increases the risk that inappropriate and unauthorized activity will not be detected.

D. Management has not implemented procedures to periodically review user access to POSSE. Further, although role based access is implemented, management does not have a firm understanding of the access granted when provisioning roles to facilitate management review. Periodic user access reviews should be performed to ensure employee access remains commensurate to employee job responsibilities. Lack of periodic review could result in employees inappropriate access to functions not required for the performance of job responsibilities.

E. Management has a formal process for removing terminated employee access from County systems; however, access is not consistently revoked within 24 hours of employee termination. Specifically, we noted the following concerns;

- i. One administrator account belonging to an employee terminated in 2014 was not disabled or removed.
- ii. Eight of 12 (66%) employee accounts were not deactivated within one day of termination. One of 12 (8%) employee accounts was deactivated 119 days after

termination. Seven of 12 (58%) employee accounts deactivations ranged between 2 and 10 days, with an average deactivation period of 4.8 days.

Upon termination, employee access to County computer, network and data resources should be revoked timely. Former employees who have access to County systems and data present a security threat.

- F. Vendor accounts are not disabled when no active project is in progress. We noted two vendor user accounts with administrator privileges were enabled; however, at the time of our review, no active projects were scheduled or being performed by the vendor. Vendor accounts with administrator privileges should be disabled when not in use. Improperly managed vendor access presents significant security risk to IT resources and sensitive business data.

We recommend management:

- A. Ensure users roles are appropriately designed for the intended job function, activity or transaction in accordance with the principle of least privilege. Management should also ensure appropriate segregation of duties are enforced.
- B. Ensure privileged user access is restricted based on job responsibilities and ensure that the following job functions are segregated;
 - i. User Administration
 - ii. Application Development
 - iii. Business Transactions
- C. Implement appropriate procedures to monitor high risk activity, such as changes to user access, jobs and objects within the application and ensure that:
 - i. Appropriate application logs are enabled and periodically reviewed.
 - ii. Individual, named accounts are used when performing administrator functions.
 - iii. System logs (history file, admin log) cannot be modified by the individuals the logs are intended to monitor.
- D. Ensure user access to POSSE is reviewed at least annually. Management should:
 - i. Ensure reports utilized to communicate user access for review by management are suitable for that purpose, and
 - ii. Ensure individuals authorizing access to POSSE have sufficient knowledge to understand and periodically review employee access rights based on job responsibilities and segregation of duties requirements.
- E. Ensure appropriate procedures are in place to remove or disable employee accounts from POSSE within 24 hours of employee termination or transfer.

- F. Ensure appropriate procedures are in place to restrict vendor access to County systems until required for the performance of vendor responsibilities, and ensure that vendor accounts with administrator capabilities are prevented from misuse.

9. Personally Identifiable Information Should be Adequately Protected to Prevent Unauthorized Exposure.

During our review, we noted the following concerns:

- A. Documents containing Personally Identifiable Information (PII) such as social security numbers, driver's licenses, and credit reports, stored on the POSSE Archival Document Database (PADD) server were not encrypted during our audit period. This issue was remediated by management during our review.
- B. Approximately 150 license application packets received in 2017 were not appropriately secured or scanned into POSSE as required by agency procedures. These packets contain sensitive personal information. This issue was remediated by management during our review.

Broward County IT Administration Policy, Volume 7: ETS Chapter 3, Section 5.2, requires all sensitive and confidential data to be encrypted. Inadequately protected sensitive PII resulting in loss, could result in substantial harm, embarrassment, inconvenience, or unfairness to the individual.

We commend management for:

- A. Successfully resolving the encryption of documents stored on the PADD server as of January 27, 2018.
- B. Securing license application documentation until it is uploaded into POSSE.

10. Documentation Should be Maintained to Support the Issuance and Renewal of Licenses in POSSE.

Adequate documentation is not consistently maintained to support the issuance and renewal of licenses within POSSE. During our review we noted the following concerns:

- A. For eighteen of 60 (30%) new license applications reviewed, required documentation did not exist in POSSE as required by agency procedures. Specifically, we noted:
 - i. Two of 60 (3%) new license applications reviewed had no required supporting documentation.
 - ii. Seven of 60 (12%) new license applications reviewed were missing key documentation, such as the license application, experience affidavit, board approval, general liability insurance, worker's compensation, and state filings.

- iii. 11 of 60 (18%) new license applications reviewed had no documentation to indicate that background checks were complete.
- B. For nine of the 60 (15%) renewal applications reviewed, required documentation did not exist in POSSE as required by agency procedures. Specifically, we noted:
- i. Eight of 60 (13%) renewal applications had no required supporting documentation.
 - ii. One of 60 files (2%) was missing key documentation such as the renewal form.

Contractor Licensing agency procedures require Board Technicians to scan all documents related to the license application and renewal into POSSE. Failure to maintain adequate documentation to support the issuance and renewal of licences increases management’s legal risk.

We recommend management ensure appropriate procedures are in place to maintain documents used to support the issuance and renewal of certificates of competency within POSSE.

11. POSSE Password Requirements Should be Enhanced to Prevent Unauthorized Access.

The minimum password requirements for POSSE do not meet the standards required by Broward County’s Acceptable Use Policy, Volume 7: ETS Chapter 2, Section 5. Passwords represent the digital keys to County systems and should be configured to meet or exceed the minimum security standards established by the County. Password settings that are not configured to the latest security standards increase the risk of unauthorized or inappropriate access.

We recommend management update POSSE minimum password requirements to meet or exceed County policy.

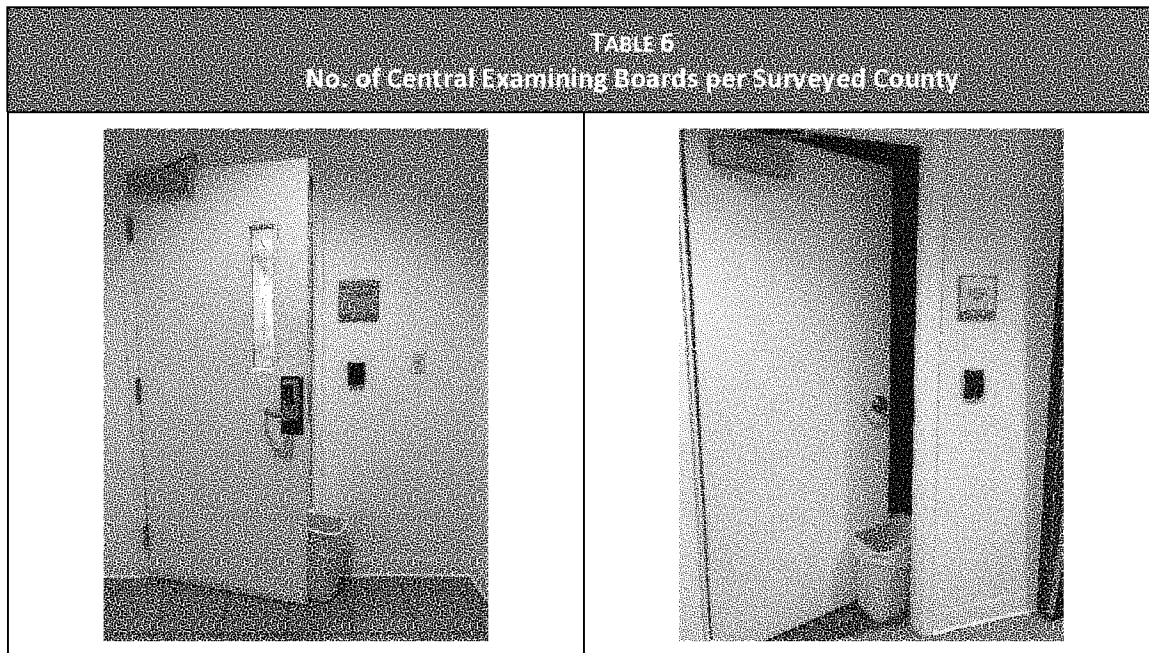
12. Physical Access Controls Should be Enhanced to Restrict and Monitor Access to Secure Areas.

Management has a formal process for authorizing physical access to secure areas within the agency; however, we noted the following concerns:

- A. Electronic badge access equipment has been installed throughout the agency; however, except for the cash room, this equipment has not been enabled to facilitate the recording and monitoring of access to secure areas. Relying on manual combination door locks, restricts management from retaining an audit trail of access to secure areas. Unauthorized entry could occur without timely detection.
- B. Combination door locks are utilized for gaining access to secure areas; however, management has not implemented appropriate procedures to periodically change combination locks. Broward County IT Administration Policy, Volume 7: ETS Chapter 3,

Section 9, requires combinations to locks be changed to prevent terminated employees or personnel who no longer require access from gaining access. Management was not aware of the last time the combinations were changed; however, management changed the combinations during our review.

- C. Doors to the Contractor Licensing area are routinely propped open after hours by the cleaning crew which weakens physical security controls and increases the risk of unauthorized access to sensitive information. Table 6 shows examples of doors propped open.



Observed by the Office of the County Auditor on March 12, 2018 at 5:25pm.

We recommend management:

- A. Enable electronic badge access to secure sensitive areas.
- B. Implement procedures to periodically change combination locks wherever combination locks are used.
- C. Discontinue the practice of propping open secured doors.

13. Policies and Procedures Governing the Backup and Recovery of POSSE Should be Enhanced.

Policies and procedures governing the backup and recovery of POSSE's database are adequate except for the following items:

- A. An annual test to ensure data files and programs can be recovered has not been formalized. Broward County IT Administration Policy, Volume 7: ETS Chapter 3, Section 10.1, requires annual testing to ensure data files and programs can be recovered.

- B. The current backup schedule could result in a maximum permanent data loss up to 48 hours in the event of a catastrophic incident at the production data facility,

Management should ensure that appropriate procedures are in place to ensure data files and programs are recoverable. Management should seek to minimize data loss to an acceptable level based on risk and the cost of reconstructing lost data. Failure to ensure adequate backup and recovery procedures are in place may result in the inability to recover backup files and data loss.

We recommend management:

- A. Implement a formal backup restoration test process.
- B. Determine the maximum tolerable data loss for POSSE and ensure backup processes are designed to limit data loss to this threshold.

14. Change Management Policies and Procedures Should be Followed and Segregation of Duties Enforced.

During our review of Change Management Policies and Procedures, we noted the following concerns:

- A. Application change management procedures approved by ETS are not consistently followed. During our review, we noted the following concerns:
 - i. Changes defined as “standard changes” to POSSE do not follow the established change management process. An alternate change management process was implemented; however, evidence of the approval by all stakeholders for this alternate process was not available for review. ETS change management processes provide the basic procedures required to implement changes to County systems and network environments. Any alternate change management process should be documented and formally approved by all stakeholders to ensure minimum requirements are met. Unvetted or unapproved change control procedures may increase the risk of service interruptions and security vulnerabilities.
 - ii. Eight of ten (80%) records tested did not contain the approval by the ETS Security group (Security) required by the change control process. ETS change control procedure requires Security approval. A lack of review and approval by the security group increases the risk of undetected security vulnerabilities.
- B. Change management procedures are not appropriately segregated. The POSSE Support Administrator performed incompatible duties by both developing system changes and installing those changes into production. Software developers should be restricted from access to production systems. A lack of proper segregation of duties among development and production, provides opportunities for inappropriate changes to be coded and installed without detection.

We recommend management:

- A. Ensure approved ETS change control procedures are followed for any changes to County systems and network environments. Any deviations from approved change control procedures should be documented, adequately justified, reviewed by ETS Security and Change Management teams for adequacy, and approved by all impacted stakeholders.
- B. Ensure security administration, change installation and system development functions are appropriately segregated.

15. Incident Management Policies and Procedures Should be Followed and Segregation of Duties Enforced.

Incidents are not consistently handled according to ETS's policies and procedures. We noted the following concerns:

- A. Incidents are not consistently closed within the time windows established by incident management procedures. Two of 12 (17%) incidents reviewed were closed later than the established due date (3 and 37 business days). ETS defines incident management processes by priority level (1-5). These procedures include estimated time to repair by priority, status update and resolution closure procedures.
- B. One of 12 (8%) incidents did not follow policy which enforces segregation of duties. The incident was created, updated and closed in the ticketing system by the initiator who was a non ETS developer. Procedures mandate either the queue manager or the assigned technician within ETS close the incident ticket. In addition, the incident required work to be performed by an ETS database administrator, but the incident did not include adequate documentation of the work performed.

Incidents should be resolved according to timelines established by departmental policies and procedures. Exceptions should be appropriately documented and approved. Incident management activities should be appropriately segregated to ensure solutions are appropriate and authorized. Failure to follow established change management procedures may affect the integrity of applications and systems.

We recommend management:

- A. Ensure appropriate procedures are in place to resolve incidents according to timelines established by departmental policies and procedures. Such procedures should require documentation and management's approval of any exceptions.
- B. Ensure appropriate segregation of duties are enforced for the incident management process, and adequate documentation is maintained of work performed by ETS technicians in accordance with incident management procedures.

16. Continuity of Operations Plans for POSSE Should be Tested Annually.

The current continuity of operations plan (COOP) for POSSE is adequate; however, the plan is not tested periodically to ensure its viability in the event of a disaster. Continuity of Operations Plans should be regularly tested to ensure the plan is adequate and remains current as the division evolves. Without periodically testing the Continuity of Operation Plan, management cannot be reasonably assured that in an emergency they will be able to restore services in accordance with the recovery objectives established in their Continuity of Operations Plan.

We recommend management test the COOP for POSSE at least annually.

APPENDIX – Management’s Response

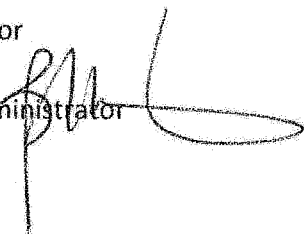
(See attached Management’s Response to County Auditor’s Audit Report on the Contractor Licensing and Enforcement (CLE) Program within the Building Code Services Division)



BERTHA W. HENRY, County Administrator

115 S. Andrews Avenue, Room 409 • Fort Lauderdale, Florida 33301 • 954-357-7362 • FAX 954-357-7360

TO: Robert Melton, County Auditor

FROM: Bertha W. Henry, County Administrator 

DATE: September 12, 2018

SUBJECT: Response to County Auditor's Audit Report on the Contractor Licensing and Enforcement (CLE) Program within the Building Code Services Division

The above-referenced County Auditor's report has been received and reviewed. Management accepts the Auditor's findings and agrees to implement all of the recommended improvements. Many of the findings and recommendations relate to the software system (POSSE) used to manage cases and track citations issued by the Contractor Licensing and Enforcement (CLE) Program. Interim solutions for some of these findings were implemented by management during the audit process, while the system enhancements described herein were concurrently developed. The remaining findings and recommendations are related to the administration of the Central Examining Boards, which required updates to standard operating procedures (SOPs) and potential amendments to the County Charter. These updated SOPs (see Attachments A - J) are responsive to the Auditor's recommendations and have been implemented as of the date of this correspondence. These SOPs will be enforced by the recently hired Program Project Coordinator and may be subject to further enhancement.

The following is Management's detailed response to each of the Auditor's findings and recommendations.

Finding 1: *"Contractor complaints should be prioritized and investigated in a timely manner."*

Recommendation A: *"Ensure appropriate procedures are in place to conduct investigation of contractor complaints timely. In addition, management should review current investigator staffing levels for adequacy in meeting the objectives of the agency and the needs of Broward County residents."*

Response A: Management partially agrees. The recently hired Program Project Coordinator will ensure that complaints are handled in accordance with Chapter 9 of the Broward County Code of Ordinances and the applicable Florida Statutes. Regarding staffing levels, the CLE budget is a self-supporting fund, which at this time, is limited to the current staffing levels.

Recommendation B: *“Implement procedures to prioritize cases based on life, health, and safety issues.”*

Response B: Management agrees. The standard operating procedures (SOPs) (Attachment A) have been revised to ensure that cases are prioritized based on life, health and safety issues. The recently hired Program Project Coordinator is tasked with ensuring compliance and adherence to the SOPs.

Recommendation C: *“Delete invalid complaints cases from Posse and ensure appropriate procedures are in place to minimize the occurrence of invalid cases.”*

Response C: Management agrees. Invalid complaints without assigned case numbers or completed POSSE processes have been deleted. However, invalid complaints with assigned case numbers cannot be deleted from the system; nevertheless, they were properly closed with explanatory comments (i.e. record was created in error). Moving forward, staff has been trained on how to properly enter and close cases in the POSSE system. Additionally, the recently hired Program Project Coordinator will conduct routine quality control checks in order to avoid future occurrences.

Finding 2: *“Proactive contractor licensing enforcement activities should be enhanced.”*

Recommendation: *“Increase the frequency and variety of proactive enforcement efforts.”*

Response: The ability to perform additional enforcement is limited by budgetary constraints. Nevertheless, we are committed to identifying possible opportunities for additional proactive enforcement.

Finding 3: *“Central Examining Boards should comply with the Code of Ordinances and the number of Boards should be evaluated.”*

Recommendation A: *“Ensure Central Examining Board meetings operate in compliance with Broward County Code of Ordinances.”*

Response A: Management agrees. Management recognizes that some of the CEBs failed to meet the required number of times per year. This is correlated with an inadequate number of members being appointed to some of the Boards, which makes it more difficult to meet the quorum total at any given meeting. The Infrastructure Subcommittee of the Charter Review Commission was briefed by the County regarding these issues and agreed to present the following Charter amendment, as suggested by staff, to the full Charter Review Commission: allow alternate members (equal to the number of required members) for each Board. The full Charter Review Commission placed this suggested amendment on the ballot for presentation to the electorate in conjunction with the November 2018 General Election. Please see attached Resolution CRC 2018-004 of the Broward County Review Commission (Attachment B).

Building Code Services Division has also taken a proactive role in the recruitment of qualified potential Central Examining Board members to be considered for appointment by either the Board of County Commissioners or the League of Cities. To that end, Building Code staff is in communication with various industry associations, the League of Cities and the County's Intergovernmental Affairs and Boards Section. These efforts have been successful, with BCSD staff assisting in the recruitment/reappointment of seven (7) Board members since January 2018. Additionally, staff has begun proactively rescheduling cancelled Board meetings.

Recommendation B: *"Consider reducing the number of Central Examining Boards."*

Response B: The number of CEBs is mandated by the County Charter. Staff previously approached the CEBs with the idea of merging the Boards in 2017. The CEBs were unresponsive to staff's request to approach the Charter Review Commission with this suggestion to amend the Charter.

Finding 4: *"Management should evaluate testing facility performance against contract requirements and ensure overcharges are reimbursed to applicants."*

Recommendation A: *"Ensure all applicants overcharged by the testing facility receive refunds promptly for monies paid in excess of the authorized examination fee."*

Response A: Management agrees. Staff contacted the testing facility that overcharged the affected applicants, which has indicated, in writing, that refunds have been issued. Staff requested a detailed written report from the testing facility and will provide same to the Auditor's Office upon receipt (Attachment C).

Recommendation B: *"Work with the CEBs to ensure adequate contract administration activities are implemented to monitor the performance of testing facilities against contract terms and conditions."*

Response B: Management agrees. BCSD has implemented procedures to monitor the performance of testing facilities against contract terms and conditions (Attachment D).

Finding 5: *"Citations should be adequately handled, liens should be issued timely and citation payments should be appropriately recorded."*

Recommendation A: *"Implement procedures to periodically reconcile citations issued against reports from the Clerk of the Courts and ensure citation payments received are recorded in the County's financial system."*

Response A: Management agrees. On January 2013, the Contractor Licensing and Enforcement Program entered into an Interlocal Agreement with the Clerk of Courts for the processing and collection of citation payments. This process increases the efficiency of the citation process and resulted in a 41% collection rate in FY17. (Research indicates that the

national average collection rate is approximately 20%.) Moreover, a new standard operating procedure (SOP) has been implemented to verify citation payments are properly recorded in PeopleSoft (Attachment E).

Recommendation B: *“Ensure appropriate procedures are in place to impose liens on citations outstanding for more than 90 days.”*

Response B: Management agrees. The Enforcement Administration Section of the Environmental and Consumer Protection Division has developed and implemented a standard operating procedure (SOP) to ensure liens are imposed on citations outstanding for more than 90 days (Attachment F).

Finding 6: *“Restitution payments should be appropriately handled and adequately processed.”*

Recommendation A: *“Ensure that duplicate payments made to the claimants are recovered. In addition, management should ensure that payment procedures are enhanced to include a review for duplicate payments to payment issuance. ”*

Response A: Management partially agrees. Prior to the commencement of the audit, management became aware (as of November 13, 2017) this occurred during the transition of the County's financial system from Advantage to PeopleSoft. Management immediately began working with the Accounting Division and the County Attorney's Office on a possible resolution and subsequently sent letters to the three (3) customers that received duplicate payments. To date, BCSD has received payments from two of the three customers and developed a payment plan for the third customer in cooperation with the County Attorney's Office (Attachment G). Now that the transition to the new financial system has been completed, staff expects there will be no future occurrences of duplicate payments. However, a new standard operating procedure (SOP) (Attachment H) has also been developed and implemented to reconcile payments and help ensure that duplicate payments are not issued in the future.

Recommendation B: *“Implement appropriate procedures to ensure restitution payments match the amount granted by the CEB.”*

Response B: Management agrees. There are two separate approvals necessary for restitution to be awarded to a complainant. First, the amount of restitution is recommended by a Hearing Officer. The Hearing Officer's recommendation is then presented to the Central Examining Board (CEB) for final approval and disbursement of funds. During deliberation by the CEB, the amount of restitution recommended by the Hearing Officer may be reduced, resulting in two different restitution amounts for the same case. The amount awarded by the CEB supersedes the Hearing Officer's recommendation and is therefore the amount that is remitted to the complainant. A new standard operating

procedure (SOP) (Attachment H) has been developed and implemented to ensure that restitution payments match the amount granted by the CEB.

Recommendation C: *“Implement appropriate procedures to ensure all documentation required by the Code of Ordinances is created and maintained to support restitution payments. ”*

Response C: Management agrees. A new standard operating procedure (SOP) (Attachment H) has been developed and implemented to ensure that restitution payments match the amount granted by the CEB.

Recommendation D: *“Provide the Board of County Commissioners with a report at least annually of the monies deposited into the Restitution Fund, claims paid and balance.”*

Response D: Management agrees. On April 30, 2018, management reinitiated this process by providing the Board of County Commissioners with a memorandum (Attachment I) containing the Fiscal Year 2017 financial report for the Restitution Trust Fund. These annual reports will continue to be submitted to the Board going forward.

Finding 7: *“Investigator oversight procedures should be enhanced.”*

Recommendation: *“Implement procedures to periodically review GPS reports tracking the use of County vehicles used by investigators.”*

Response: Management partially agrees. The use of GPS as a monitoring system is not a mandatory County policy, however, BCSD utilizes it to go above and beyond as a best management practice. This web-based, real-time, and active vehicle tracking tool is used to create a record that can be used to investigate should the Division receive a driving complaint or encounter a productivity issue. The GPS standard operating procedure (SOP) is attached.

Finding 8: *“Access to County data should be restricted based on job responsibilities, duties should be segregated and adequately monitored.”*

Recommendation A: *“Ensure user roles are appropriately designed for the intended job functions, activity or transaction in accordance with the principle of least privilege. Management should also ensure appropriate segregation of duties are enforced. ”*

Recommendation B: *“Ensure privileged user access is restricted based on job responsibilities and ensure that the following job functions are segregated:*

- i. User administration*
- ii. Application development*
- iii. Business transactions*

Response A and B: Management agrees. Staff uses a check list to lock down system access using the principles of least privilege and revokes access to staff based on changing job functions. However, staff may have access to multiple system modules because certain employee classifications are able to perform a multitude of job functions and are cross-trained to do so. Existing roles have been analyzed and access eliminated for staff who no longer require access to additional job functions. Additionally, staff reviewed roles to scale back on access and prevent users from conducting potential risk transactions, such as fee adjustments and role status changes. Staff will work with ETS to create an automated report for highlighting when transaction types that may pose a risk occur.

Recommendation C: *“Implement appropriate procedures to monitor high risk activity, such as changes to use access, jobs and objects within the application and ensure that:*

i. *Appropriate application logs are enabled and periodically reviewed*

Response i: Management Agrees. The access groups application “Audit Log” was enabled in April, 2018 and are being reviewed on quarterly basis to ensure appropriateness.

ii. *Individual, named accounts are used when performing administrator functions.*

Response ii: Management Agrees. Application Administrator functions are managed through individual named user accounts. As of April 2018, dormant accounts were disabled.

iii. *System logs (history file, admin log) cannot be modified by the individuals the logs are intended to monitor*

Response iii: Management Agrees. Investigating mechanisms for ensuring separation of access privileges to the database logs so that it cannot be deleted by Database Administrators. Final determination is expected by September 2018.

Recommendation D: *“Ensure user access to Posse is reviewed at least annually.*

Management should:

i. *“Ensure reports utilized to communicate user access for review by management are suitable for that purpose, and”*

ii. *Ensure individuals authorizing access to POSSE have sufficient knowledge to understand and periodically review employee access rights based on job responsibilities and segregation of duties requirements.*

Recommendation E: *“Ensure appropriate procedures are in place to remove and disable employee accounts from POSSE within 24 hours of employee termination or transfer. “*

Response D and E: Management agrees. Reports and checklists to validate users have been developed and will be used to periodically review and verify employee access matches their existing job function and maintains segregation of duties requirements. Moreover, checklists are utilized to ensure that Posse accounts are disabled within 24 hours of employee termination and/or transfer.

Recommendation F: *“Ensure appropriate procedures are in place to restrict vendor access to County systems required for the performance of vendor responsibilities, and ensure that vendor accounts with administrator capabilities are prevented from misuse.”*

Response F: Management Agrees. Vendor administrator accounts have been disabled as of April 2018. New requests made by vendor will adhere to the established ETS' IT Security policy.

Finding 9: *“Personally identifiable information should be adequately protected to prevent unauthorized exposure.”*

Commended: *“Successfully resolving the encryption of documents stored on the PADD server as of January 27, 2018.*

Response: No response is required. Issue was resolved during the audit.

Commended: *“Securing license application documentation until it is uploaded to into Posse.”*

Response B: No response is required. Issue was resolved during the audit.

Finding 10: *“Documentation should be maintained to support the issuance and renewal of licenses in Posse.”*

Recommendation: *“Ensure appropriate procedures are in place to maintain document used to support the issuance and renewal of certificates of competency in Posse.*

Response: Management agrees. A member of management staff has been tasked with ensuring the compliance and adherence of the existing standard operating procedure (SOP) (Attachment D) for the maintenance of documents used to support the issuance and renewal of certificates of competency in Posse.

Finding 11: *“Posse password requirement should be enhanced to prevent unauthorized access.”*

Recommendation: *“Update Posse minimum password requirement to meet or exceed County policy.”*

Response: Management Agrees. ETS is in the process of rolling out the County standard complex password requirements. This is expected to be completed by the end of September 2018.

Finding 12: *“Physical access control should be enhanced to restrict and monitor access to secure areas.”*

Recommendation A: *“Enable electronic badge access to secure sensitive areas.”*

Response A: Management agrees. Issue was resolved during the audit. As of 2/15/2017, all doors leading to secure sensitive areas have been properly secured with Johnson proximity card readers.

Recommendation B: *“Implement procedures to periodically change combination locks wherever combination locks are used.”*

Response B: Management agrees. Issue was resolved during the audit. Facilities Management Division will disable the combination locks on the remaining two (2) doors once proximity card readers are installed.

Recommendation C: *“Discontinue the practice of propping open secured doors.”*

Response C: Management agrees. Management ensures that doors are not propped open during normal business hours and has informed Facilities Management Division to relay the same message to the cleaning crew. Moreover, the risk of unauthorized access to sensitive information has been reduced by locking down the files cabinets and by implementing the use of locked shred trust bins.

Finding 13: *“Policies and procedures governing the backup and recovery of Posse should be enhanced.”*

Recommendation A: *“Implement a formal backup restoration test process.”*

Response A: Management agrees. ETS restored a backup as part of the recent POSSE application upgrade in June, of 2017. In addition, ETS will formally document an established annual schedule test restoration process which will be distributed and coordinated through participating agencies by the end of September 2018.

Recommendation B: *“Determine the maximum tolerable data loss for Posse and ensure backup processes are designed to limit data loss to this threshold.”*

Response B: Management agrees. There is no acceptable amount of data loss; however, it has been determined that the allowable recovery time is three (3) business days. ETS has revised the data backup schedules to 24 hours as of May 2018.

Finding 14: *“Change management policies and procedures should be followed and segregation of duties enforced.”*

Recommendation A: *“Ensure approved ETS change control procedures are followed for any changes to County systems and network environments. Any deviations from approved*

change control procedures should be documented, adequately justified, reviewed by ETS security and change management teams for adequacy, and approved by all impacted stakeholders.”

Response A: Management agrees. ETS' Change Control process has been amended and approved, as of June 2018, to ensure that application changes are vetted and implemented within acceptable standards.

Recommendation B: *“Ensure security administration, change installation and system development functions are appropriately segregated.”*

Response B: Management agrees. ETS' Change Control process has been amended and approved, as of June 2018, to ensure that application changes are vetted and implemented within acceptable standards.

Finding 15: *“Incident management policies and procedures should be followed and segregation of duties enforced.”*

Recommendation A. *“Ensure appropriate procedures are in place to resolve incidents according to timelines established by departmental policies and procedures. Such procedures should require documentation and management's approval of any exceptions. “*

Response A: Management agrees. ETS has updated the “Defined Priority Levels” which is documented as part of the incident management process as of June 2018.

Recommendation B. *“Ensure appropriate segregation of duties are enforced for the incident management process, and adequate documentation is maintained of work performed by ETS technicians in accordance with incident management procedures.”*

Response B: Response provided by ETS: Management agrees. ETS has updated the “Defined Priority Levels” which is documented as part of the incident management process as of June 2018.

Finding 16: *“Continuity of Operations Plans for Posse should be tested annually.”*

Recommendation: *“Test the COOP for POSSE at least annually.”*

Response: Management agrees. The Continuity of Operations Plans (COOP) for Posse will be tested annually. Staff will coordinate a tabletop exercise and walkthrough with ETS. After the exercise is completed, the COOP will be updated accordingly.

General SOP	Contractor Licensing Enforcement Complaint Intake Case Preparation and Investigation	Enforcement
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Broward County Building Code Services Division
Contractor Licensing Enforcement Standard Operating Procedures



1. Introduction:

- A. Name of Policy or Procedure:** Government Center West (GCW), Building Code Services Contractor Licensing Enforcement Standard Operating Procedure (SOP) for Complaint Intake, Case Preparation and Investigation.
- B. Responsible Division:** Building Code Services Division, Contractor Licensing Enforcement Section (a division of Environmental Protection and Growth Management Department)
- C. Date Last Reviewed:** *August 31, 2018*

- 2. Purpose:** The purpose of this SOP is to provide guidelines on complaint intake and the procedures for case preparation and investigation of complaints related to contractor licensing & enforcement against individuals or entities that violate Broward County and/or Florida contracting laws. It has been prepared by the Contractor Licensing Enforcement (CLE) Section to coordinate and ensure that efficient and effective complaint intake and investigation processing of violation(s) committed and complaint(s) received pursuant to Broward County Ordinance Chapter 9, Chapter 489 F.S., Chapter 553 F.S., and Chapter 455 F.S. in order to provide for and safeguard the life, health, safety, property and public welfare of our Broward County citizens.

3. Complaint Intake Process

The complainant should fill out the following Division approved complaint form:

General SOP	Contractor Licensing Enforcement Complaint Intake Case Preparation and Investigation	Enforcement
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Complaint Against a Contractor or Tree Trimmer



All information provided to the Permitting, Licensing and Consumer Protection Division is public record and is available for inspection by the public under the Florida Public Records Law. This includes all of the information you have included in this complaint and supporting documentation.

Complainant Information (Consumer)			
Name		Home Phone	
Address		City	State Zip
Mobile Phone		Work Phone	
Email			
Contractor Information			
Name		Company Name	
Address		City	State Zip
Phone		Fax	
License # (if used)		Contact Person	
Event			
Complaint Initiation			
<input type="checkbox"/> Complaint by Owner <input type="checkbox"/> Complaint by General Contractor Against Subcontractor <input type="checkbox"/> Complaint by Subcontractor Against General Contractor <input type="checkbox"/> Complaint by Material/Equipment Supplier <input type="checkbox"/> Other			
Project Information			
Construction Site Owner Name		Construction Site Owner Phone	
Construction Site Owner Address		City	State Zip
Construction Site Physical Address		City	State Zip
Describe briefly the work for which you contracted:			
Contract Date	Date Work Started	Date Work Ceased	
Amount \$	Amount Paid on Contract \$	<input type="checkbox"/> Check <input type="checkbox"/> Cash <input type="checkbox"/> Credit	
Why did you choose this contractor?			
<input type="checkbox"/> Regular Customer <input type="checkbox"/> Door-to-Door Solicitation <input type="checkbox"/> Referral <input type="checkbox"/> Advertisement <input type="checkbox"/> Other Please explain:			

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Is this project a:

Residence New Construction Commercial Building Other

Please explain:

Repair Remodel Addition Other

Please explain:

Was the contract:

Written Oral New Home Purchase Agreement Other

Please explain:

Were there any change orders?

Yes No

If yes, were they: Written Oral Both

Is your complaint:

Abandonment Other

Please explain:

Was a building permit obtained?

Yes No Unknown

If yes, permit pulled by: Contractor You Salesperson Unknown

Permit at: _____ Building Department

Was a Notice of Commencement filed?

Yes No Unknown

Who presented contract?

Contractor Salesperson Other

Name: _____

Did the contractor have employees?

Yes No Unknown

If yes, how many: _____

Did you fire the contractor or terminate the contract?

Yes No Unknown

Was any work performed?

Yes No Unknown

Did you receive a "Notice to Owner?"

Yes No Unknown

If yes, by whom: _____

Were any liens filed on this job?

Yes No Unknown

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What attempts have you made to contact the contractor?

Personal Contact Phone Letter Unable to Locate

Have you obtained an estimate from another contractor to complete or correct the job?

Yes No

If yes, please provide a copy with your complaint

Contractor Name	Address	Phone
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Complaint information

Please give a complete description of your complaint.

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Please provide copies (front and back) of all paperwork related to your complaint, including copies of contracts and/or estimates, proof of payment and any other pertinent materials. Please cross out all Social Security Numbers and bank or credit card account numbers. If copies are not available, please indicate. Do not send original documents.

**Proof of payment includes: (1) if payment was made by cash, a receipt reflecting payment; (2) if payment was made by check, a photocopy of the front and back of the negotiated check; (3) if payment was made by credit card, a photocopy of the credit card receipt or statement; (4) if a dispute was filed with your credit card company, the results of that dispute.*

An attempt will be made to assist you and the contractor in negotiating a resolution whenever possible. If this is not possible, other actions may be taken depending on the result of an investigation.

- If the contractor is licensed, he/she will be informed of this alleged complaint and will be asked to contact us.
- We are unable to direct an unlicensed person to complete or correct any project.

We do not represent private citizens in court – nor can we collect money for you. Please contact an attorney for advice on filing such action.

Florida Statute §837.06 states: *Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.*

Under penalty of perjury, I declare the facts contained herein are true, correct and complete.

Signature

Date

This complaint form must be notarized in order to be accepted for investigation. Please return this completed form with all necessary documentation to the Division address on page 1 or FAX to 654-785-4103.

Notary Public

STATE OF FLORIDA

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____

by _____
(name of person acknowledging)

(Signature of Notary Public-State of Florida)

(NOTARY SEAL)

(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known _____ or Produced Identification _____

Type of Identification Produced _____

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The complaint should specify that the violation(s) by the licensed and/or unlicensed contractor(s) are/is covered by one or more of the statutes and/or ordinances. Staff is responsible for enforcing and confirming that the basis of the violation(s) are covered by this agency pursuant to Chapter 9 of the Broward County Code of Ordinances and applicable State of Florida contracting laws.

Complaints must be filed no later than three (3) years after the occurrence of the alleged action(s) constituting a violation. Within thirty (30) days of receipt of a verified complaint, investigators shall complete their investigations. The time for completion of any investigation may be extended for up to an additional thirty (30) days if the matter being investigated is of such a complex nature that additional time is necessary for a complete and full investigation.

Complaints are pre-screened for the necessary required documentation:

- a. A signed and notarized complaint form including a detailed written explanation of the occurrence
- b. The complainant's complete contact information
- c. The basis of the complaint, i.e., identification of the person or business organization, or other appropriate identification, alleged violation(s)
- d. The respondent, identification of the person or business organization alleged to have violated the ordinances, law(s) or regulation(s)
- e. Sufficient information to understand the facts that led the complainant to believe that the violation(s) has occurred, when and where the violation(s) took place
- f. What the complainant(s) expected resolution is.
- g. Jurisdiction

In order to determine whether this agency has jurisdiction to investigate a complaint, the complaint must meet certain basic criteria:

- The violation(s) must occur within the geographical limits of Broward County.
- The complaint must allege violation(s) on a basis prohibited by one of the statutes and/or ordinances that this agency is responsible for enforcing.
- The complaint must allege that violation(s) are occurring in a program or activity that this agency is charged with enforcement.
- The issues addressed by the complaint must be covered by one or more of the statutes and/or that investigator(s) are responsible for enforcing.
- The complaint must be filed timely.

If the complaint meets the above and is not affected by any regulatory exemptions or exceptions, this agency has jurisdiction to investigate the complaint. If there is insufficient information to determine whether it meets the criteria, staff needs to contact

General SOP	Contractor Licensing Enforcement Complaint Intake Case Preparation and Investigation	Enforcement
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the complainant to obtain additional information in order to proceed with the investigation.

This agency has the responsibility to make a good faith effort to refer the complaint (or those allegations for which this agency does not have jurisdiction) to the appropriate agency that can handle the case. Staff may contact an agency to determine whether it covers the type of case being referred.

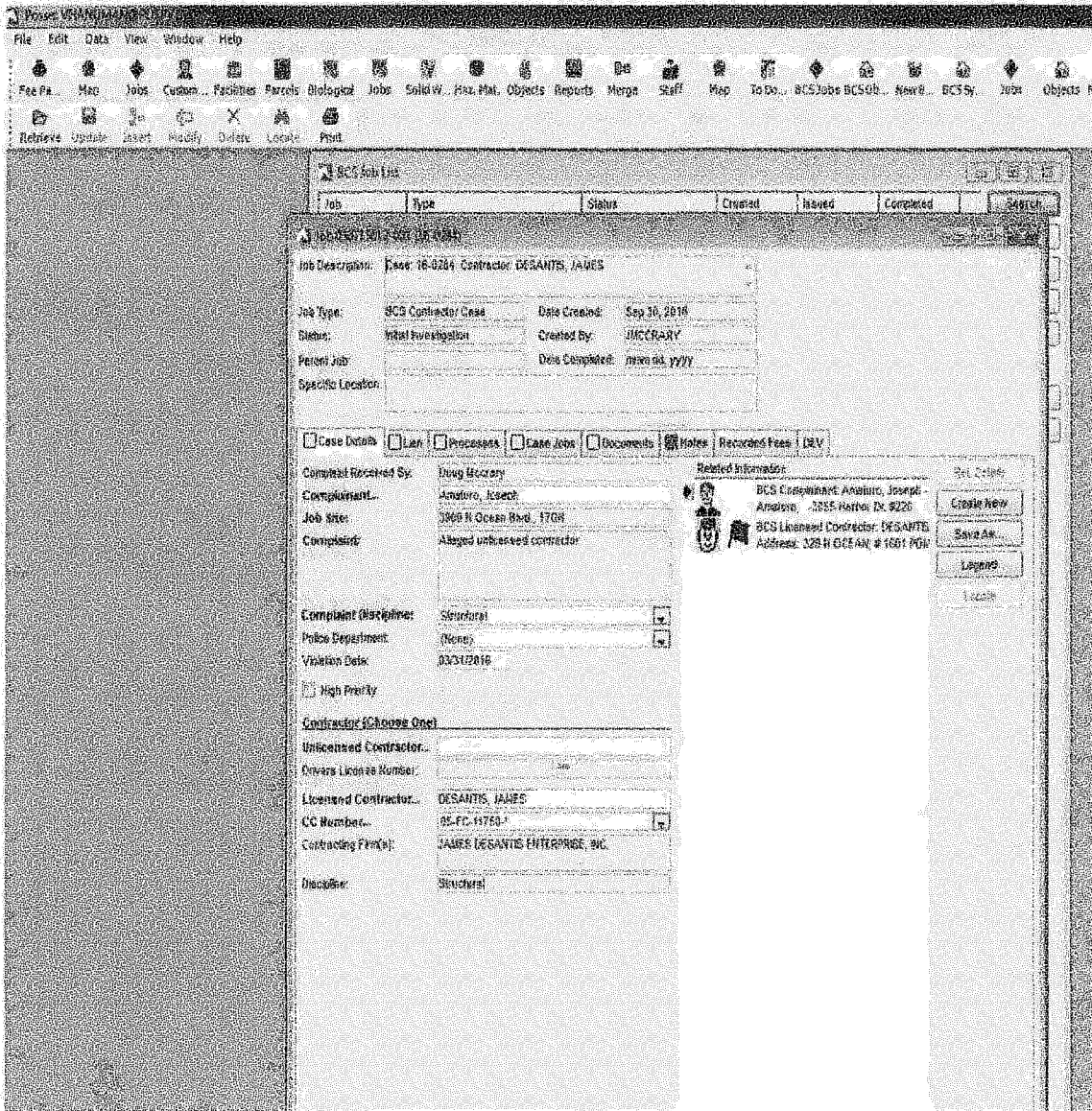
The laws governing our claim process require a specific relationship between the complainant and the respondent. The complaint cannot be processed unless the complainant has a direct contractual relationship with the respondent.

Complaint(s) that are unable to be processed are:

- Complaint(s) alleging a violation must be filed with this agency no later than three (3) years after the occurrence of the action(s)
- Workmanship issues not written into the contract
- If the complainant hired a primary contractor or general contractor who then hired a subcontractor and that subcontractor did not properly perform the work, this agency cannot process a complaint from the respondent against the subcontractor. The direct contractual relationship is with the primary contractor or general contractor, not with the subcontractor. In these types of cases the complainant must file the claim against the general contractor or primary contractor.
- A real estate purchase that is conditioned upon an inspection report for repairs made by the respondent

Complaints are also prioritized based on life, health and safety issues. Once the pre-screening is completed and it is determined that all necessary documents were provided, a new case file is open in the POSSE system. Investigative staff are properly trained on how to enter and close cases in the POSSE system. Investigators must ensure appropriate procedures are in place to conduct the investigation of contractor complaints. A complaint must be acknowledged within five (5) business days of receipt with a letter stating that the correspondence has been received and is being reviewed. The letter is to let the complainant know that we have the correspondence and are working on it. This will assist to reduce the number of calls inquiring about complaint investigation status. Staff enters all necessary information to open a case record in POSSE.

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General SOP	<p align="center">Contractor Licensing Enforcement Complaint Intake Case Preparation and Investigation</p>	Enforcement
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Posse: dlugo@POSPX2 - [Customer (CU108039)]

File Edit Data View Window Help

Thibault, Kristopher d/b/a EastCoast Electric & Remodeling Inc. - Phone: (786) 527-1364
Thibault, -1000 NW 43rd St., Apt. #8

Details Phone Maint. Contacts Jobs Related Jobs Facilities Notes Alerts Unpaid Fees Document

Organiz: None

Business N: EastCoast Electric & Remodi

Personal: Mr.

First Na: Kristopher

Last Name: Thibault

NOTE: Please ensure names are entered with standard capitalization

Occupational:

Doing Business: EastCoast Electric & Remodi

Mailing Adr: 1000 NW 43rd St., Apt. #8

City: Deerfield Beach

State: FL Zip: (None)

Country: USA

Phone Number: (786) 527-1364 vne: Business

Additional Num:

E-mail Addr:

Federal Tax:

Web S:

SIC Co:

Ext Bus Cor:

FAR Consult:

Tier Two Contact Informat

Last Date Tier Two Info: mmm.dd.y

Florida Division of Comoratic
Broward County Occupational

Old Attention: Mr. Thibault

Formatted Gree: Mr. Thibault

Formatted Address: Mr. Kristopher Thibault
EastCoast Electric & Remodeling
1000 NW 43rd St., Apt. #8
Deerfield Beach, FL

Child count: 0

Parent Cou: 0

Created By: Alberic Pollard-Ulyesse

Last Update: Alberic Pollard-Ulyesse

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4. Case Preparation and Investigation

The investigation process requires that the investigator assembles a case file. The Investigative Case File is a structured collection and storage of all documents and information, within the agency's possession, pertaining to the case. An Investigative Case File will be established for each complaint, which this agency accepts for investigation. The purpose of the Investigative Case File is to establish a methodology for the systematic collection of information associated with the case. This provides the basis and supporting documentation for the Investigator's file, which should contain the following:

- Contractor Licensing & Enforcement original notarized complaint form
- Non-Licensure Affidavit if applicable from record custodian
- Unlicensed acknowledgement affidavit from the respondent
- A signed copy of the original contract
- All receipts and proof of payment(s)
- Findings of facts
- Copies of all cancelled checks (front and back)
- A written narrative of events in chronological order from the investigator
- Photos which depict the alleged violation(s), if available
- A copy of a signed state of emergency order, if applicable
- A detailed investigation/inspection report from the investigator
- License complaint history
- Copies of all records of individuals/corporations being investigated (corporate records, property appraiser reports, permits, occupational licenses/Business Tax, county or state licenses, workers compensation and driver license number)
- Copies or photos of advertisements, business cards, flyers, yellow page ads, signs, etc.
- Other business names not registered or not qualified
- Notes reflecting the action(s) taken above must be entered into our database (POSSE) by the investigator
- The entire file must be scanned into the POSSE case file database.
- License information/Verify license status.
 1. Contact Department of Business & Professional Regulation Construction Industry Licensing Board
 2. Contact local licensing agencies such as Miami-Dade County and Palm Beach County
 - (a) If subject is not licensed to do the work contracted for, get Certificate of Non-Licensure from the agency. Agency's custodian of records or authorized employee should provide the information on agency's letterhead with agency's seal and his/her official title. It is preferable to have the signature notarized. The Certificate is admissible without need of testimony from the agency's employee, pursuant to s. 90.902 F.S.

General SOP	Contractor Licensing Enforcement Complaint Intake Case Preparation and Investigation	Enforcement
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- (b) If there was any misrepresentation of license status, consider issuing a citation charging the respondent of contracting without a license.
- Any other pertinent documentation

The investigation is necessary to:

- make legally sufficient findings
- identify all violation(s)
- identify harm if any and determine appropriate resolution
- identify the legal approach to take up front, to the extent possible
- determine what kind and how much evidence will be needed. The investigator will need to meet the burden of proof.

Vindra Hanuman, Program/Project Coordinator: _____ Date: _____

CRC RESOLUTION NO. 2018-004

A RESOLUTION OF THE BROWARD COUNTY CHARTER REVIEW COMMISSION ADOPTING A PROPOSED AMENDMENT TO SECTION 9.01 OF THE CHARTER OF BROWARD COUNTY, FLORIDA, ENTITLED, "CENTRAL EXAMINING BOARDS"; PROVIDING FOR THE APPOINTMENT OF ALTERNATE MEMBERS TO THE CENTRAL EXAMINING BOARDS; PROVIDING FOR PRESENTATION TO THE ELECTORATE BY THE COUNTY COMMISSION AT A SPECIAL REFERENDUM ELECTION TO BE HELD IN CONJUNCTION WITH THE NOVEMBER 2018 GENERAL ELECTION; PROVIDING THE BALLOT TITLE AND SUMMARY OF THE CHIEF PURPOSE OF THE PROPOSED AMENDMENT; PROVIDING FOR THE COUNTY ATTORNEY TO RENUMBER AND RELETTER ARTICLES AND SECTIONS IN ORDER TO CONFORM THE AMENDMENTS TO THE CHARTER; PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, in accordance with Section 6.02 of the Broward County Charter, after two (2) public hearings and by an affirmative vote of at least thirteen (13) of the nineteen (19) members, the Broward County Charter Review Commission may submit a proposal to the Board of County Commissioners to amend or revise the Broward County Charter; and

WHEREAS, the Charter of Broward County, Florida mandates that all Charter amendments and revisions proposed by the Charter Review Commission must be submitted to the County Commission no later than the first Tuesday in June of the year in which the term of the Charter Review Commission shall expire; and

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**Coding: Words in ~~struck-through~~ type are deletion from existing text.
Words in underscoring type are additions.**

WHEREAS, the Charter of Broward County, Florida provides that all amendments and revisions proposed by the Charter Review Commission must be presented by the County Commission to the electorate at the next general election;

NOW, THEREFORE, BE IT RESOLVED BY THE BROWARD COUNTY CHARTER REVIEW COMMISSION:

SECTION 1: That pursuant to Section 6.02 of the Charter of Broward County, Florida, the County Commission is hereby directed to place on the ballot for presentation to the electorate, at a special referendum election to be held in conjunction with the November 2018 General Election, a special referendum issue, the subject of which is proposed to amend Section 9.01, entitled "Central Examining Boards," to provide for the appointment of alternate members to the Central Examining Boards, the full text of which is attached hereto and incorporated by reference as if fully set forth herein as **Exhibit "A"**.

SECTION 2: That the ballot title and summary for the proposed amendments/revisions as referred to above shall appear as follows:

CENTRAL EXAMINING BOARDS

APPOINTMENT OF ALTERNATE MEMBERS

The Broward County Charter currently does not have a provision for the appointment of alternate members to the various Central Examining Boards. Therefore, shall the Broward County Charter be amended to revise Section 9.01 related to the operation of the Central Examining Boards to provide that there shall be alternate members appointed to each of the Central Examining Boards?

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Coding: Words in ~~struck-through~~ type are deletion from existing text.
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YES FOR APPROVAL _____

NO FOR REJECTION _____

SECTION 3: That should a majority of electors voting on the above-referenced referendum election vote "YES," thereby approving the above ballot issue, attached **Exhibit "A"** shall become a part of the Charter of Broward County, Florida.

SECTION 4: That the County Attorney is hereby directed to insure that the appropriate numbers and/or letters are affixed to the Articles and Sections of the Charter in order to conform the Charter to the amendments if approved.

SECTION 5: That if any section, sentence, clause or phrase of this resolution is held to be invalid or unconstitutional by a court of competent jurisdiction, then said holding shall in no way affect the validity of the remaining portions of this resolution.

SECTION 6: That this resolution shall become effective immediately upon its adoption.
Adopted this ____ day of _____, 20__.

Thomas McDonald, Chairperson

APPROVED AS TO LEGAL FORM:

Samuel S. Goren, General Counsel

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Coding: Words in ~~struck-through~~ type are deletion from existing text.
Words in underscored type are additions.

**RECORD OF VOTE
(CRC 2018-004)**

BUSCH	_____	McDONALD	_____
DAVIS	_____	MOSELEY	_____
DI PIETRO	_____	LETO	_____
FABRICIO	_____	NAVARRO	_____
FORMAN	_____	NORRIS-WEEKS	_____
GREENBERG	_____	PETTIS	_____
GUERRA	_____	REYES	_____
GUNZBURGER	_____	SMITH	_____
KANE	_____	WELLS	_____
MAYLOR	_____		

Resolution **CRC 2018-004** passed _____ on _____, 20__.

BROWARD COUNTY CHARTER REVIEW COMMISSION

Attest: _____
Carlos Verney, Executive Director

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Coding:

**Words in ~~struck through~~ type are deletion from existing text.
Words in underscored type are additions.**

EXHIBIT "A"

9.01 CENTRAL EXAMINING BOARDS

* * *

- D. The Board of Plumbers, Board of General Construction Trades, Board of Mechanical Contractors and Specialty Mechanical Contractors, and Board of Engineered Construction Trades are established as County CEBs, and each shall consist of nine (9) members, and nine (9) alternates. These nine-member CEBs shall be comprised of five (5) members, and five (5) alternates appointed by the County Commission consisting of three (3) Professional Members, three (3) Professional Member alternates, ~~and two (2) Consumer Representatives, and two (2) Consumer Representative alternates~~. The Broward County League of Cities shall appoint four (4) members, and four (4) alternates, consisting of three (3) Professional Members, and three (3) Professional Member alternates, and one (1) Consumer Representative, and one (1) Consumer Representative Alternate.
- E. The Board of Electricians CEB is established, and shall consist of seven (7) members, and seven (7) alternates. The County Commission shall appoint four (4) members, and four (4) alternates, consisting of three (3) Professional Members, three (3) Professional Member alternates, and one (1) Consumer Representative, and one (1) Consumer Representative Alternate. The Broward County League of Cities shall appoint three (3) members, and three (3) alternates, consisting of three (3) Professional Members and three (3) Professional Member alternates.
- F. The Board of Liquefied Petroleum Gas Contractors CEB is established, and shall consist of six (6) members, and six (6) alternates. The County Commission shall appoint three (3) Professional Members and three (3) Professional Member alternates. The Broward County League of Cities shall appoint three (3) Professional Members, and three (3) Professional Member alternates.

ADDITIONAL LANGUAGE:

- G. Each of the individuals appointed by the County Commission to each CEB shall be nominated by a Commissioner, and approved by a majority of the County Commission. The County Commission shall adopt an appointment process which provides for the appointment of Professional Members, Consumer Representatives, and Alternates to the CEB's, ~~each Commissioner appointing two (2) Professional Members and one (1) Consumer Representative~~. Once appointed, the members appointed by the County Commission shall serve until the expiration of their term ~~of the nominating Commissioner~~, or until a successor is duly appointed.
- I. All Members of the CEBs may serve three (3) consecutive four-year terms.

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Coding: Words in ~~struck through~~ type are deletion from existing text.
Words in underscoring type are additions.

-----Original Message-----

From: Jay E Bowermeister [mailto:jebowermeister@gitsllc.net]
Sent: Thursday, August 02, 2018 7:43 PM
To: Reid, Francine <FREID@broward.org>
Subject: RE: FW: Discussion-GITS Refund-REMINDER

I hope this is what you need if not contact me by phone at 352.553.3987 and I'll do my best to get to you. I am however away from the office until Monday AM.

And as mentioned we started this process out by calling the individuals that we could identify as possibly affected. We placed about 350 phone calls and got nowhere. That is when we began exploring the method of sending mail. After much consideration and discussion with the Board, our Attorney, and the partner in GITS we came up with the method to cross check the Board's records with GITS' records. This is how we came up with the final list of possibly affected individuals. To date we have sent out over \$20000.00 and still have about \$5000.00 to send.

Additionally we ID'd just over 115 people who we have no record of receiving licenses during the time period of 3/2012 to 3/2017. I will get a copy of the letter to you as soon as it is emailed to me by the GITS partner who has been overseeing the process on a daily basis, and who is the COO.

Jay E. Bowermeister CEO
Gainesville Independent Testing Service, LLC - CAC033665

This message and its' attachments may be confidential. If you are NOT the intended individual(s) to whom this message is addressed please delete it and all attachments and reply to the sender that the message was received in error.

Check	Board	Trade	Name	Lic #	Address	status	date	email	phone	# Test Take
y										1
y		Gene Aluminum Specialty	LLEDES, ALEJANDRO	14-AL-1	4 793 SW 121 AVE	ISSUED	1/23/2013	lalledes(9542740670		5
y		Gene Aluminum Specialty	MORNEAU****SEE NOTES****, SHAWN D.		1931 SABAL PALM	NEW	11/3/2015	1SHAWN7542464432		2
y		Gene Aluminum Specialty	SHATSKYY, RODION A.	17-AL-2	1 1118 NE 2 COUR	ISSUED	8/7/2017	14RODION9545528211		6
y		Gene Aluminum Specialty	ZALAVARRIA, WILFREDO		19090 NW 57 AV	NEW	10/7/2014	1WILLIEZ3052156322		6
y		Gene Cabinetry	COLANGELO, LUIGI		13090 VISTA ISLE	NEW	8/2/2016	09LUIGICOLANGELO@GMAIL		2
y		Gene Cabinetry	LEAL, RICARDO J.		6020 W SAMPLE	NEW	1/21/2014	1RICARD9543761331		1
y		Gene Cabinetry	PABA, SERGIO A.		944 GOLDEN CAI	NEW	4/9/2015	13SPABA@MAC.COM		2
y		Gene Cabinetry	RAMIREZ, DAVID E.	14-C-15	4 3010 SE 19 AVEC	EXPIRE	6/18/2014	1KAMELI9544449445		2
y		Gene Cabinetry	RUSSELL, DANIEL		4421 SW 38 TERI	NEW	2/13/2014	15:12:30 9549632644		5
.		Gene Carpentry	COHEN, JEFFREY B.	12-CRP	5 8508 LOGIA CIRL	ISSUED	3/22/2012	Cmrfit48 5618564595	prior	4
.		Gene Carpentry	FRANCO, JUAN C.		20805 NW 1ST S	NEW	5/1/2013	09jcfrancc 3059897640		2
.		Gene Carpentry	LOPEZ, DAVID		2400 WEST 54 PI	NEW	4/16/2013	C DAVIDC 7867046446		6
.		Gene Carpentry	PEREIRA, ASSUERIO D.	17-CRP	1 282 NW 41 STDE	ISSUED	5/3/2016	1EINFO@I9545739355		6
.		Gene Carpentry	PINHEIRO, ANA JULIA L.	17-CRP	1 11238 SACCO DI	EXPIRE	7/8/2015	11ANAJUL5613053487		5
.		Gene Class A General Builder	SANCHEZ, WILLIAM O.		6761 W SUNRISE	NEW	2/27/2015	1WILLIAM9546956498		
.		Gene Class B General Builder	BARONE, NINO		5890 NE 21 DRF	NEW	3/25/2014	1BARONE03@AOL.COM		2
.		Gene Class B General Builder	FLORENCE SR., DALLAS		2409 MAIN ST, #	NEW	11/4/2013	1DFLORE9546051651		2
.		Gene Class B General Builder	MORALES, JUAN	13-CGC	5 902 SW 2nd PLA	ISSUED	10/9/2012	1POWER9547092243		4
.		Gene Class B General Builder	WEBB, EARL A.		2222 NW 135 TE	NEW	8/18/2015	1EARLWI3058426339		1
..		Gene Class C General Builder	FLORES, JUAN C.		1355 SW 122 W	NEW	1/10/2013	1floresconstruction1@live.c		1
..		Gene Class C General Builder	KALITAN, SEBASTIAN P.	14-CGC	4 7141 COOLIDGE	EXPIRE	5/28/2013	1SKCUST7542442797		2
..		Gene Class C General Builder	MORALES, EDWIN		711 NW 32 PL, #	NEW	7/5/2012	15browari9545496186		3
..		Gene Class C General Builder	NDOJ, MONDI	16-CGC	2 5721 NE 7 TERF	ISSUED	1/21/2016	10:19:50 9542346032		11
..		Gene Class C General Builder	SANTANA SR., JOSE L.	14-CGC	4 1423 CAPRI LN B	ISSUED	6/7/2013	1CVITTOR9546892627		4
y.		Gene Concrete Placing & Fini:	BARNA , TODD A.		2579 NW 19 STF	NEW	12/9/2014	1todd.ba9547307200		2
y.		Gene Concrete Placing & Fini:	CASTRO, JESUS M.		3265 52 AVE NE	NEW	5/9/2014	09JC_TREI9548685106		2
y.		Gene Concrete Placing & Fini:	HEATH, KENNETH	16-CP-:	2 2630 NE 53rd St	ISSUED	12/24/2014	kheath(9548646097		9
y.		Gene Concrete Placing & Fini:	PIMENTEL, RAUL		7030 NW 103 AV	NEW	8/31/2015	1RAUL@9547294790		1
y.		Gene Concrete Placing & Fini:	SALOMON, MICHAEL A.		6879 TOWN HAR	NEW	7/1/2016	15MICHAEL2677365195		1
y.		Gene Concrete Placing & Fini:	VERGARA, JESUS E.	17-CP-:	1 1747 NE 6 STBO	ISSUED	8/24/2016	1JVERGARAS7@YAHOO.COI		3
y.		Gene Demolition (Non-Explos)	HAMANN, RICHARD A.		515 N 24 AVENU	NEW	8/3/2016	13BOBCA19546295949		1
y.		Gene Drywall/ Lathing	FLORES, LUIS A.	14-DL-:	4 227 SW 13 STDA	ISSUED	6/17/2014	1LUISDR'9549373016		4

y.	Gene Drywall/ Lathing	HUYNH , QUOC C.	15-DL-1	3	7120 WILSON ST ISSUED	11/4/2014	1PAULHI 9545897670		6
y.	Gene Drywall/ Lathing	JACOME***SEE NOTES***, ANGELO I.			15061 NORFOLK NEW	1/19/2016	1ANGELC 9546384464		1
.y	Gene Fence Erection	CARTER, EVIS M.			1543 MAYPOPO R NEW	2/4/2015	1C ALLWE 5618558501		1
.y	Gene Fence Erection	PAROLINE, TODD M.	15-F-15	3	961 SPANISH CA ISSUED	9/22/2015	1TODD@ 3214036741		2
.y	Gene Fence Erection	ROBERTS, CHARLES W.	15-F-15	3	18189 BOCA WA ISSUED	4/21/2015	C CHARLE 9548516610		4
.y	Gene Fence Erection	SIERRA, JOSEPH D.	16-F-20	2	6404 FLETCHER S ISSUED	3/8/2016	13JOSEPH 7867973386		3
y	Gene Finished Carpentry	CALERO, JUAN A.			7079 NW 113 AV NEW	10/9/2013	1juan@j 9542148049		1
y	Gene Finished Carpentry	CANAS, SAMUEL A.			3430 PINEWALK NEW	9/30/2014	1SAMUE 9546757414	some	1
y	Gene Finished Carpentry	DOMINICIS, DAMIEN	15-FC-1	3	1301 NE 17 AVE ISSUED	2/27/2015	1KITCHE 5612718000		2
y	Gene Finished Carpentry	GONZALEZ, CARLOS			7601 E. TREASUF NEW	6/3/2013	13CARLOS 7862384601		1
y	Gene Finished Carpentry	LEWIS, OSWALD C.	15-FC-1	3	1012 SW 61 AVE EXPIRE	12/30/2013	OSWAL 9549568007		15
y	Gene Finished Carpentry	LIMA, CARLOS			2233 SW 15 STD NEW	1/8/2014	11CALIPA 7543670742		1
y	Gene Finished Carpentry	VENEGAS, MAURICIO G.			3250 NW 85 AVE NEW	4/22/2014	1MOVAN 9547533164		2
y	Gene Flooring	BAIN JR., ANTHONY C.			2921 MAYO STH NEW	10/13/2015	ANTHO 9547987939		2
y	Gene Flooring	CAFARDO, CARLOS A.			2941 RIVERSIDE NEW	4/20/2015	1FACHA 9548991315		5
y	Gene Flooring	FILINOV, ROMAN			5501 FILLMORE NEW	5/4/2015	13:32:49		5
y	Gene Flooring	GANGE, JASON E.	13-FL-1	4	408 LIGHTHOUSE EXPIRE	9/26/2013	1JASON. 5618815551		1
Y	Gene Flooring	MORGAN, CLEON M.			11510 NW 10 ST NEW	1/5/2012	13CLE1M 7862560354		1
Y	Gene Flooring	SIERRA, CAROLINA			3232 NW 84 AVE NEW	3/30/2015	1CSIERR 9546383335		3
y	Gene Garage Door	BELTRAN, YORGUI	15-GD-	3	6311 NAVAJO TE ISSUED	5/6/2015	14YORBEL 7544220712		4
y	Gene Garage Door	BEN-SHIMOL, ITZHAK	15-GD-	3	2710 SW 55TH S ISSUED	3/31/2015	1BENSHI 3054670967		7
y	Gene Garage Door	CUMPA, ANGEL			5529 MONTE CA NEW	6/16/2014	1AMISCI 9547367476		1
y	Gene Garage Door	GONZALEZ, JORGE L.			3149 W 77 PLHI NEW	6/3/2015	13info@g: 7863461171		1
y	Gene Garage Door	MANSUR, ITZHAK	14-GD-	4	4485 STERLING F EXPIRE	2/26/2013	1ITZHAKI 9546823109		3
y	Gene Garage Door	RIVERA, ENRIQUE A.			604 SW 7TH STF NEW	7/8/2013	15ENRQRI 9545343760		1
y	Gene Glazing	MARTUCCI, JOSEPH	15-G-1	3	325 SE 3RD TERC ISSUED	8/1/2014	11yankeej 9548227885		8
y	Gene Insulation	MUCHNICK, JEFFREY D.	16-I-20	2	13740 NW 23 ST ISSUED	6/16/2016	1JEFFREY 9542403524		4
y	Gene Masonry	CERTAIN, PATRICK G.	15-M-1	3	2200 E RIVER DR EXPIRE	6/30/2014	1CERTAI 9543365746		9
y	Gene Painting Interior and Ex	ALVAREZ, ALEXANDER	14-P-15	4	6841 NW 173 DF EXPIRE	1/23/2014	C JRON10 7862609473		3
y	Gene Painting Interior and Ex	ALVARO, SERGIO	15-P-15	3	6635 HOULTON ISSUED	9/2/2014	11efiprop: 5615776339		2
y	Gene Painting Interior and Ex	BECERRA**SEE NOTES***, RAUL O.			8401 W SAMPLE NEW	10/28/2016	14:34:3 9546635089	some	1
y	Gene Painting Interior and Ex	CANELON, PABLO E.	16-P-20	2	2138 VAN BUREN ISSUED	3/31/2016	C SERVIC 9548542273		8
y	Gene Painting Interior and Ex	CLAUSSEN, CHRISTIAN			800 PARKVIEW D NEW	3/23/2016	1CLAUSS 7542447995		2
y	Gene Painting Interior and Ex	FERWAT, MORRIS			11512 NW 43 ST NEW	6/3/2013	1C MORRI 9547962286		1

y	Gene Painting Interior and Ex FIALLOS JR., MANUEL DJ.	15-P-18	3	2331 AZALEA CO ISSUED	4/29/2013	1MANNY9544839480	1
y	Gene Painting Interior and Ex FICHTNER, RICARDO O.			2121 NW 4 COU NEW	8/4/2014	13ROFCOI7864222218	1
y	Gene Painting Interior and Ex HOFFMAN, DANIEL P.	15-P-18	3	6135 NW 22 ST, EXPIRE	3/28/2014	1DANIEL 9543687238	4
y	Gene Painting Interior and Ex HUNTER, JOHN S.			661 NW 19 AVE NEW	4/13/2016	1johnanc 9545882058	1
y	Gene Painting Interior and Ex KATZ, JOSHUA R.	14-P-18	4	2720 BW 84 WA, ISSUED	1/13/2014	1JKATZ@9543429350	2
y	Gene Painting Interior and Ex LAFERTE, MARIO			3801 ENVIRON, NEW	4/2/2014	09MARIOI9542490620	2
y	Gene Painting Interior and Ex LINDOR, RAYMOND J.	14-P-18	2	7934 PEMBROKE ISSUED	5/6/2013	1CLINDOR 9549183449	7
y	Gene Painting Interior and Ex LINETTE, JONATHAN A.	15-P-18	3	4061 N DIXIE HW, EXPIRE	8/28/2014	CJ2SERVI9548160856	3
y	Gene Painting Interior and Ex MARTINEZ, DIEGO M.			7630 WESTWOOD NEW	7/9/2015	11MAURC 9544641761	1
y	Gene Painting Interior and Ex MEKULIK, EDWARD J.	15-P-18	3	4622 MONARCH ISSUED	4/15/2015	1allfloridapaint1@gmail.com	2
y	Gene Painting Interior and Ex MOBLEY, LAWRENCE L.			1004 NW 6TH, T, NEW	6/25/2014	C LMOBLI9545497875	1
y	Gene Painting Interior and Ex MURISON, ROBERT I.	16-P-18	2	33 SE 8th ST, # 4, ISSUED	5/20/2015	1BMURIS 5614008187	2
y	Gene Painting Interior and Ex OTERO, LUIS F.			7602 NW 18 PL, NEW	2/24/2014	1LUIS28(9549774080	1
y	Gene Painting Interior and Ex PEREZ***SEE NOTES***, ALEXA	15-P-18	3	2598 S CONWAY, EXPIRE	4/29/2015	1aperez. 9548180102	1
y	Gene Painting Interior and Ex REYNOLDS, JACOB M.			1353 NE 28 AVE, NEW	12/30/2014	jacobreynolds118@gmail.c	3
y	Gene Painting Interior and Ex RIOS, EDUARDO G.			101 NE 41 ST, # F, NEW	6/4/2015	16:02:09	3
y	Gene Painting Interior and Ex RODRIGUEZ, PEDRO L.			7000 NW 17 ST, i, NEW	3/4/2013	08:59:46 7869708190	1
y	Gene Painting Interior and Ex ROWLAND, CEDRIK D.	13-P-18	5	4717 NW 58 ST, RENSEN	5/3/2013	14ced.d.row87@gmail.com	1
y	Gene Painting Interior and Ex SAAD, SEBASTIAN	14-P-18	4	10700 NW 66 ST, EXPIRE	6/12/2012	1BWPCLI7865878059	4
y	Gene Painting Interior and Ex SHERLOCK, JAMES E.			15970 W STATE, F, NEW	9/2/2014	08james-s 7012141922	2
y	Gene Painting Interior and Ex SILVA, FABRICIO H.			9222 SW 5 STRE, NEW	4/15/2013	1FABRICIOSREMODELING@	1
y	Gene Painting Interior and Ex SIN, ENRIQUE	15-P-18	3	3301 NW 22 PLC, ISSUED	8/6/2014	1Espacio.c 9549845958	4
y	Gene Painting Interior and Ex VILLATORO, ERICA S.			2736 NW 2 STPO, NEW	4/22/2013	1ericavillatoro87@hotmail.c	2
y	Gene Painting Unlimited			ARIAS, LUIS M. 407 S 24TH AVE, NEW	12/30/2013	louispai 7863220915	1
y	Gene Painting Unlimited			BARBOSA, KENNIO L. 9266 W ATLANT, NEW	8/26/2015	1JBBPAIN 9548420216	1
y	Gene Painting Unlimited			CASTRO ARIAS, NELSON JOSUE. 5375 SW 42 STD, NEW	9/29/2015	1NELSON 9548266029	1
y	Gene Painting Unlimited			DANTAS, LEANDRO C. 5100 NW 11 DRF, ISSUED	8/31/2015	11:14:29 5615029965	6
y	Gene Painting Unlimited			FLOREZ, ROBERTO C. 6114 GARFIELD, ISSUED	9/18/2013	C ROBERTI9548259035	6

# Trade	# Bus	Refund	Ck Sent	Ck Returne	Not cleared
		1 \$ 15.00	5/14/2018		X
	2	3 \$ 75.00	5/14/2018		X
	1	1 \$ 30.00	5/14/2018	X	
	4	2 \$ 90.00	5/14/2018		X
	5	1 \$ 90.00	5/14/2018		X
		2 \$ 30.00	5/14/2018	X	
		1 \$ 15.00	5/14/2018		X
	1	1 \$ 30.00	5/14/2018		X
	1	1 \$ 30.00	5/14/2018		X
	2	3 \$ 75.00	5/14/2018		X
	2	2 \$ 60.00	5/14/2018		X
		2 \$30.00	5/14/2018		X
	3	3 \$90.00	5/14/2018		X
	2	4 \$90.00	5/14/2018		X
	4	1 \$75.00	5/14/2018	X	
					X
	2	\$30.00	5/14/2018		X
	2	\$30.00	5/14/2018		X
	4	\$60.00	5/14/2018		X
	1	\$15.00	5/14/2018		X
	1	\$15.00	5/14/2018	X	
	2	\$30.00	5/14/2018		X
	3	\$45.00	5/14/2018	X	
	4	7 \$165.00	5/14/2018		X
	4	\$60.00	5/14/2018		X
	1	\$30.00	5/14/2018		X
		2 \$30.00	5/14/2018		X
	5	4 \$135.00	5/14/2018		X
	1	\$15.00	5/14/2018		X
	1	\$15.00	5/15/2018	X	
	2	1 \$45.00	5/15/2018		X
	1	\$15.00	5/15/2018	X	
	2	2 \$60.00	5/15/2018	X	

3	3	\$90.00	5/15/2018	X
1		\$15.00	5/15/2015	X
1		\$15.00	5/15/2018	X
1	1	\$30.00	5/15/2018	X
2	2	\$60.00	5/15/2018	X
1	2	\$45.00	5/15/2018	X
1		\$15.00	5/15/2018	X
1		\$15.00	5/15/2018	X
1	1	\$30.00	5/15/2018	X
	1	\$15.00	5/16/2018	X
8	7	\$225.00	5/16/2018	X
1		\$15.00	5/16/2018	X
1	1	\$30.00	5/17/2018	X
1	1	\$30.00	5/17/2018	X
3	2	\$ 75.00	5/17/2018	X
2	3	\$ 75.00	5/21/2018	X
1		\$ 15.00	5/21/2018	X
1		\$ 15.00	5/21/2018	X
3		\$ 45.00	5/22/2018	X
1	3	\$ 60.00	5/22/2018	X
2	5	\$ 105.00	5/22/2018	X
	1	\$ 15.00	5/22/2018	X
1		\$ 15.00	5/22/2018	X
2	1	\$ 45.00	5/22/2018	X
1		\$ 15.00	5/22/2018	X
4	4	\$ 120.00	5/23/2018	X
3	1	\$ 60.00	5/23/2018	X
4	5	\$ 135.00	5/23/2018	X
	3	\$ 45.00	5/23/2018	X
1	1	\$ 30.00	5/23/2018	X
	1	\$ 15.00	5/23/2018	X
3	5	\$ 120.00	5/23/2018	X
1	1	\$ 30.00	5/23/2018	X
	1	\$ 15.00	5/29/2018	X

	1	\$	15.00	5/29/2018	X	
1		\$	15.00	5/29/2018		X
1	3	\$	60.00	5/29/2018	X	
1		\$	15.00	5/29/2018		X
1	1	\$	30.00	5/29/2018		X
1	1	\$	30.00	5/29/2018		X
4	3	\$	105.00	5/29/2018		X
1	2	\$	45.00	5/29/2018		X
1		\$	15.00	5/29/2018		X
1	1	\$	30.00	5/29/2018		X
1		\$	15.00	5/29/2018		X
1	1	\$	30.00	5/29/2018		X
1		\$	15.00	5/29/2018		X
1		\$	15.00	5/29/2018		X
2	1	\$	45.00	5/29/2018		X
3		\$	45.00	5/29/2018		X
1		\$	15.00	5/29/2018	X	
1		\$	15.00	5/29/2018	X	
1	3	\$	60.00	5/29/2018		X
1	1	\$	30.00	5/29/2018		X
1		\$	15.00	5/29/2018		X
2	2	\$	60.00	5/29/2018		X
	2	\$	30.00	5/29/2018		X
		\$	15.00	5/29/2018		X
	1	\$	15.00	5/29/2018		X
	1	\$	15.00	5/29/2018	X	
3	3	\$	90.00	5/30/2018	X	
3	3	\$	90.00	6/27/2018	X	

\$ 4,275.00

Refund still owed

Check	Board	Trade	Name	Lic #	Address	status	date	email	phone	# Test	Take #	Trade	# Bus	Refund
y	Gen	Painting	U LAYTON, ROBERT G.	16-F 2	814	ISSUED	11/20/2015	RGLP/9549331244			4	2	2	\$ 60.00
y	Gen	Painting	U MORAN, RIGOBERTO		562	NEW	5/21/2014	14:28:57862869571			2	2		\$ 30.00
y	Gen	Painting	U MOYA, WILLIAM H.	16-F 2	415	EXPIRE	3/3/2016	15:WILLI.5612709944			4	2	2	\$ 60.00
y	Gen	Painting	U MUCCIO, RICHARD J.	17-F 1	941	ISSUED	1/18/2017	1COVERALL954@GMAIL.COM			2	1	1	\$ 30.00
y	Gen	Painting	U NAVAS, FRANCISCO J.	16-F 2	421	EXPIRE	1/9/2015	15:FNAV.9544450484			5	2	3	\$ 75.00
y	Gen	Painting	U PEARSON, RONALD C.		431	NEW	11/26/2014	ronpe9549068492			2	1	1	\$ 30.00
y	Gen	Painting	U RIVERA, FRANCISCO J.		561	NEW	2/3/2014	12:16:349543471386			3	2	1	\$ 45.00
y	Gen	Painting	U RODRIGUES, MARCOS	16-F 2	452	ISSUED	6/2/2015	15:mrpic5615731371			5	2	3	\$ 75.00
y	Gen	Painting	U RODRIGUEZ, ROBERT D.		592	NEW	10/21/2015	RDRP,9545452011			5	3	2	\$ 75.00
y	Gen	Painting	U ROY, ANGELIQUE	15-F 3	638	ISSUED	7/2/2015	17:ANGE9545578016			2	1	1	\$ 30.00
y	Gen	Painting	U SEEPAUL, KELVIN B.	17-F 1	651	ISSUED	6/3/2016	17:K_SEE9548678703	some aft		2	2		\$ 30.00
y	Gen	Painting	U SEWLAL, DAREN E.		988	NEW	5/1/2013	11:BELLA9547423319			1	1		\$ 15.00
y	Gen	Painting	U SIMPSON, JONATHAN J.	17-F 1	105	ISSUED	8/23/2016	11:JONSI9545406247	some aft		2	2		\$ 30.00
y	Gen	Painting	U SOARES, ALESSANDRO V.		631	NEW	10/12/2012	info@9548761017			1	1		\$ 15.00
y	Gen	Painting	U SOLIS, RAMIRO V.	16-F 2	951	ISSUED	4/5/2016	11:RSOLI9547787799			3	1	2	\$ 45.00
y	Gen	Painting	U STUARD, MASON		123	NEW	8/21/2012	11:M_ST9545497244			2	1	1	\$ 30.00
y	Gen	Painting	U TASLIDZIC, DENIS	16-F 2	156	ISSUED	1/29/2016	11:DENIS9547754413			6	2	4	\$ 90.00
y	Gen	Pavers	BAISI, FRANK	16-F 2	629	RENEW	5/5/2015	11:07:059543363904			5	2	3	\$ 75.00
y	Gen	Pavers	BUNTING, RICHARD	16-F 2	149	ISSUED	3/18/2016	11:REFRE9542601874			4	2	2	\$ 60.00
y	Gen	Pavers	CAMPOS, KLAUS S.	16-F 2	223	ISSUED	4/28/2016	11:CAMP5613060645			3	1	2	\$ 45.00
y	Gen	Pavers	CARDOZA, JORGE A.	16-F 2	261	ISSUED	1/13/2016	11:JVPAV7865104389			3	2	1	\$ 45.00
y	Gen	Pavers	DE LACERDA, MARCIO V.	17-F 1	396	ISSUED	8/24/2016	11:MARCIOLACERDA15	some aft		1	1		\$ 15.00
y	Gen	Pavers	IZQUIERDO, CARLOS A.		924	NEW	4/10/2013	11:CARL(9543802392			2	2		\$ 30.00
y	Gen	Pavers	LAURAY, JACQUELINE G.	16-F 2	115	ISSUED	1/5/2016	17:cowbr9548715064			3	3		\$ 45.00
y	Gen	Pavers	LEAVITT, ROBERT E.		874	NEW	10/2/2015	11:ROBLI5612221890			1	1		\$ 15.00
y	Gen	Pavers	LOPEZ, EDWARD A.	14-F 4	223	ISSUED	12/26/2013	EL9549549132221			5	3	2	\$ 75.00
y	Gen	Pavers	MARCELINO, RICARDO N.	17-F 1	232	ISSUED	8/23/2017	11:RKMA5619290280	some aft		3	2	1	\$ 45.00
y	Gen	Pavers	MARTINS, KRISTIN S.	14-F 4	383	ISSUED	6/19/2014	11:martii9546832358			4	3	1	\$ 60.00
y	Gen	Pavers	SANTANA, ANEILTEON A.	16-F 2	118	ISSUED	3/1/2016	11:ALECF9542882447			7	3	4	\$ 105.00
y	Gen	Pavers	SNAPP, KIMBERLY D.	16-F 2	127	ISSUED	9/24/2015	11:ksnap9548257892			5	2	3	\$ 75.00
y	Gen	Pavers	SOBRINHO, ALBENY R.	17-F 1	670	ISSUED	11/2/2015	11:BABS(9548182052			4	4		\$ 60.00
y	Gen	Pavers	VIEIRA, MARCIO E.		340	NEW	3/5/2012	15:SPIEG9546875797			2	2		\$ 30.00
y	Gen	Pavers	WINGESTER, RODNEY L.	17-F 1	508	ISSUED	9/27/2016	11:WING9547259952	some aft		2	2		\$ 30.00

y	Gen Plastering	BALTA, GONZALO M.	15-F 3 179	ISSUED	6/4/2015	11FAUXI9544641468	3	3	\$	45.00
y	Gen Plastering	CAMINO, EDUARDO J.	115	NEW	3/8/2017	10PCPAI9546512346	1		1 \$	15.00
y	Gen Plastering	CASTILLO, HUBERT R.	16-F 2 141	ISSUED	4/24/2014	1HRCA5613923092	3	2	1 \$	45.00
y	Gen Plastering	DIEUJUSTE, RENET	16-F 2 101	ISSUED	10/9/2015	1RENE9547013543	7	3	4 \$	105.00
y	Gen Plastering	HORNA, JORGE Y.	161	NEW	2/7/2013	12IVAH9543474436	2		2 \$	30.00
y	Gen Plastering	NUNEZ- REYES, GENESIS	17-F 1 208	ISSUED	3/3/2015	11NUNE9549343811	4	1	3 \$	60.00
y	Gen Residentia	CORDERO, MILTON B.	13-F 5 108	ISSUED	2/11/2015	1CAMIL95615585135	2		2 \$	30.00
y	Gen Residentia	GUSVANA, RAFAEL A.	187	NEW	1/18/2015	10RADIHOMEIMPROVEMENT	1		1 \$	15.00
y	Gen Residentia	CUCALON, ROBERTO A.	16-F 2 320	ISSUED	11/5/2012	1SHINE9546503545	8	5	3 \$	120.00
y	Gen Residentia	RAMIREZ, OMAR	14-F 4 927	ISSUED	1/31/2014	09:54:7542044175	3	3	\$	45.00
y	Gen Roof Paint	KORIR, MICHAEL K.	14-F 4 291	ISSUED	3/1/2013	15mikek9546369393	4		4 \$	60.00
y	Gen Roofing	ALVAREZ, JORGE	332	NEW	11/24/2015	LORI_9542050892	3		3 \$	45.00
y	Gen Roofing	GREENE, NICHOLAS M.	17-F 1 135	ISSUED	6/2/2015	11GREE9542741851	3	1	2 \$	45.00
y	Gen Roofing	GUEVARA, RAFAEL A.	187	NEW	5/16/2013	1RADIHOMEIMPROVEMENT	1		1 \$	15.00
y	Gen Roofing	GUY, RODNEY V.	16-F 2 572	ISSUED	5/8/2015	11prime9542741784	7	3	4 \$	105.00
y	Gen Roofing	KAMERON, JOSH R.	15-F 3 674	ISSUED	3/25/2015	1COOL9548220822	7	5	2 \$	105.00
y	Gen Roofing	MAIS, NOEL	16-F 2 780	EXPIRE	4/6/2012	15:43:49542458337	1		1 \$	15.00
y	Gen Roofing	MARTINEZ, ESLIN	16-F 2 625	ISSUED	4/13/2016	1ESLIN7864149284	10	4	6 \$	150.00
y	Gen Roofing	RAIFORD, MELVIN D.	13-F 5 148	EXPIRE	8/1/2013	1lovett5619298247	2	1	1 \$	30.00
y	Gen Roofing	ROZOS, SHAWN G.	16-F 2 519	ISSUED	1/11/2016	1SSICO9544706371	8	3	3 \$	120.00
y	Gen Roofing	WALDREP, DANIEL C.	17-F 1 118	ISSUED	8/6/2015	11DANV9542752398	3	2	1 \$	45.00
y	Gen Roofing	WOODS, ERIC S.	16-F 2 191	ISSUED	2/8/2016	1ERICV7544007113	4	2	2 \$	60.00
y	Gen Sandblast	MESA, JOSE S.	15-S 2 201	ISSUED	5/5/2015	08ABES13053181327	3	1	2 \$	45.00
y	Gen Sign Erecti	AMRAM, AVINOAM	168	NEW	7/25/2013	1NEON9543306847	2	2	\$	30.00
y	Gen Sign Erecti	BLEIWEISS, ALAN A.	104	NEW	8/4/2014	1ALANI9543261513	1	1	\$	15.00
y	Gen Sign Erecti	WILLIS, HOWARD J.	206	NEW	9/25/2013	15:47:9542884541	1	1	\$	15.00
y	Gen Sign Erecti	ZOGHBI, ALBERT N.	156	NEW	8/20/2012	1ALBEF9545128525	1	1	\$	15.00
y	Gen Structural	KUHNELL, MATTHEW S.	14-S 4 118	ISSUED	12/12/2013	1MKU5132003529	5	3	2 \$	75.00
y	Gen Structural	ZULIM, VICTOR	17-S 1 600	ISSUED	9/23/2016	1VZULI9546128101	5	4	1 \$	75.00
y	Gen Swimming	ARBOLEDA, JOSE C.	108	NEW	12/30/2015	18099545755647	1		1 \$	15.00
y	Gen Swimming	BOTTIC, ROBERTO K.	16-S 2 865	ISSUED	12/4/2015	1IPOLI7862137024	4		4 \$	60.00
y	Gen Swimming	DUSOFF, JEREL R.	16-S 2 478	ISSUED	8/28/2015	1JBPGR9543761566	2		2 \$	30.00
y	Gen Swimming	MATA, ERNESTO A.	14-S 4 161	EXPIRE	5/1/2013	1SERVI9545137047	2		2 \$	30.00
y	Gen Swimming	SARTE, ANDRE T.	249	NEW	12/28/2015	1ASANI9545400885	1		1 \$	15.00

y	Geni	Terrazzo	ANDREOU, FRANK L.	17-T 1	651	ISSUED	5/23/2013	1	FLOOI9544284363	2	1	1	\$	30.00
y	Geni	Terrazzo	CALDERBANK, JOHN *** SEE N	12-T 6	625	ISSUED	3/9/2012	0	JOHN9545546396	5	1	4	\$	75.00
y	Geni	Tile and M	ANDRADE, ALAURI M.	17-T 1	832	ISSUED	5/2/2016	1	ALAU9543400605	1	1		\$	15.00
y	Geni	Tile and M	BAUERS, KIRK E.	15-T 3	102	ISSUED	2/2/2015	0	KEBA9546809898	3	2	1	\$	45.00
y	Geni	Tile and M	BERBECI, DANIEL		400	NEW	6/26/2015	1	DBER9545582699	2	1	1	\$	30.00
y	Geni	Tile and M	BERMUDEZ, MARIA O.	17-T 1	150	ISSUED	8/26/2016	1	OLGA 7863122257	6	4	2	\$	90.00
y	Geni	Tile and M	BLANCO, JANA M.		783	NEW	7/31/2015	1	JBLAN9543302623	2	2		\$	30.00
y	Geni	Tile and M	BRAGA, CREUS	17-T 1	173	ISSUED	5/22/2014	1	BRAR9542887431	9	3	6	\$	135.00
y	Geni	Tile and M	CABRERA, CARLOS M.	15-T 2	266	ISSUED	8/14/2012	1	MARI95613583087	9	4	5	\$	135.00
y	Geni	Tile and M	CALERO, JUAN A.		707	NEW	10/9/2013	1	juan@9542148049	1	1		\$	15.00
y	Geni	Tile and M	CHARETTE, JEFFREY J.		130	NEW	8/25/2016	1	JOSEE 9543193711	2	2		\$	30.00
y	Geni	Tile and M	COSTA FILHO, AFONSO	16-T 2	112	RENSEN	8/15/2014		AFFILUSA@GMAIL.COM	10	3	7	\$	150.00
y	Geni	Tile and M	CUNHA, LUIZ H.	15-T 3	183	ISSUED	7/25/2014	1	JLCFL9546492072	5	2	3	\$	75.00
y	Geni	Tile and M	DE MEDEIROS, ELLYSON S.		337	NEW	1/6/2015	1	mederiosellyson@gmail.com	1	1		\$	15.00
y	Geni	Tile and M	GONZALEZ OSORNIO, APOLINAR		679	NEW	9/2/2014	0	apolin9548041092	4	2	2	\$	60.00
y	Geni	Tile and M	GONZALEZ, YOSVANI		401	NEW	10/1/2013	1	yosva 7868733190	2	2		\$	30.00
y	Geni	Tile and M	HLUBEN, JURAJ M.	14-T 4	994	ISSUED	3/12/2014	1	thefir:5619298939	4	2	2	\$	60.00
y	Geni	Tile and M	KNIGHT, SETH R.	15-T 2	530	ISSUED	2/6/2014	1	SETH9548681225	4	2	2	\$	60.00
y	Geni	Tile and M	KOHL, DAVID W.	13-T 5	246	ISSUED	9/17/2013	1	KOHLSFLOOR@GMAIL.COM	3	2	1	\$	45.00
y	Geni	Tile and M	LOPEZ**SEE NOTES**, ABRAHAM		435	NEW	7/8/2015	1	ABRA9548618801	1		1	\$	15.00
y	Geni	Tile and M	MATTOS, PATRICK P.	16-T 2	330	ISSUED	7/7/2016	1	MATT9548300836	3	1	2	\$	45.00
y	Geni	Tile and M	MEDINA, FABIO F.		923	NEW	2/22/2016		FABIO9545881977	1		1	\$	15.00
y	Geni	Tile and M	MELO, CLEVERSON P.		210	NEW	11/23/2015		CMEL 9546685836	2	2		\$	30.00
y	Geni	Tile and M	MORALES, DIEGO J.	15-T 3	904	ISSUED	10/24/2013		ATDTI9542134240	5	2	3	\$	75.00
y	Geni	Tile and M	PABA, SERGIO A.		944	NEW	4/9/2015	1	SPABA@MAC.COM	2	1	1	\$	30.00
y	Geni	Tile and M	PEREZ, ANTONIO		582	NEW	3/3/2015	0	PRAN 9543945146	2	1	1	\$	30.00
y	Geni	Tile and M	QUINONES, HELEN J.	14-T 4	33	S EXPIRE	8/7/2014	1	HELEN9545571349	5	2	3	\$	75.00
y	Geni	Tile and M	RETAMOZO, MANUEL NICOLAS	14-T 4	149	ISSUED	4/15/2014	1	MANI9549179365	3		3	\$	45.00
y	Geni	Tile and M	RIVERA, ROBERTO J.		301	NEW	11/3/2014	14:48:5	9544711991	1	1		\$	15.00
y	Geni	Tile and M	ROBINSON, SAMUEL T.	16-T 2	113	ISSUED	3/3/2016	1	ROBIN95612703397	3	1	2	\$	45.00
y	Geni	Tile and M	RODRIGUEZ, JAVIER P.	14-T 4	102	ISSUED	7/1/2013	1	RJAVI957542340287	3	2	1	\$	45.00
y	Geni	Tile and M	SANTOS, WESLEY		223	NEW	9/9/2014	1	sunsh 5619239474	2	1	1	\$	30.00
y	Geni	Tile and M	SHAHAR, TAMAR	16-T 2	99	S ISSUED	6/16/2016	1	TSHAI9544158181	2	1	1	\$	30.00
y	Geni	Tile and M	THOMPSON, ADRIAN A.	16-T 2	792	ISSUED	6/26/2015	1	ATHO 9549146703	5	2	3	\$	75.00

y	Genr Tile and M	TUMMINELLO, GLORIA	17-T 1 1037	ISSUED	10/4/2017	(GTUN 3862991111	3	1	2	\$	45.00
y	Genr Waterpro	FREIRIA, ALEJANDRO	14-V 4 1707	ISSUED	10/22/2014	AFREI 9546052952	6	1	5	\$	90.00
y	Genr Window a	BARILLO, JONATHAN J.	15-V 3 358	ISSUED	2/26/2014	(BAJJS 9549278108	5	3	2	\$	75.00
y	Genr Window a	BASTIEN, FRED	140	NEW	8/10/2016	1FRED@FTDSDOOR.(some aft	2		2	\$	30.00
y	Genr Window a	BENGHEA, IONUT C.	224	NEW	2/23/2015	1catalii9542438365	1		1	\$	15.00
y	Genr Window a	CAFIERO, SHAWN C.	227	NEW	7/5/2013	1SHAW9542980856	2	1	1	\$	30.00
y	Genr Window a	FONTE, ARIEL	481	NEW	2/7/2014	1ARIEL 9548309074 some aft	4	4		\$	60.00
y	Genr Window a	FOTI, EDGARDO M.	14-V 4 1427	ISSUED	11/20/2013	MASS 9548810654	2	1	1	\$	30.00
y	Genr Window a	GARCES, GUSTAVO A.	151	NEW	8/1/2014	13:25:1(3059928489	2	2		\$	30.00
y	Genr Window a	HUNTER **SEE NOTES**, DAVID W.	605	NEW	9/1/2015	0DAVIC9546542257	1	1		\$	15.00
y	Genr Window a	JOHANSEN, JAMES M.	130	NEW	8/7/2013	13:53:3:9772200067	2	1	1	\$	30.00
y	Genr Window a	KOBOSKO, JEREMEY S.	15-V 3 1407	ISSUED	5/3/2012	1shutte 5613967356	3	3		\$	45.00
y	Genr Window a	LUTZ, KEVIN T.	15-V 3 7127	ISSUED	11/26/2014	klcarp 7545814274	4	2	2	\$	60.00
y	Genr Window a	MALARA, JOSEPH A.	16-V 2 5947	ISSUED	9/4/2015	1JOSEP9542785344	2	2		\$	30.00
y	Genr Window a	REMEK JR., ROGER VAN.	16-V 2 5307	ISSUED	11/17/2015	onpointwindoor@gmail.com	4	2	2	\$	60.00
y	Genr Window a	TOLAN, ROBERT	16-V 2 1267	EXPIRE	1/21/2016	1TOLAI9542909258	4	2	2	\$	60.00
y	Genr Window a	TORRES, ORLANDO	17-V 1 1457	ISSUED	7/1/2013	1ORLAI9546255318	5	2	3	\$	75.00
										\$	5,805.00

Ck Sent Ck Returne Not cleared

total amount still owed
119 candidates still owed



**Gainesville Independent
Testing Service, LLC**

Examinations Engineered To Your Needs

May 15, 2018

Sample of GITS Refund Letter

To Whom it May Concern,

An audit conducted by Gainesville Independent Testing Service, LLC at the request of the Broward County Central Examining Board – General and Specialty Contractor Division has brought to our attention that you may have been overcharged for your examinations. Enclosed please find a check representing a refund of the amount you were overcharged when you sat for the EXAM(s) in/and or for Broward County, Florida.

Your acceptance of this check represents full and complete settlement of all issues and claims related to the overcharge.

Thank you for your cooperation.

Respectfully,

Gainesville Independent Testing Service, LLC

Jay Bowermeister, CEO

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Broward County Building Code Services Division

Standard Operating Procedures



1. Introduction:

A. Name of Policy or Procedure: Government Center West (GCW), Building Code Services Contractor Licensing Standard Operating Procedure

B. Responsible Divisions: Building Code Services Division (a division of Environmental Protection and Growth Management Department)

C. Effective Date: August 7, 2017

Date Last Reviewed: August 13, 2018

Date Due for Review:

2. Purpose: The purpose of this policy and procedure(s) is to establish guidelines, procedures, and responsibilities relating to Broward County Contractor Licensing and is governed by Broward County Ordinance Chapter 9 Ordinance.

3. Approvals

The following approvals are required in the following sequence, Department/Director/Assistant Director

4. Badge Identification/Access Cards

Employees are expected to have their ID/Security Badge in their possession and visible always during work hours. Authorized badge holders shall not use their badges to facilitate access by others into and throughout secured buildings or areas.

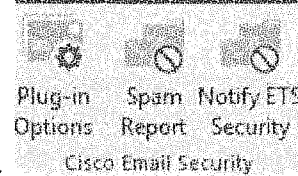
5. Phishing

Phishing is the attempt to obtain sensitive information such as usernames, passwords, and credit card details (and, indirectly, money), often for malicious reasons, by disguising as a trustworthy entity in an electronic communication. Phishing is typically carried out by email spoofing or instant messaging, and it often directs users to enter personal information at a fake website, the look and feel of which are almost identical to the legitimate one. Communications purporting to be from social web sites, auction sites, banks, online payment processors or IT administrators are often used to lure victims. Phishing emails may contain links to websites that are infected with malware.

The County experiences phishing attempts and failure to exercise caution may result in accounts being compromised by an external party (hacker). This unauthorized access could significantly impact the County's network and data.

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If you are ever asked to enter your credentials (i.e, username, password, etc.) and/or asked to click on a suspicious link, notify Enterprise Technology Services (ETS),



immediately by selecting the following in Outlook:

6. Personally Identifiable Information

Personally Identifiable Information (PII) or sensitive personal information is information that can be used to distinguish or trace an individual's identity, either alone or when combined with other persona or identifying information that is linked or linkable to a specific individual. (General Services Administration, Rules and Policies-Protecting PII-Privacy Act).

All staff is responsible for securing customer (internal and external) PII:

1. If anyone is collecting PII and there is no mandatory business requirement to do so, stop collecting it.
2. If staff must collect PII, but does not need to save it to an electronic format, do not save it to the electronic format. Saving to an electronic format includes anything from entering specific numbers into a database fields to scanning documents with PII into Posse or other electronic storage devices and platforms.
3. If PII must be saved in electronic format and staff have not already communicated with ETS management, staff must immediately contact ETS management to help resolve any issues of which they may not be aware.

7. Floor Coverage

There may be occasions when Staff support is needed to service our Customers in various Sections. In addition, to cross-sectional support, limited staff may create a need to adjust breaks and lunches.

8. Trainings

To promote and expand job knowledge and empowerment, professional growth, and provide uninterrupted services to Customer, cross-training of various Customer-support roles will be implemented.

9. Performance Expectations

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Organizational performance standards and goals provides measurements associated to processes. These matrices allow for us to analyze our process and make needed adjustments.

Performance standards across the division are based on quantitative and qualitative data. Customer input (i.e., survey, feedback.), transactional reporting (i.e., # of customers serviced) and efficiencies (i.e., service wait time) are factored into divisional measurements.

10. QLess Queue Manager Procedures

- a. EPGMD Building Code Services Division (BCSD) GCW uses QLess Queue Manager to service customers in a timely, well-ordered, professional and courteous process.
- b. PERMIT/LICENSING CUSTOMER SPECIALIST (PLC) will sign into QLess at the beginning of their shift and maintain the active QLess screen on their desktop monitor. Specialist(s) are expected to regularly view QLess for waiting customers.
- c. To service a waiting customer, the PLC will call the customer's name and summon the customer using the QLess Queue Manager.
- d. If a Customer has entered the wrong queue, the Customer can be moved to the correct queue without losing their space (time) in line. Do not select "Remove from line" because this will cause the Customer to be placed at the end of the line for the correct queue.
- e. If QLess shows no customers waiting, refresh screen. For example, if there is a customer waiting in Contractor Licensing Section, but not showing in QLess, and no customers are waiting, assist the customer.

11. "Black-out" Dates

To provide adequate staffing to our Customers, there are multiple dates throughout the calendar year, that our operations must limit leave requests due to business operational needs.

To meet the forecasted increase of customer transactions, leave requests approvals will be restricted on a case-by-case need. The following represents renewal dates when Customer transactions are forecasted to increase:

Licensing Section	Expiration Date
Contractors/Journeymen	August 31

12. New Applications-Intake process

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To process the new Contractor License in Posse, the following information must be provided:

- Completed application for discipline with supporting identification and documents, and fees from the applicant. Applications from third-parties are accepted. All fees must be included with all applications prior to processing.
- Contractor/Contracting Firm details are entered Posse. If a red flag or open/closed cases that are five (5) years or less are discovered, the application must be forwarded to a Code Inspector to review and outcome; prior to proceeding. Red flag and open/closed Customer Case activity can be in "BCS Enforcement & (Un)Licensed Activities.
- Applicants must be provided Board calendar for upcoming meetings
- Applications are processed (Posse and verification of documents) same day. Applications are held until Board approved application. All applications (approved or denied) are then scanned into Posse. Send an email to the Contractor Licensing Supervisor with the approved applicant(s) for testing.
- Once scanned, all documents are shredded. **Pending applications must be securely stored in desks for next day processing.**

13. Background Checks

Effective August 7, 2017, Contractor Licensing Enforcement Team will conduct background checks on all new Contractor License applications.

The applications will be forwarded to the Consumer Protection Inspector to conduct the background check. Once completed, the Inspector will return the application to the Contractor Licensing Customer Service staff.

14. Import Photo from POSSE to print Contractor License

1. In Posse, go to "Documents" tab and double-click on the attachment with the photo. The photo must be opened in Microsoft Paint

15. Testing Agency Evaluation (Management Responsibilities)

CLE Manager/Supervisor will regularly (quarterly) review each approved testing agency facility's contracts, performance (i.e., complaints, applicable administering of examination-to-trade, etc.), and fee reporting to ensure agreed upon fee pricing for applicants and ensure overcharges are reimbursed to applicants. Fee reporting should include but is not limited to the following:

- Name of applicant
- Date of examination

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- Description of examination (e.g. examination name)
- Fee amount assessed

Any identified changes to the contracted fee schedule require notification to the testing agencies and require approval from Building Code Services Division's Central Examining Board prior to enactment.

Testing agency agreements are located in the "CEB Testing Agencies Agreements" folder located: G:\ALL LICENSED CASES - licensing (CLE)\CEB Testing Agencies Agreements

16. Temporary Licenses

The Central Examining Board may, in its sole discretion, has authority to issue a temporary certificate to any individual making application for certification pursuant to Chapter 9. Temporary certification shall not be granted prior to the background check and for no more than six (6) months. The Central Examination Board may extend the temporary certificate up to three (3) months.

Prior to issuing a temporary license, there must be a license application entered Posse. To issue a temporary license, staff must select "Temporary License" located under "Other" and enter the expiration date six months after today's date. Staff must notify the Customer of the six month expiration date.

ISO:

Other

References...

Temporary License

Temporary License

Expiration Date:

Restrictions

Restrictions:

1. Select the "Processes" tab and right-click "Rescue" back to "New" in Outcome drop-down.

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SCS Record for Job 04510236-001 (18-20777)

Description: Waiting for Payment to New

Status: Complete

Assigned To: (None)

Outcome: to New

Schedule

Scheduled Start: mm/dd/yyyy

Scheduled Complete: mm/dd/yyyy

Actual Start: mm/dd/yyyy H:MM

Created Date: mm/dd/yyyy

Created By:

Details

In order to rescue a job to a certain status, you must:

1. Enter a value in the "Reason for Rescue" field below.
2. Set the outcome of this process to the desired status.
3. Update this process.

Reason For Rescue: Issued 6 months temporary license

2. Select "BCS Record Exam Board Decision"

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BCS Record Exam Board Decision for Job 045120776-001 (18-0078)

Description:

Status: Complete by FRED

Assigned To: BCSNVWQUEST, Nadene Reed, Marlene Voss, Michel

Outcome: Completed

Schedule

Scheduled Start: mm dd, yyyy

Scheduled Complete: mm dd, yyyy

Actual Start: mm dd, yyyy hh:mm

Actual Complete: Mar 07, 2018 12:24

Details

Exam Board Decision: Approved with Other

Approved with Other Details: 30 months temporary license more

Comments:

Exam Agency: Gainesville Independent Testing Inc. (GITS)

Exam Agency Phone Number:

Exam Location:

3. In the "Processes" tab, select "BCS Send Approval Notice and License Form."

BCS Send Approval Notice and License Form for Job 045120776-001 (18-0078)

Description:

Status: Assigned

Assigned To: BCSNVWQUEST, Nadene Reed, Marlene Voss, Michel

Outcome: None

Schedule

Scheduled Start: mm dd, yyyy

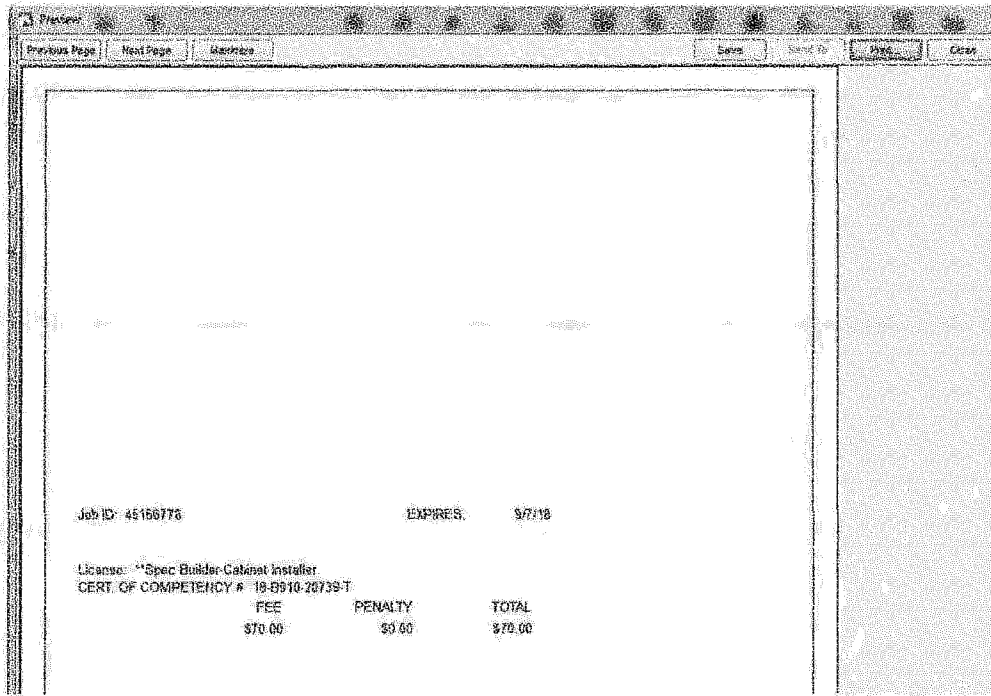
Scheduled Complete: mm dd, yyyy

Actual Start: mm dd, yyyy hh:mm

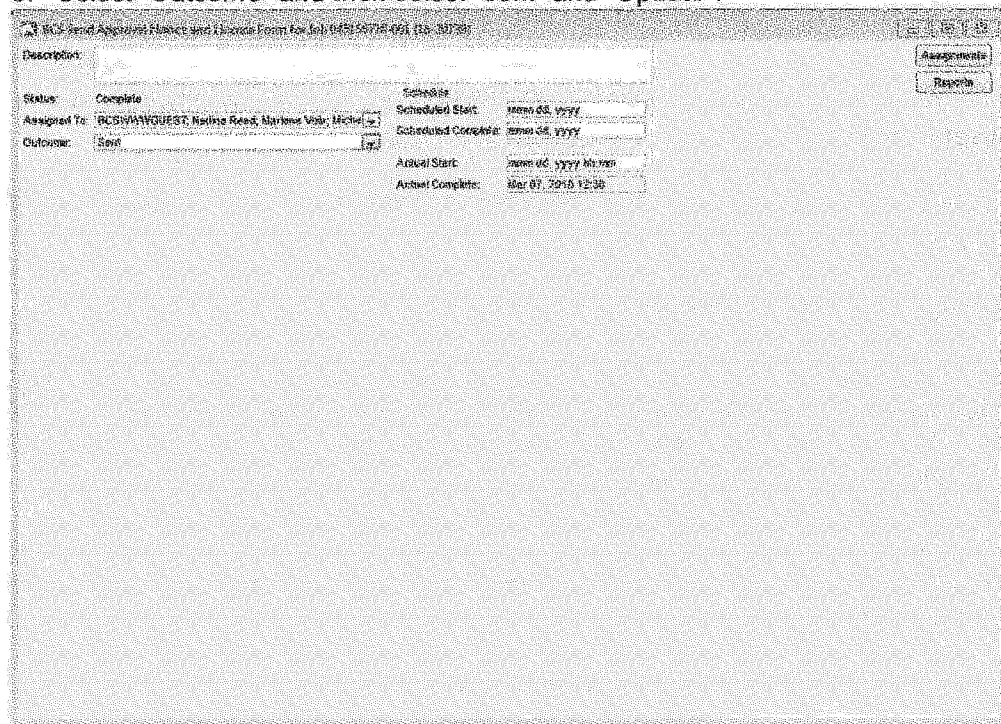
Actual Complete:

4. Select "Reports" and select "Save". The form will be printed. On the printed form, write "Temporary License." Select "Close".

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5. Select "Outcome" and then select "sent" and "Update".



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6. Go to Fees tab and select the Application Fee line item and then select "Adjust Fee"

The screenshot shows a software interface with a 'Fees' tab selected. At the top, there are fields for Job Type (BCS Contractor License), Status (New), Issue Date (mm/dd/yyyy), Parent Job, and Specific Location. Below these are tabs for Information, Processes, Fees, Complaints, Notes, Documents, and Discrepancy. A table with columns Description, Transaction, Pasted, Amount, Tax, Total, Balance External Reference, and Adjust Fee is displayed. A single row is visible with a value of \$200.00. A 'Pay Fees' button is located at the bottom right.

7. Remind Customer of six-month expiration date.

Note: When Posse was installed, there was a system issue which caused temporary licenses not to expire after six (6) months. Staff must go into Posse and manually "CANCEL" the temporary license.

17. Refund Requests

If it has been determined that a refund needs to be issued, the Customer must complete a "Request for Refund of Fees" form. The Contractor Licensing Customer Service staff must provide documented reason for the refund with supporting documentation (i.e., print-out of paid fee). Notify Customers that approved refund requests take approximately 6-8 weeks to process.

The refund request form with supporting documents is forwarded to the section Supervisor for review approval.

18. Fee-credit and Fee-adjustment processing

All fee-credits, excluded from Standard Operating Procedures and pre-approved by Management or Central Examining Board, must be reviewed and approved by either the Board and/or management prior to processing. Approved CLE Naming Conventions must be used when processing the credit.

Posse notes must be used to document reason for fee credit or adjustment. Supporting documentation (Supervisor approval, board approval, duplicate processing, etc.) should be archived in Posse "Documents".

19. BCSDCL Outlook and Voicemail Procedures

In addition to providing customer service support to in-person Customers, it is important that we are available to Customers that contact us by telephone, e-mail, fax, and mail.

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Inquiries and concerns from Customers can range from, but not limited to, how to obtain a new license to reporting unlicensed activity. Failure to respond, may result in loss of revenue and/or damage to property. When a Customer leaves a message, it is important that we have a timely response (24-48 business days). If the response, requires additional research, notify the Customer as to when a response will be received.

Building Code Services Division Contractor Licensing (BCSDCL) general email address and Outlook inbox is BCSDCL@broward.org. Each Contractor Licensing Customer Service staff member is granted access to BCSDCL. This inbox must be managed daily to respond to Customer concerns.

In addition to BCSDCL Outlook inbox, Contractor Licensing Customer Service staff have access to the general voicemail (Extensions 9822 and 9876). This must be managed daily to respond to Customer concerns.

To access the voicemail:

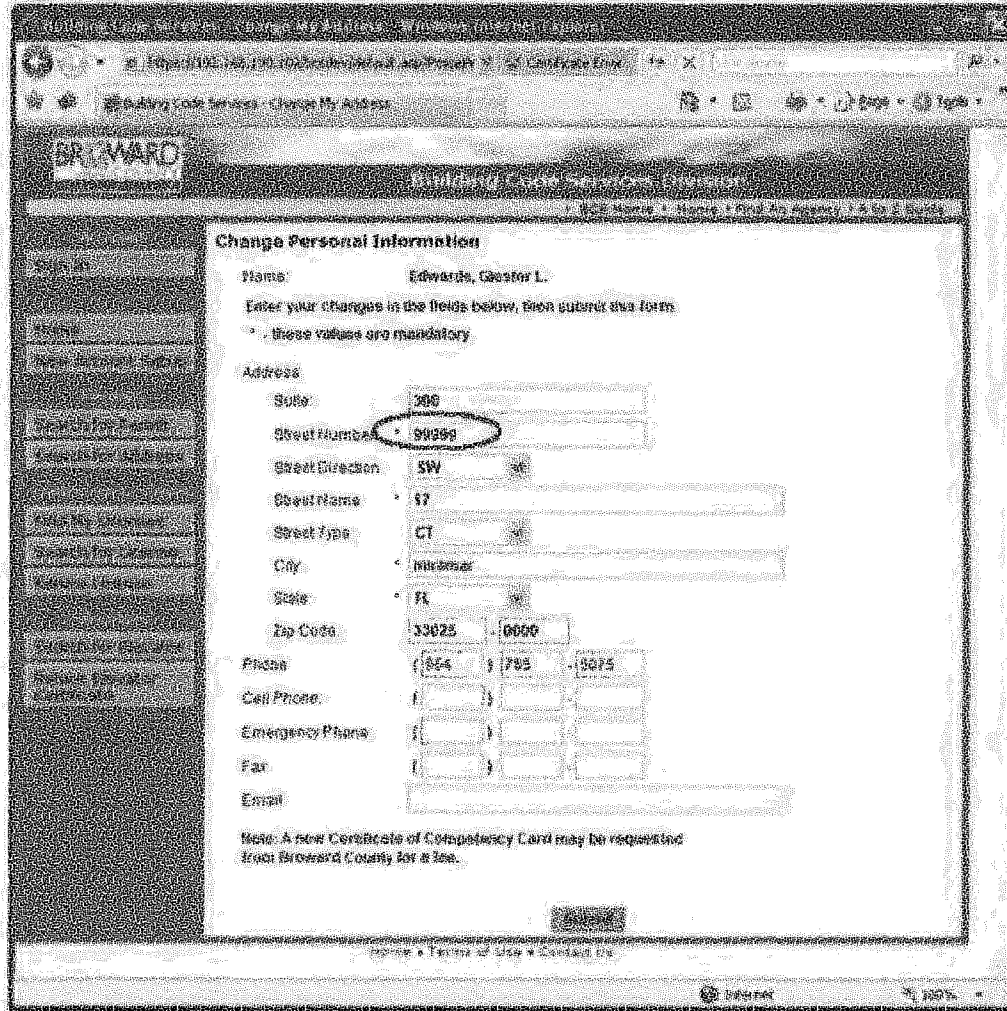
1. Select "messages* "
2. Enter "9822#" -or- "#9876"
3. Enter password "13579#"
4. Delete the message once you have addressed it

20. Contractor License-Change of Address via the Web

- 1) Changed the address via the web page –

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06-e100-00140-X



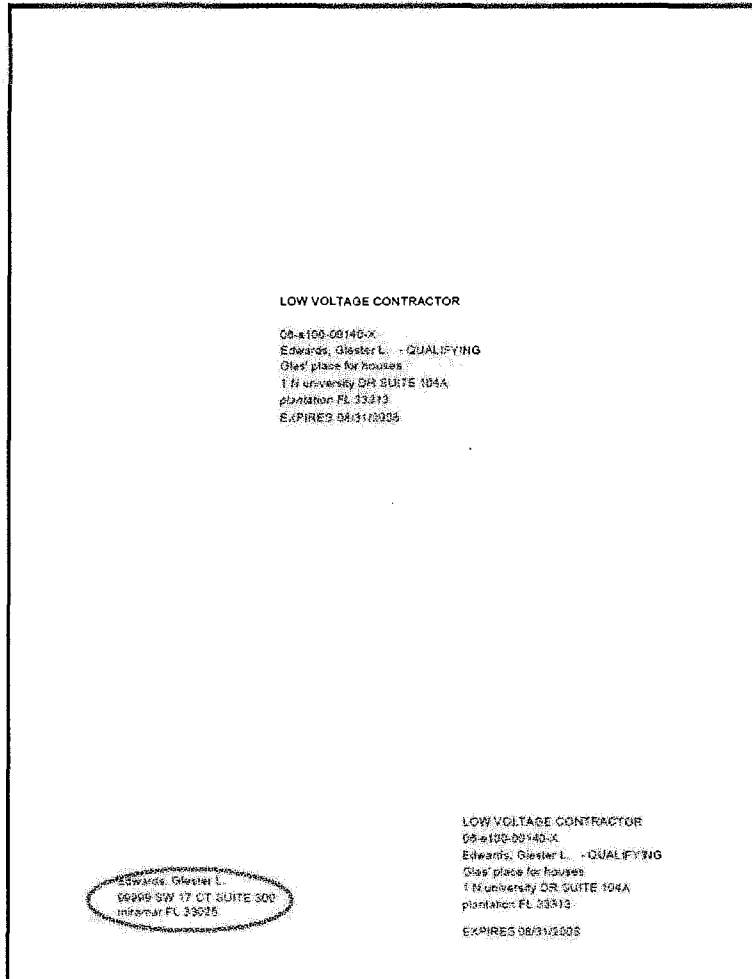
2.) Changes showed up in Posse:

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Job Description: CC Number: DB-e100-00140-X Contractor Name: Edwards, Glester Category: Low voltage contractor Expires: 31-AUG-06	
Job Type:	BCS Contractor License Date Created: Mar 15, 2006
Status:	Renewal Sent Created By: JI EDWARDS
Issue Date:	Jan 04, 2007 Date Completed: Incom 00, yyyy
Period Job:	
Specific Location:	
Complaints Notes Documents Developer	
License Information	
Expiration Date:	08/31/2006
CC Number:	DB-e100-00140-X
First Issue Date:	01/04/2007
Number of Renewals:	2
Years Licensed:	2
License Category:	Low voltage contractor
Discipline:	Electrical
Contractor Information	
Name:	Edwards, Glester L. DOB: 08/18/1967
Address:	300 B9909 SW 17 CT Miramar FL 33025
Email Address:	
Contracting Firm:	Gles' place for houses
State Registration	
Number:	545878
Expiration Date:	10/16/2007
QB Number:	lwscdnt
Educational Record	
Technical Training:	edstegz@hclsz
Related information	
BCS Contracting Firm: Gles' place for houses Address: 1 N university DR SUITE 104A pierdell	
Edwards, Glester L. Address: 9999 SW 17 CT SUITE 300 miramar FL 33025 Usable on Permits: Y	
Details State License County License Cases Notes	
Last Name:	Edwards
First Name:	Glester
Middle Initial:	L
Date of Birth:	08/18/67 Age: 39
(Either ID Number and Type or Driver's License are required)	
ID:	123456789
ID Type:	SSN
Driver's License:	
Contracting Firm Name(s):	Gles' place for houses
Contractor Address	
Suite Number:	300
Street Number:	99999

3.) Changed address shows up when print certificate of competency:

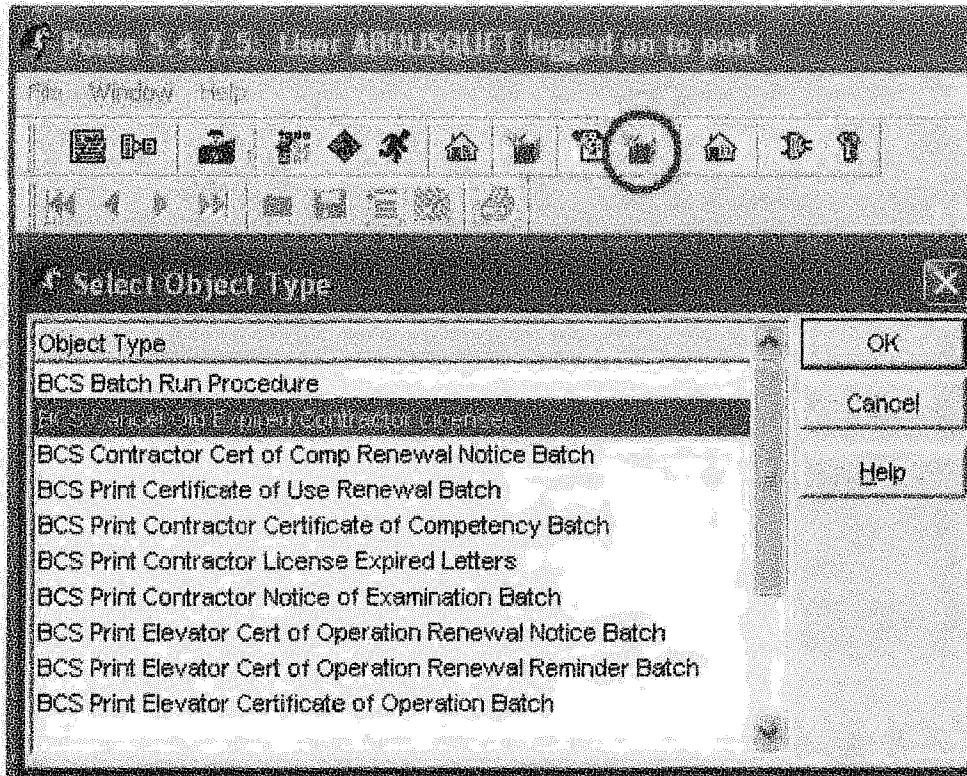
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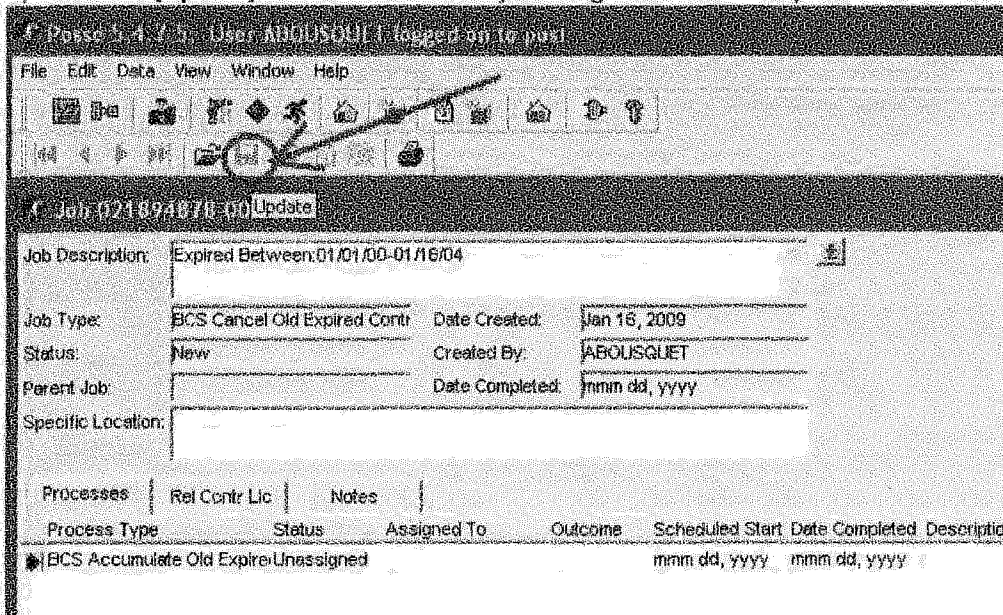
21. Instructions-Cancel Expired Contractor Licenses

- 1) Create a new BCS Batch job: **BCS Cancel Old Expired Contractor Licenses.**

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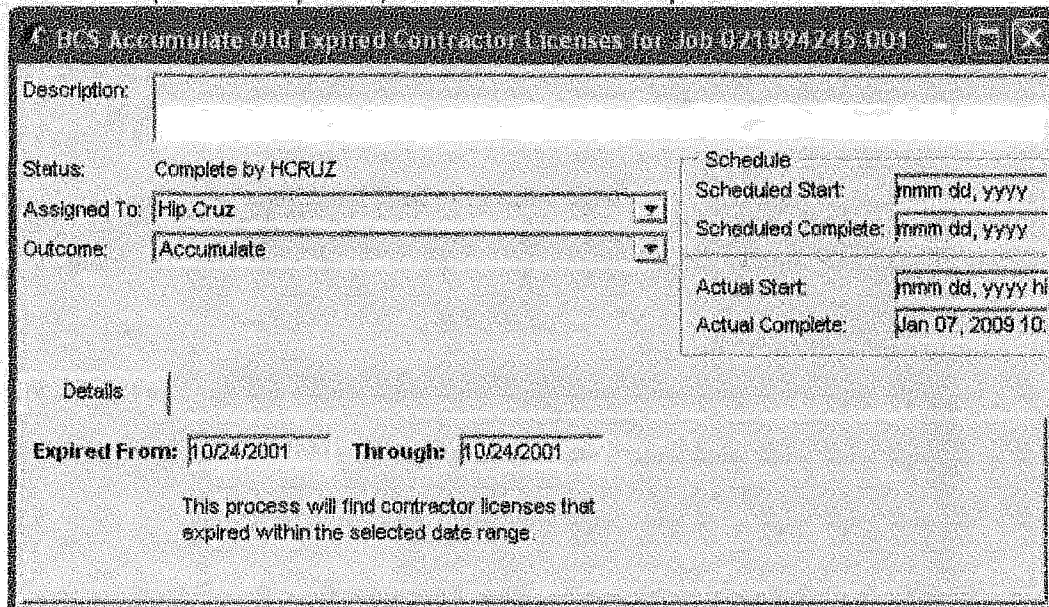


2) Click the [Update] icon to save the new job and generate the first process.



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- 3) Double-click to open the first process, "BCS Accumulate Old Expired Contractor Licenses".



BCS Accumulate Old Expired Contractor Licenses for Job 021394245-001

Description:

Status: Complete by HCRUZ

Assigned To: Hip Cruz

Outcome: Accumulate

Schedule

Scheduled Start: mmm dd, yyyy

Scheduled Complete: mmm dd, yyyy

Actual Start: mmm dd, yyyy hi

Actual Complete: Jan 07, 2009 10:

Details

Expired From: 10/24/2001 Through: 10/24/2001

This process will find contractor licenses that expired within the selected date range.

- An expiration date range must be entered. To cancel all contractor licenses that expired in 2001, for example, select a date range like: From 1/1/2001 Through 12/31/2001.
- Change the process outcome to "Accumulate" and update the process.
- Allow the process to run for several minutes, to find contractor licenses that meet the specified criteria.

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4) After the Accumulate process is done, double-click the **BCS Cancel Accumulated Contractors** process that was automatically created.

The screenshot displays a software interface with two main windows. The top window shows process details for 'Expired Between 10/24/01-10/24/01'. It includes fields for Job Type (BCS Cancel Old Expired Contr), Status (Complete), Date Created (Jan 07, 2009), Created By (HCRLUZ), and Date Completed (Jan 07, 2009). Below this is a table with columns: Process Type, Rel Contr Lic, Status, Assigned To, Outcome, Scheduled Start, Date Completed, and Description. The row shows 'BCS Accumulate Old Expire' with status 'Complete', assigned to 'Hip Cruz', and outcome 'Accumulate'.

The bottom window is titled 'BCS Cancel Accumulated Contractor Licenses for Job 001894241-001'. It shows details for a process with status 'Complete by HCRLUZ', assigned to 'Hip Cruz', and outcome 'Completed'. The schedule section includes fields for Scheduled Start, Scheduled Complete, Actual Start, and Actual Complete (Jan 07, 2009 10:05). The details section shows 'Expired From: 10/24/2001 Through: Oct 24, 2001'. A note at the bottom states: 'When this process is outcomed, the related Contractor License jobs will be CANCELED.'

- Change the process outcome to **"Completed"** and update the process.
- Allow the process to run for several minutes. For each contractor license job that was found during the first, "Accumulate" step, the job status is changed to "Cancelled" and a new "BCS Batch Cancel Old Expired Contractor License" process is automatically created.

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Job Description: CC Number: 01-790-R-T Contractor Name: RICHARDS, RUEBEN DAVID
License Category: SPEC BLDR-ROOFING Expires: 24-OCT-01

Job Type: BCS Contractor License **Date Created:** Apr 25, 2001

Status: **Cancelled** **Created By:** CONVERSION

Issue Date: mmm dd, yyyy **Date Completed:** Jan 07, 2009

Parent Job:

Specific Location:

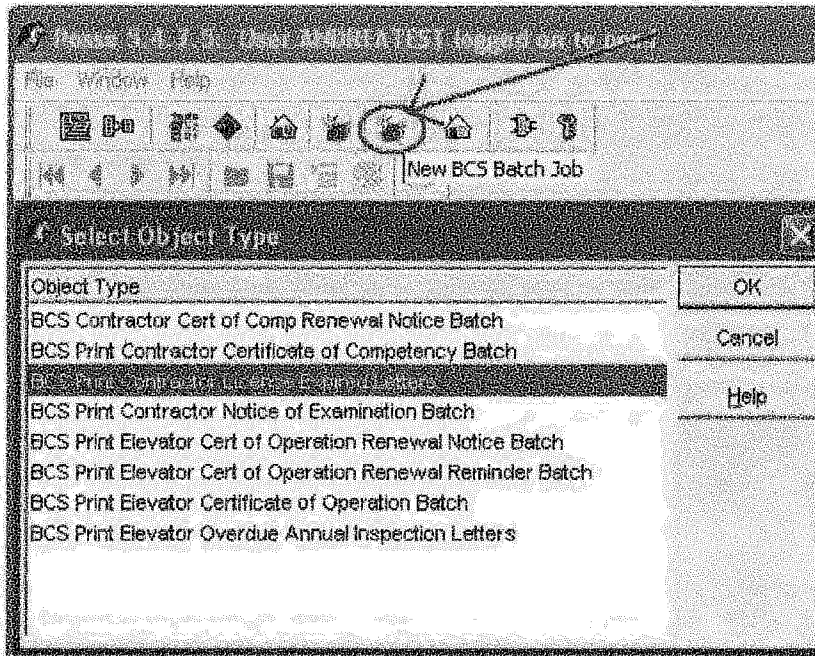
Information | Processes | Fees | Complaints | Documents | Developer

Process Type	Status	Assigned To	Outcome	Scheduled Start	Date Completed	Description
BCS Batch Cancel Old Expired Contractor License for Job 017901624-001						
Description:						
Status:	Complete by HCRUZ		Schedule			
Assigned To:	(None)		Scheduled Start:	mmm dd, yyyy		
Outcome:	Complete		Scheduled Complete:	mmm dd, yyyy		
			Actual Start:	mmm dd, yyyy hh:mm		
			Actual Complete:	Jan 07, 2009 09:54		

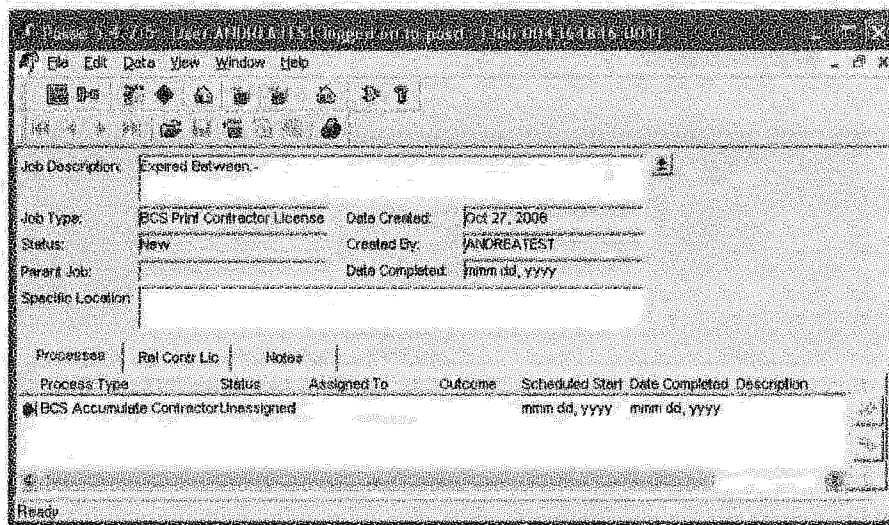
22. Instructions-Contractor License Expiration Letters

- 5) Create a new BCS Batch job: **BCS Print Contractor License Expired Letters.**

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6) Click the [Update] icon to save the new job and generate the first process.



7) Double-click to open the first process, "BCS Accumulate Contractor License Expired Letters".

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ABC Accumulate Contractor License Exp

File Edit Data View Window Help

Description: [Empty]

Status: Unassigned

Assigned To: (None)

Outcome: [None]

Schedule

Scheduled Start: mm dd, yyyy

Scheduled Complete: mm dd, yyyy

Actual Start: mm dd, yyyy Hh:mm

Actual Complete: [Empty]

Details

Expired From: mm/dd/yyyy Through: mm/dd/yyyy

This process will find contractor licenses that expired within the selected date range.

Ready

- An expiration date range must be entered. To send letters for licenses that expired before 2005, for example, select a date range like: From 1/1/2000 Through 12/31/2004.
- Change the process outcome to "Accumulate" and update the process.
- Allow the process to run for several minutes, to find contractor licenses that meet the specified criteria.

ABC Accumulate Contractor License Exp

File Edit Data View Window Help

Description: [Empty]

Status: Unassigned

Assigned To: (None)

Outcome: Accumulate

Schedule

Scheduled Start: mm dd, yyyy

Scheduled Complete: mm dd, yyyy

Actual Start: mm dd, yyyy Hh:mm

Actual Complete: Oct 27, 2008 10:46

Details

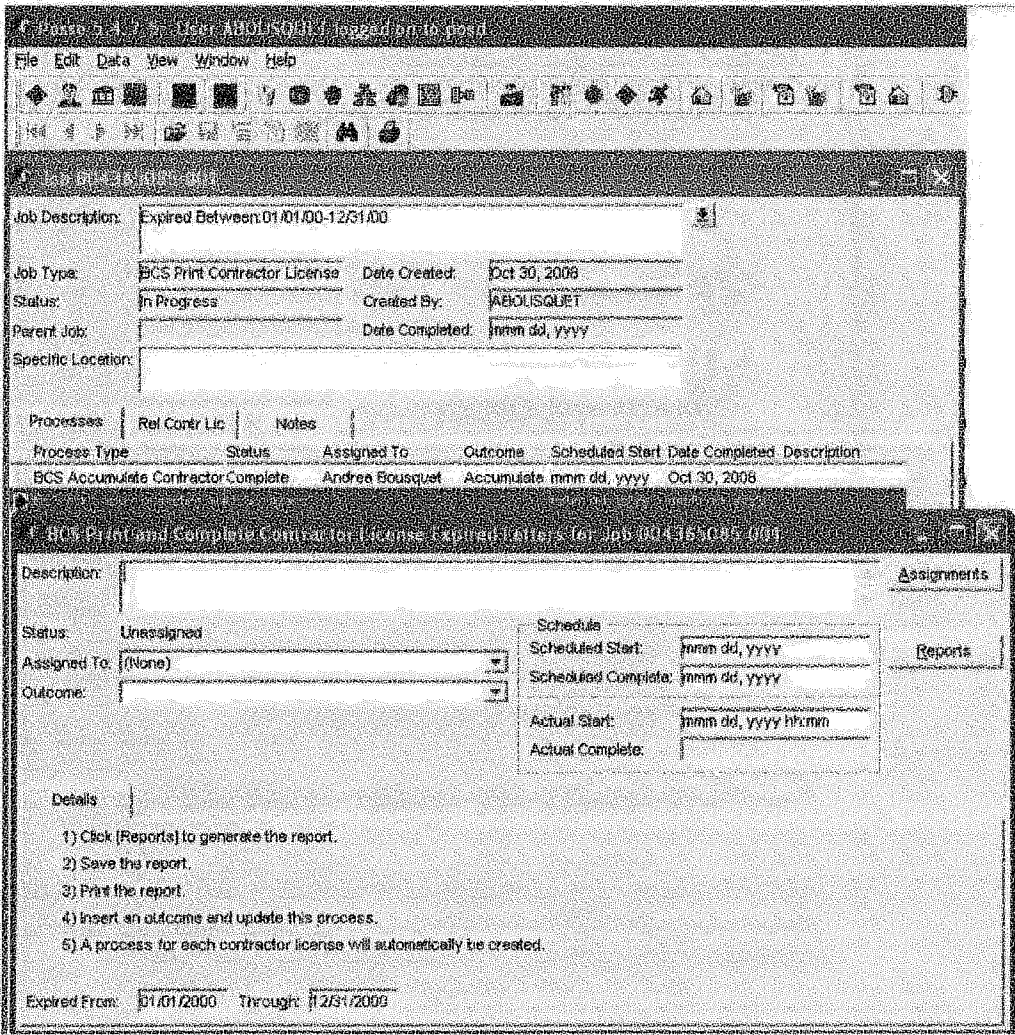
Expired From: 01/01/2000 Through: 12/31/2004

This process will find contractor licenses that expired within the selected date range.

Ready

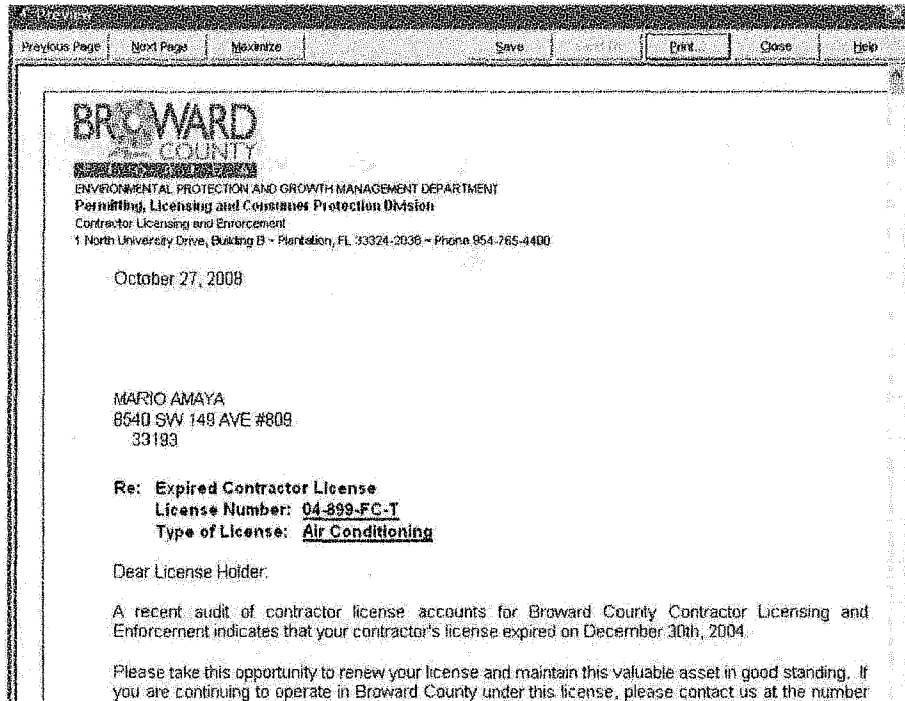
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8) After the Accumulate process is done, double-click the **BCS Print and Complete Contractor License Expired Letters** process that was automatically created.



a. Click the [Reports] button to generate the report.

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- b. In the Preview window, click [**Save**] to preserve a copy of the report, then click [**Print**] to send the letters to the printer, then click [**Close**].
 - c. Change the process outcome to "**Printed**" and **update** the process.
 - d. Allow the process to run for several minutes. For **each affected contractor license** job, a new "BCS Print Batch Contractor License Expired Letter" process is automatically created, and a copy of the report is automatically generated.
- 9) At any time after the batch job is completed, the letters that were generated can be **viewed or reprinted**, in part or in full, by reopening the BCS Print and Complete Contractor License Expired Letters process and clicking the [Reports] button.

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The screenshot displays a software application window with a menu bar (File, Edit, Tools, View, Window, Help) and a toolbar. The main content area shows job details for a 'BCS Print Contractor License' job, which is 'Complete' and was created by 'ANDREATEST' on 'Oct 27, 2008'. Below this is a table of processes:

Process Type	Status	Assigned To	Outcome	Scheduled Start	Date Completed	Descri
BCS Accumulate Contractor	Complete	AndreaTest	Accumulate	mm dd, yyyy	Oct 27, 2008	

A 'Related Documents' dialog box is open in the foreground, showing a table with columns for 'Description' and 'View'. The dialog also has 'New', 'Cancel', and 'Help' buttons. In the background, the 'Status' is 'Complete by ANDREATEST', 'Assigned To' is 'AndreaTest', and 'Outcome' is 'Printed'. A 'Reports' button is visible on the right side of the main window.

Details

- 1) Click [Reports] to generate
- 2) Save the report.

23. Testing/Examination Agencies

The Central Examining Board approves applicants to be tested and selects the testing agency.

Central Examining Board Technicians will forward the approved names, addresses, phone number, and trade to be tested to the applicable testing agency and copy Supervisor.

These testing agencies are responsible for the scheduling of testing for approved applicants. The testing agencies must provide Contractor Licensing with the applicants' test scores and will notify the applicant. The testing agencies will charge a fee, separate from BCS Contractor Licensing for testing.

Upon notification, the test scores must be entered by Contractor Licensing staff into Posse. The exam scores are mailed to the applicant.

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Testing preparatory agencies may request a public records request for the approved applicants to be tested.

24. Exam Grades

The Central Examining Board Technicians will record the exam scores into Posse. A passing grade of at least 70% is required except for Plumbing, Electrical, Mechanical, and Engineering exam, which is 75%.

Journeyman certification does not require a business & law exam.

25. Central Examining Board Meeting and Preparation

Broward County Central Examining Board meetings are held once a month for each respective Board. Per §9-43 of the Broward County Administrative Code, each board shall meet a minimum of eight (8) times a year, except for the Central Examining Board of Liquefied Petroleum Gas Contractors(LPG). The LPG Board shall meet four (4) times a year. Contractor Licensing staff are responsible for the scheduling of the meetings and dates.

Central Examining Board Technicians are responsible for creating the agenda for their respective boards. Lack of a quorum should not prevent a scheduled meeting from taking place. If there are no agenda items and the scheduled meeting is cancelled, the meeting should not be re-scheduled. If a Board meeting is cancelled, with items on the agenda, Contractor Licensing staff/technician(s) are responsible for the rescheduling of the makeup meetings for the following week to ensure the **required minimum** number of meetings are held. In addition, a reminder will be communicated to the respective Board members of the required minimum number of meetings that are to be held within the calendar year.

The following recommended verbiage should be used when send a reminder of a rescheduled Central Examining Board Meeting:

"This is a friendly reminder that Broward County Administrative Code has strict guidelines as to the minimum required Central Examining Board meetings that Board Members must attend. Per §9-43 of the Broward County Administrative Code, each board shall meet a minimum of eight (8) times a year, except for the Central Examining Board of Liquefied Petroleum Gas Contractors(LPG). The LPG Board shall meet four (4) times a year, minimum. Contractor Licensing staff are responsible for the scheduling of the meetings and dates. The [MONTH/YEAR] will be rescheduled. Please advise of your availability for next week for the re-scheduled [MONTH/YEAR] meeting."

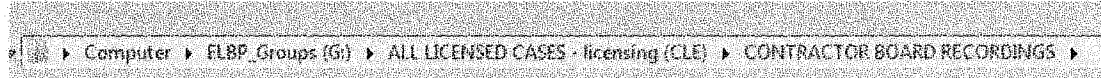
Thank you."

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Contractor Licensing staff/technician(s) are responsible for providing the sign-in and attendance sheets, agendas and minutes for the completed application packages for approval prior to the start of the board meeting. Staff is responsible for recording the minutes (a recorder is used) and transcribing the minutes. Agendas must be sent ten (10) days prior to the scheduled meeting to each board member, County Attorney, and Contractor Licensing Supervisor.

Prior to sending the agenda, CEB technicians shall meet and review the agenda with Contractor Licensing Enforcement Inspector(s) for additional items to be added to the agenda.

The recorded minutes and a record of the board meetings are kept in the CEB Meetings folders located on G:// drive. In the "ALL LICENSED CASES-licensing (CLE)" -folder.



Contractor Licensing staff will notify the applicant of approval or denial. The notification can be verbal or written.

26. Central Examining Board Financial Disclosure Form

Broward County Central Examining Board is required by the State of Florida to obtain and maintain financial disclosure forms for Central Examining Board Members. New appointees must file the "Statement of Financial Interest" form within 30 days of the date of his or her appointment with the Supervisor of Elections Office. Thereafter, file by July 1 following each calendar year in which the Board Member's position is held with the Supervisor of Elections Office. This "Statement of Financial Interests" form is located in the G:/drive: G:\ALL LICENSED CASES - licensing (CLE)\CEB Calendar and Meetings

If a Board Member chooses to email the form to the Supervisor of Elections Office (SOE), the contact address is:

Supervisor of Elections
115 S. Andrews Ave. Room 102
Fort Lauderdale, FL 33301

Form1@browardsoe.org

27. Change of Address Requests

To process a change of address for either the Contractor or Contracting Firm, the request must be submitted by the Contractor. No third-party requests will be processed unless

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BCS Contractor Licensing has received a notarized letter from the Contractor authorizing the third-party to submit the change of address request.

28. Change of Status Request

A change of status is any change to the Contracting Firm information (i.e., name change, inactive status).

To process a change of status, the following is required:

- Completed Change of Status packet
- Personal and/or Business credit report
- Certificate of general liability insurance (Broward County Building Code Services must be referenced as the Certificate Holder)
- Proof of corporation status
- Applicable fees

29. Third-Party Requests

Contractor Licensing will receive requests from third-parties for Contractor Licensing records. These should be considered Public Records request and must be forwarded to the Division's Public Records Request Coordinator prior to releasing the information. Applicable fees may be assessed to the requestor which is determined by research time.

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30. Reciprocity

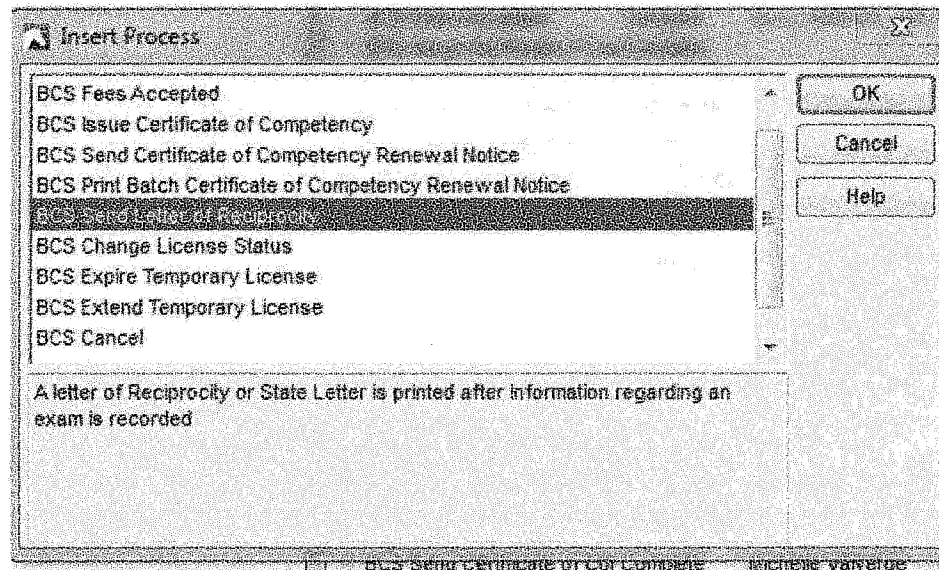
Reciprocity is a request from an individual who has been issued a Certificate of Competency by Broward County Building Code Services or another county within the state of Florida who is seeking licensure in Broward County.

A written letter or in-person request must be submitted by the Contractor for a Letter of Reciprocity from Broward County Contractor Licensing to their county of choice. There is a fee for Letter of Reciprocity.

Contractors seeking reciprocity to perform services in Broward County must complete an application which require Board approval.

To process a reciprocity request:

1. Verify the Contractor License is valid and current
2. In Posse, select the "Processes" tab. Right-click "insert" BCS Send Letter of Reciprocity"



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32. Complaints against Unlicensed Contractors

Broward County Building Code Services Contractor Code Enforcement is responsible for investigations against licensed/unlicensed Contractors. Code Enforcement cases are located Posse under "Licensed & Unlicensed Activities". Prior to forwarding a new application to the respective Board for review, all Contractor and Journeymen applications must be forwarded for background reviews to Building Code Services Contractor Code Enforcement. If a red flag is identified when processing an application, the application must be forwarded to Code Enforcement for review.

Code Enforcement reviews and forwards disciplinary and restitution claims against licensed and unlicensed contractors to the respective boards and/or Hearing Officer. Board Technicians must ensure that monthly Board agenda items and minutes clearly detail the actions and outcomes of disciplinary hearings. Supporting documentation (i.e., affidavits, restitution claim and order, etc.) must be immediately scanned into Posse.

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33. Preparing for annual Contractor/Journeyman License renewals

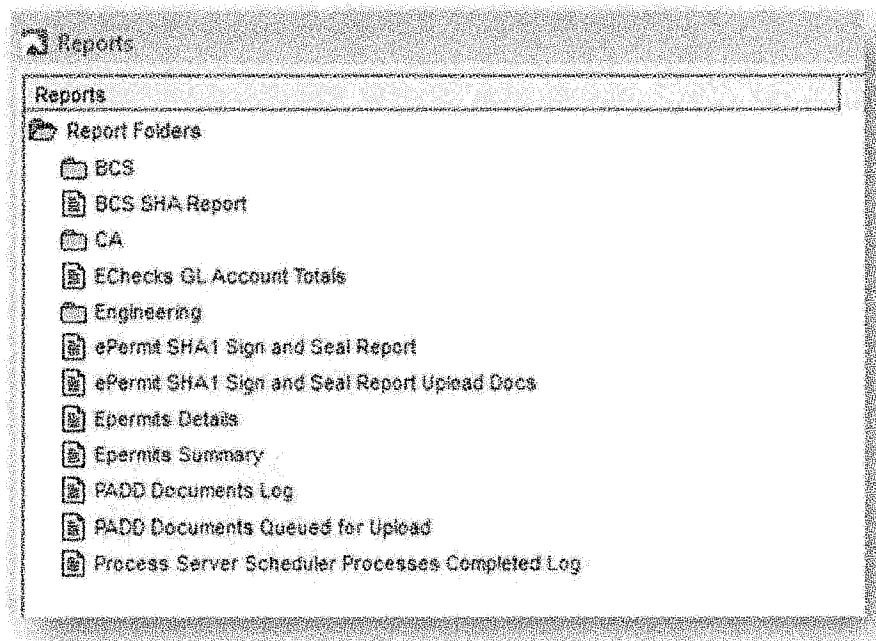
Broward County Certificates of Competency are renewed bi-annually from the date of issuance. The first letter of the last name will determine when a Contractor or Journeyman is scheduled to renew.

1st letters of last name schedule:

A-K (even year)

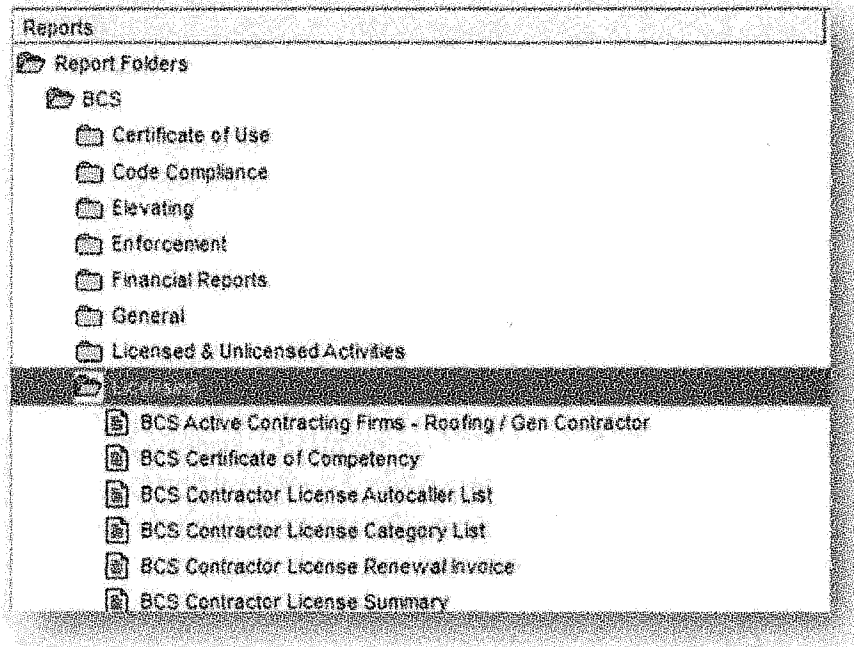
L-Z (odd year)

1. The last week of May, prior to printing the renewal invoices, an assigned CEB Technician or Supervisor will verify the approximate number of contractors that will renew this renewal season by printing the report in Posse.
2. Select "Reports"



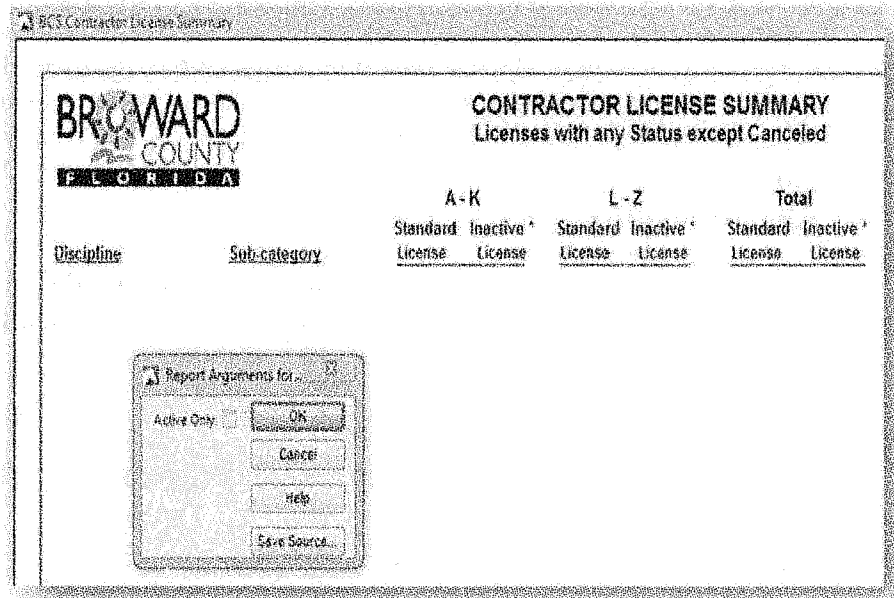
3. Select the "BCS" folder and then Select the "Licensing" folder

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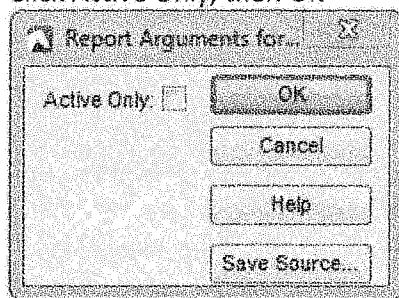


4. Select "BCS Contractor License Summary"

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5. Click Active Only, then OK



6. Save to Excel with header.
7. Next, instruct staff to review the renewal form for any changes or additions.
8. Determine supplies needed to print and mail invoices (renewal forms) to renewing Contractors/Journeymen.

Supply's needed:

Envelopes (window #10)

8 ½ x 11 paper

Ink cartridge for the dell printer that Posse documents print from (near General Building and Mechanical Board Technicians)

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9. Notify Division's Administrative Assistant (see Appendix) of supplies needed
10. Pre-print the renewal form (Posse does not print the form; only the Contractor/Journeyman details. Refer to the Excel spreadsheet to determine the number of pre-printed renewal forms to process (i.e, 3600 may be needed for printing the renewal job). Additional paper may be needed for the renewals that are not printed out.
11. Once printing is completed, send an email to contact at third party vendor (PCI Postal Center International, Inc.) and copy the Division's Administrative Assistant:

Quote for Mailing (same for elevators)

Send email to: sales@arrowmailservice.com and copy Andrea Rulka arulka@broward.org.

Arrowmail Service
9825 NW 17th St.
Doral, FL 33172
305-591-0024

Sample email:

"It's that time of year again. Need a quote for folding, stuffing and postage

Approximately 3600 pre-printed renewals
Folding and stuffing into our #10 window envelope
Postage

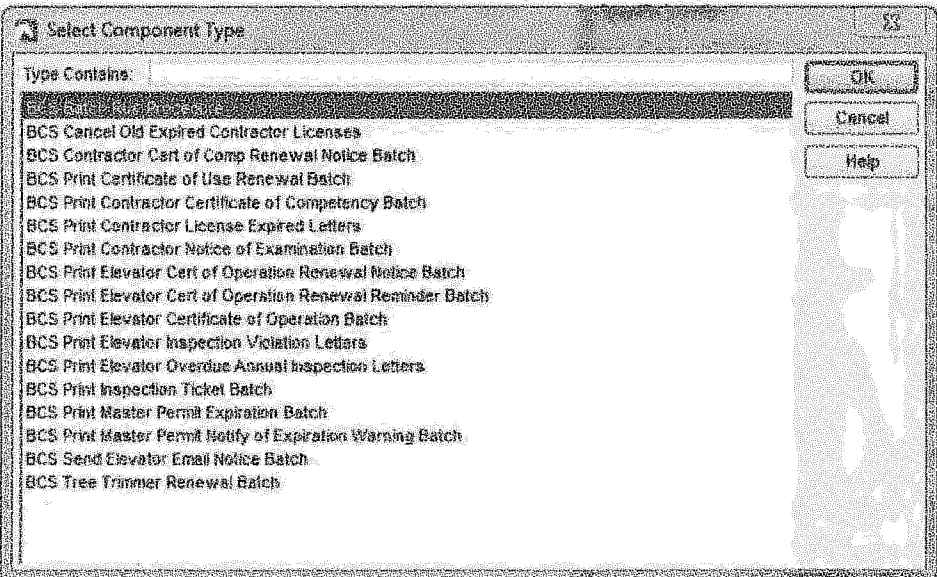
We will have delivered to you the first or second week of June.

Thank you."

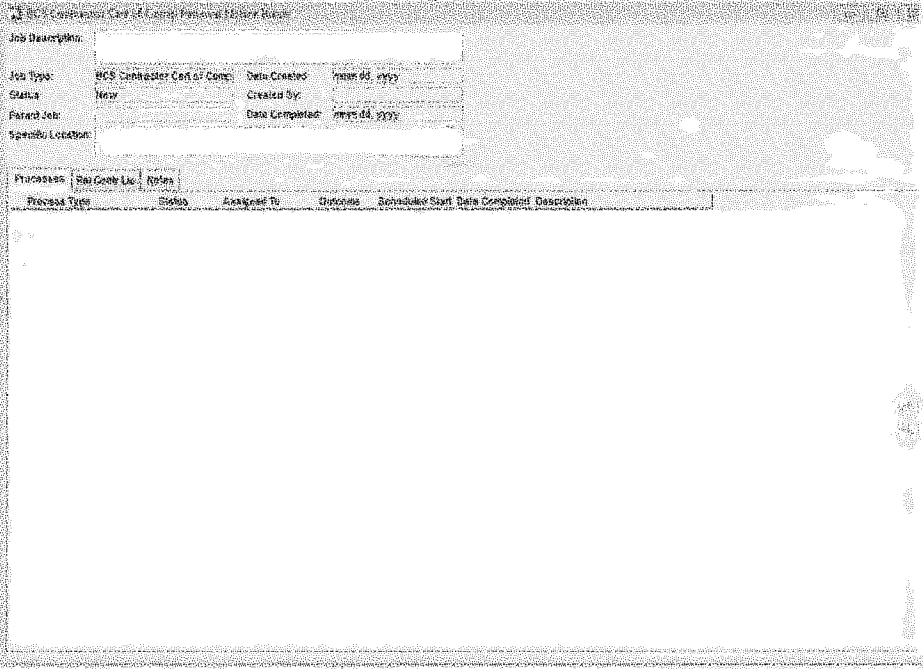
PCI will send a quote. Forward to Administrative Assistance not copied. Once all renewal preparation is completed, notify the 3rd party vendor of delivery date and time. ~~Hip can assign someone to deliver for you.~~ The envelopes and printed renewal forms will be delivered to the 3rd party vendor.

12. On June 1, end-of-day (approximately, 4:30PM), load the printer with the pre-printed forms (all trays). End of day, load printer with the pre-printed forms (all trays). This may take 30-45 minutes to complete.
13. To accumulate the renewals in Posse, follow these steps:
 - a. Select "New BCS Batch Job"

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b. Select "BCS Contractor Cert of Comp Renewal Notice Batch"



- c. Right-click "Update".
- d. Outcome "Printed".
- e. Start Print Date: date printing (today's), It will take time to process before printing actually starts
- f. Once completed, have staff review. If no issues, renewals can be delivered

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34. Renewal of License

Broward County Contractor Licenses must be renewed bi-annually. License with last names ending A-K, renew during even years (i.e., 2018). Licenses with last names L-Z, renewal during odd years (i.e., 2019).

Renewal forms are mailed to Contractors the first week of the month of June. In the first week of June, the total amount of renewal notices must be communicated to our printing vendor (Arrowmail, patrickr@arrowmailservice.com). In addition, we must notify the printing service if return service inserts are to be included and when the renewals must be mailed. The invoice sent from the vendor must be forwarded to the Administrative support staff.

All renewals must be received on or before August 31 of the renewal year to avoid a late fee.

Contractors/Journeyman that have a red flag must be forwarded to Code Inspector prior to proceeding with the renewal. Board approval is required to renew. Licenses that have been expired for more than three (3) years should be presented to the Board for review prior to renewing.

Renewal forms must be completed and signed by the Journeyman/Contractor with current supporting documents and renewal fee, prior to processing. Renewals are submitted online, in-person, and mail. Third-parties can submit the renewal form, documents, and payments on behalf of the Contractor. However, the Certificate of Competency will not be given to the third-party unless there is a notarized letter of authorization. **Credit card details on renewal forms must be redacted prior to scanning into Posse. Pending renewals must be securely stored in desk for next day processing.**

Contractor can renew and pay the renewal fee, on-line, by uploading the renewal form and supporting documents. However, staff must verify in the Posse To-Do List, that all renewal forms have been received prior to processing the renewal.

To process a renewal:

1. Verify supplementary documents are current and valid. "Broward County Building Code Services" must be referenced as the certificate holder on the Certificate of Liability (General Liability/Workman's Compensation or Exemption)
2. Verify that renewal form is completed and signed
3. Scan the renewal form and supporting documents into Posse "Documents" tab.
4. In Posse, search for the Contractor, either by "Last Name" or "CC Number"

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5. Select the applicable Contractor. Update the insurance information and any change of address, phone, and/or email details in Posse from the renewal form.
6. Select the "County License" tab and double-click on "BCS Contractor License..."
7. Click on "Processes" tab and scroll down and double-click on the recent line item for "BCS Receive Certificate of Competency."
8. Select "Updated Contractor details" and "Fee Sent for Processing". If applicable, enter the Continuing Education hours and State Registration Information (Certified Electricians)
9. In the "Outcome" drop-down, select "Renewal Received" and right-click "Update" using the mouse.
10. **(in-person)**, provide Customer with renewal form to take to Cashiers to pay. Instruct Customer to return to counter to take identification picture and pick up license certificate. Verify that fee(s) have been paid, prior to printing out license. Right-click "Update" and license should print
11. *Cashiers will keep the renewal form and return to Contractor Licensing staff.* Dispose of renewal form in secured documents bin (**Note:** documents must be scanned into Posse prior to disposal).

Web Renewals: Verify that all renewal documents; including renewal form has been received and are accurate. If there are missing documents, staff will contact the Customer to inform of missing document(s) or payment(s) and document notes in Posse.

Once the renewal has been processed, the Certificate of Competency license is either mailed to the Contractor or given to the Contractor, if renewed in-person. Certificates of Competency are not given to third-parties unless there is a notarized letter of authorization.

A photographed picture is required for renewals. Contractor Licensing Customer Service staff will take the photograph of the Contractor which is then printed on the identification card.

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Renewal Fees.

		OLD				NEW				Change Effective Date
		License (prorated)	Renewal	Inactive Renewal	Application	License (prorated)	Renewal	Inactive Renewal	Application	
Electrical	Non-Journeyman (Master) *	200	300 *	115	300	300	300 *	115	300	6/26/2009
	Journeyman	75	100	n/a	115	75	100	n/a	115	6/26/2009
Engineer	All except GEC**	200	200 **	115	200	315	315**	200	315	7/3/2009
	General Engineer Constr. Bldr.	315	315	115	315	430	430	200	430	7/3/2009
GC *General & Specialty*	General Contractor	200	200	n/a	200	280	280	n/a	280	6/26/2009
LPG	LPG	200	200	n/a	200	310	310	n/a	280	7/3/2009
Mechanical	Non-Journeyman	275	275	115	275	275	410	200	275	6/26/2009
	Journeyman	58	58	n/a	50	70	70	n/a	120	6/26/2009
Plumbing	Non-Journeyman	250	300	115	250	310	310	115	250	6/26/2009
	Journeyman	58	100	n/a	115	58	100	n/a	115	6/26/2009

* Discount applies, for multiple Electrical license Renewal fees:
 Master = \$300
 Master + Fire = \$400 (300 + 100)
 Master + Burglar = \$400 (300 + 100)
 Master + Fire + Burglar = \$450 (300 + 150)

** Maximum of \$430 applies, for multiple Engineering license Renewal fees, for selected license categories, which start with "1", "2", "3" and "4".

When one person holds multiple licenses in categories "1", "2", and "3":
 o The renewal fee for the first "1", "2", or "3" license is \$315.
 o The second "1", "2", or "3" license renewal fee is \$115.
 o The third and subsequent "1", "2", or "3" license renewals are FREE


Effective on 7/3/09 - When one person holds multiple licenses in category "4":
 o The renewal fee for the first "4" license is \$315.
 o The second "4" license renewal fee is \$115.
 o The third and subsequent "4" license renewals are FREE.

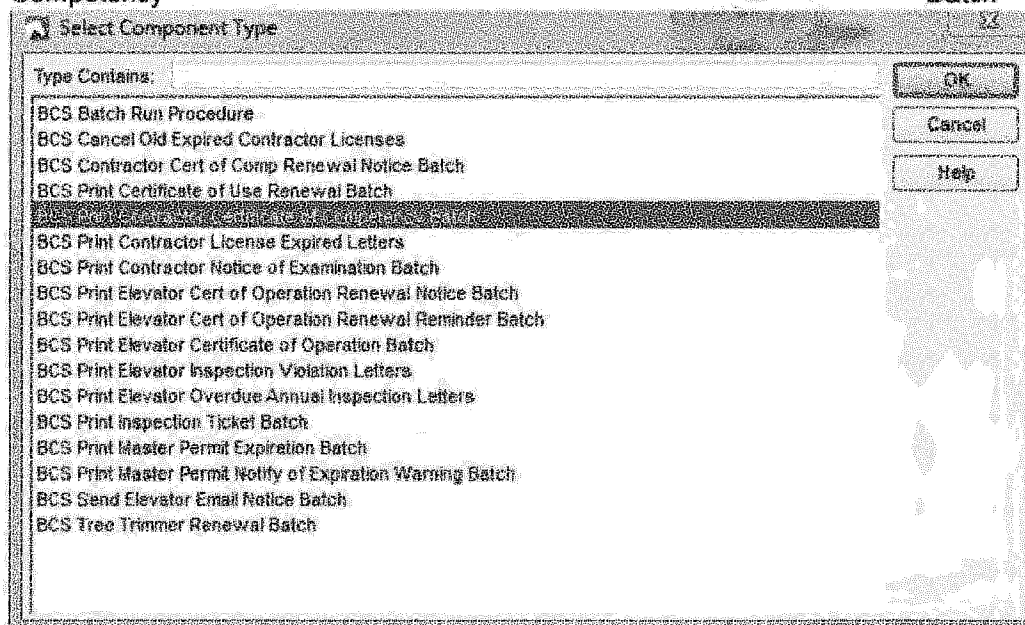
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35. Renewal License Batch Processing

During the processing of renewals, processes and payments are updated, daily which can update the license status to "Licensed". Multiple licenses that are waiting to be printed can be printed as a batch run in Posse.

To process the Certificate of Competency batch run in Posse:

1. Select "New BCS Job"  and select "BCS Print Contractor Certificate of Competency Batch"



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2. Select **Update** and **update**.

BCS Print Contractor Certificate of Competency Batch

Job Description:

Job Type: BCS Print Contractor Certificate Date Created: mm/dd/yyyy

Status: New Created By:

Parent Job: Date Completed: mm/dd/yyyy

Specific Location:

Processes | Rel Contr Lic | Notes

Process Type	Status	Assigned To	Outcome	Scheduled Start Date	Date Completed	Description

3. Select the "Rel Contr Lic" tab to review pending certificates to be printed

BCS Contractor License: CC Number: 18-01-19605-K Name: BLANCHETTE, ROBERT ID: 19727 License Category: Masonry Expires: 2028-06-30
 Status: Ready to Issue Address: 341 SE 4 ST DEERFIELD BEACH FL 33441

Rel Details
 Create New
 Save As
 License
 Cancel

General SOP	Contractor Licensing Procedures	Licensing
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4. Go back to "Processes" tab and double-click on "BCS Print and Complete Contr Cert of Competency Batch..."

Job Description: [Empty]

Job Type: BCS Print Contractor Certification Date Created: Jun 26, 2018

Status: New Created By: FRACD

Parent Job: [Empty] Date Completed: mm/dd/yyyy

Specific Location: [Empty]

Process	(Ref) Contr Lk	Notes	Process Type	Status	Assigned To	Subzone	Scheduled Start	Date Completed	Description
BCS Accounts Releas			BCS Accounts Releas (A Complete)	Assigned	Francine Reid	Accounts Releas (A Complete)	mm/dd/yyyy	Jun 26, 2018	
BCS Print and Complete Con			BCS Print and Complete Con Assigned	Assigned	BCS\W\WGUEST.N	mm/dd/yyyy	mm/dd/yyyy		

5. Enter the start print date and print time that you want to start printing the batch. In "Outcome" drop-down" select 'Printed" and right-click "update".

Description: [Empty]

Status: Complete

Assigned To: BCS\W\WGUEST.N\Hedra Reed, Martene Voss, Mikha

Outcome: Printed

Schedule

Scheduled Start: mm/dd/yyyy

Scheduled Complete: mm/dd/yyyy

Actual Start: mm/dd/yyyy (hidden)

Start Print Date	Start Print Time
06/27/2018	12:00 AM

General SOP	Contractor Licensing Procedures	Licensing
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6. Process is complete. The certificates can be prepared for mailing.

36. Cancellation of License

Only the Contractor can request for the Certificate of Competency to be cancelled. The request may be written or in-person. The cancellation is immediate.

37. Reinstatement of License

To reinstate a license, depending of the length of time the license has been cancelled/expired, Board approval is required. The reinstatement request must be submitted by the Contractor. There will be fee(s) assessed dependent on Board approval. A new application and/or renewal fees may be required prior to the Board's approval.

General SOP	Contractor Licensing Procedures	Licensing
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38. Fee processing

To print out a fee statement in Posse for payment, go to the Fee tab and select "File>Print". Give the Customer the print-out and direct them to Cashier's for processing. Unless otherwise indicated, the Customer has completed the transaction.

Contractor Licensing staff is responsible for picking up their forms from Cashier's.

39. Contractor Licensing Naming Conventions

When fee adjustments, correspondence, and changes are made to a transaction in Posse, for auditing purposes, naming conventions have been created to keep record. The following are the naming conventions for frequently used adjustments:

Electrical (EC)	Mechanical (M)
EC Renewal Fee <2017-2019>	M Renewal Fee <2017-2019>
EC Late Fee	M Late Fee
EC Application Fee	M Application Fee
EC Temporary Extension	M Temporary Extension
EC Inactive to Active	M Inactive to Active
EC Letter of Reciprocity <to County/City/State>	M Letter of Reciprocity <Example: to Dade>
EC Letter to State	M Letter to State
EC Grandfather Letter	M Grandfather Letter
EC Reprint	M Reprint
EC Duplicate License	M Duplicate License
EC Change of Status (Business Name Change)	M Change of Status (Business Name Change)
EC Change of Status (Inactive to Active)	M Change of Status (Inactive to Active)
EC Board Approved	M Board Approved
EC Corrected Fee	M Corrected Fee
[MONTH/RENEWAL PERIOD] Renewal	[MONTH/RENEWAL PERIOD] Renewal
Liquid Petroleum Gas (LPG)	General Building (GC)
LPG Renewal Fee <2017-2019>	GC Renewal Fee <2017-2019>
LPG Late Fee	GC Late Fee
LPG Application Fee	GC Application Fee
LPG Temporary Extension	GC Temporary Extension
LPG Board Approved Inactive to Active	GC Board Approved Inactive to Active
LPG Letter of Reciprocity <to County/City/State>	GC Letter of Reciprocity <to County/City/State>
LPG Letter to State	GC Letter to State
LPG Grandfather Letter	GC Grandfather Letter
LPG Reprint	GC Reprint
LPG Duplicate License	GC Duplicate License
LPG Change of Status (Business Name Change)	GC Change of Status (Business Name Change)

General SOP	Contractor Licensing Procedures	Licensing
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LPG Change of Status (Inactive to Active)	GC Change of Status (Inactive to Active)
LPG Board Approved	GC Board Approved
LPG Corrected Fee	GC Corrected Fee
[MONTH/RENEWAL PERIOD] Renewal	[MONTH/RENEWAL PERIOD] Renewal
Engineering (ENG)	Tree Trimmers (TT)
ENG Renewal Fee <2017-2019>	TT Renewal Fee <2017-2019>
ENG Late Fee	TT Late Fee
ENG Application Fee	TT Application Fee
ENG Temporary Extension	TT Temporary Extension
ENG Board Approved Inactive to Active	TT Inactive to Active
ENG Letter of Reciprocity <to County/City/State>	TT Letter of Reciprocity <to County/City/State>
ENG Letter to State	TT Letter to State
ENG Grandfather Letter	TT Grandfather Letter
ENG Reprint	TT Reprint
ENG Duplicate License	TT Duplicate License
ENG Change of Status (Business Name Change)	TT Change of Status (Business Name Change)
ENG Change of Status (Inactive to Active)	TT Change of Status (Inactive to Active)
ENG Board Approved	TT Inspector Approved
ENG Corrected Fee	TT Corrected Fee
[MONTH/RENEWAL PERIOD] Renewal	
Plumbing (PLG)	
PLG Renewal Fee <2017-2019>	
PLG Late Fee	
PLG Application Fee	
PLG Temporary Extension	
PLG Board Approved Inactive to Active	
PLG Letter of Reciprocity <to County/City/State>	
PLG Letter to State	
PLG Grandfather Letter	
PLG Reprint	
PLG Duplicate License	
PLG Change of Status (Business Name Change)	
PLG Change of Status (Inactive to Active)	
PLG Board Approved	
PLG Corrected Fee	
[MONTH/RENEWAL PERIOD] Renewal	

General SOP	Contractor Licensing Procedures	Licensing
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40. Contractor License-Status Descriptions Displayed on Web Page

On June 4, 2009, Posse was adjusted to convert Posse status codes into specific descriptions for Web display, as listed below.

For this Posse Status	Display this on the web page
Canceled	"Status: Void"
Expired	"Status: Expired"
Issued	"Status: Licensed"
New	"Status: Application in Progress"
Payment Pending	"Status: Application in Progress"
Pending	"Status: Application in Progress"
Ready to Issue	"Status: Application in Progress"
Renewal Sent	"Status: Licensed"
Unlicensed	"Status: Void"
Wait for Payment	"Status: Application in Progress"
Waiting for License Form	"Status: Application in Progress"

General SOP	Contractor Licensing Procedures	Licensing
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CONTRACTOR LICENSING PROCEDURES – ACKNOWLEDEMENT STATEMENT

This is to confirm that I have received the Standard Operating Procedures for Building Code Services Division's titled Government Center West Contractor Licensing Standard Operating Procedures. I understand and acknowledge that by signing this document I agree to comply with the procedures discussed during the training.

Additionally, I will adhere to all related and relevant Broward County Policies and Procedures outlined in the Posse procedures, Internal Control Handbook, Broward County, Electronic Mail Policy; Broward County, Florida, Administrative Code and Broward County, Cyber Security Awareness Training.

Printed Name - Staff

Customer Specialist's Signature

Date

Printed Name - Supervisor

Supervisor's Signature

Date

General SOP	Contractor Licensing Procedures	Licensing
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RECORD OF UPDATES

Date	Update	Editor

General SOP	Contractor Licensing Procedures	Licensing
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Appendix

Appendix A: Contractor Licensing On-Board Checklist

Contractor Licensing Board Technician Onboard Checklist	Date Received
Posse User Access Cisco IP Phone access Locate SharePoint Receipt of mail, electronic mail, and voicemail expectations Provide access, locate, identify, monitor, and respond to Customer queries in the BCSDCL inbox Locate Contractor licensing website and portal Discuss and identify Chapter 9 Administrative Code Locate Chapter 9 Administrative Code Locate trade scope of work documents Locate DBPR website Discuss and received Supervisor Expectations Break and lunch time communicated by Supervisor electronic fax access Receipt of Contractor Licensing staff names and contact information Receipt of CEB Board Member Names and Contact information Receipt of Contractor Licensing Code Inspector Names and Contact Information Receipt of CEB Meeting Schedule by Board Identify and locate Board Hearing rooms Introduction to Central Examining Boards Introduction to Contractor Licensing and Enforcement Inspectors and meet with Inspector(s) to prepare and discuss CEB meeting agenda Demonstrate how to print and scan documents Identify and demonstrate printer locations Knowledge of payment processing procedures (retention and processing) Identify Cashier Section Demonstrated how to create and send board-approved applicants to testing agency and copy Supervisor? Demonstrated how to prepare and send Board agendas and minutes and copy Supervisor? Read and acknowledge Standard Operating Procedures Acknowledge Standard Operating Procedures Demonstrate how to access BCSDCL (Building Code Services Division Contractor Licensing) Outlook Demonstrate and process new Contractor/Journeyman application (intake) Demonstrate and process new Contractor/Journeyman application in Posse Demonstrate and process renewal for Contractor/Journeyman	

General SOP	Contractor Licensing Procedures	Licensing
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Identify testing agency and demonstrate how to enter exam grades
 Demonstrate and process summoning Customers (QLESS)
 Demonstrate how to process outgoing mail and identify location of Mail Room
 Demonstrate how to manage licensing documents (applications, reference sheets, license categories) located at Counter
 Demonstrate how to locate Board folders in G: drive
 Demonstrate and process new Tree Trimmer application (intake)
 Demonstrate and process new Tree Trimmer application in Posse
 Demonstrate and process license card pictures
 Demonstrate and process Contractor Renewal batch
 Demonstrate and process Tree Trimmer renewal batch
 Demonstrate how to locate and update CEB Meeting calendar and Board Member details: G:\ALL LICENSED CASES - licensing (CLE)\CEB Calendar and Meetings
 CEB Financial Disclosure Form

General SOP	Contractor Licensing Procedures	Licensing
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Appendix B: General Services Administration Rules and Policies/Protecting PII

Rules and Policies - Protecting PII - Privacy Act

Note: The information on this page is intended to inform the public of GSA's privacy policies and practices as they apply to GSA employees, contractors, and clients.

What is Personally Identifiable Information (PII)?

In the appendix of OMB M-10-23 (Guidance for Agency Use of Third-Party Website and Applications) the definition of PII was updated to include the following:

Personally Identifiable Information (PII). The term "PII," as defined in OMB Memorandum M-07-1616 refers to information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual. The definition of PII is not anchored to any single category of information or technology. Rather, it requires a case-by-case assessment of the specific risk that an individual can be identified. In performing this assessment, it is important for an agency to recognize that non-PII can become PII whenever additional information is made publicly available — in any medium and from any source — that, when combined with other available information, could be used to identify an individual

GSA Rules of Behavior for Handling Personally Identifiable Information (PII)

GSA Directive CIO P 2180.1

GSA Rules of Behavior for Handling Personally Identifiable Information (PII)

Date: 10/31/2014

Status: Validated

Outdated on: 10/29/2021

<https://www.gsa.gov/reference/gsa-privacy-program/rules-and-policies-protecting-pii-privacy-act>

General SOP	Contractor Licensing Procedures	Licensing
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Appendix C: Central Exam Board Meeting Schedule by Board template

General SOP	Contractor Licensing Procedures	Licensing
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ELECTRICAL	
3 rd Thursday/month 3:30 pm	
January	18
February	15
March	15
April	19
May	17
June	21
July	19
August	16
September	20
October	18
November	15
December	20

ENGINEERING	
1 st Monday/month 3:00 pm	
January 2 nd Monday	8
February	5
March	5
April	2
May	7
June	4
July CANCELLED	2
August	6
September CANCELLED	3
October	1
November	5
December	3

GENERAL BUILDING	
2 nd Thursday/month 4:00 pm	
January 2 nd Floor HR 2008 A2	11
February	8
March	8
April	12
May	10
June	14
July	12
August	9
September	13
October	11
November	8
December	13

*HR = Hearing Room 2008 A1or2 from guard elevator to 2nd floor go left, rooms are straight ahead

LIQUID PETROLEUM GAS	
1 st Thursday/month 1:30 pm	
January 1 st Floor #1402B	4
February	1
March	1
April	5
May	3
June	7
July	5
August	2
September	6
October	4
November	1
December	6

MECHANICAL	
1 st Wednesday/month 2:00 pm	
January	3
February	7
March	7
April	4
May	2
June	6
July CANCELLED	4
August	1
September CANCELLED	5
October	3
November	7
December	5

PLUMBING	
3 rd Tuesday/month 1:30 pm	
January GCW 1402B	16
February	20
March	20
April	17
May	15
June	19
July	17
August	21
September	18
October	16
November	20

General SOP	Contractor Licensing Procedures	Licensing
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Appendix D: Renewal Form template and notification instructions

General SOP	Contractor Licensing Procedures	Licensing
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Personal Information (Please type or print in ink)

2018 TO 2020 RENEWAL

Name _____
Last First Middle

Home Address _____

City, State _____ Zip Code _____
P.O. Box Numbers are not acceptable for Personal and Business Addresses

Driver's License # _____ Last 4 Numbers of Social Security # _____ D.O.B. _____

Email _____ Phone # _____
Businessmen shall not contract, i.e., must work under a Licensed Contractor

Business Name _____ Phone # _____

Business Address _____ Email _____

City, State _____ Zip Code _____

Are you the Qualifying Agent for this company? Yes No If you have a CHANGE OF STATUS, please see requirements on reverse side.

PLEASE BRING, MAIL, OR EMAIL THE FOLLOWING DOCUMENTS TOGETHER AS ONE PACKAGE TO PROCESS YOUR CERTIFICATE OF COMPETENCY IN A TIMELY MANNER:

- | | | |
|---|---|--|
| <input type="checkbox"/> CERTIFICATE OF LIABILITY INSURANCE | <input type="checkbox"/> STATE REGISTRATION (applicable contractors as required by the State) | <input type="checkbox"/> CONTINUING EDUCATION (applicable contractors as required by the State) |
| <input type="checkbox"/> WORKERS' COMPENSATION INSURANCE OR EXEMPTION | <input type="checkbox"/> PROOF that your company maintains an "active" status with the Division of Corporations | <small>and Engineering Contractors are required to take 4 hrs. of Continuing Education. Please visit our website at www.broward.org/ce for the required courses.</small> |
| <input type="checkbox"/> RENEWAL FORM | | |



Environmental Protection & Growth Management Department
 Building Code Services Division
 1 N. University Drive, Box 302, Plantation, FL 33324
 Email: BCSCCL@broward.org

Check if any address change

Please complete all the information above. Refer to the instructions on the reverse side. Once all information is completed, sign and date the back of this form and return this form with the required attachments to the address below or self-addressed envelope.

† CHANGE OF STATUS OR RECIPROcity MAY NEED ADDITIONAL INFORMATION – CALL 954-765-4400.

Make checks payable to: **BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS**

Mail payment or Credit Card information to: 1 North University Drive, Box 302, Plantation, FL 33324

SELECT ONE: VISA MASTERCARD DISCOVER CARD AMERICAN EXPRESS CARD

CARD NUMBER: _____ EXPIRATION DATE: _____

SIGNATURE: _____ AMOUNT TO PAY: _____

If payment envelope is postmarked after August 31, late fees will be assessed (see reverse side for fees).

General SOP	Contractor Licensing Procedures	Licensing
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General SOP	Contractor Licensing Procedures	Licensing
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Appendix F: Blasting Invoice

General SOP	Contractor Licensing Procedures	Licensing
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Environmental Protection and Growth Management Department
Building Code Services Division
1 North University Drive, Box 302 - Plantation, Florida 33324

VIA FACSIMILE 606-836-2698

January 18, 2018

Precision Blasting, Inc.
2415 Caroline Road
Flatwoods, Kentucky 41139

RE: Use of Explosives in Broward County, Florida – South Wheelabrator Plant

This is an invoice for the monitoring of blasting work performed by Precision Blasting, Inc. on January 14, 2018. The monitoring rate is \$100.00 per hour, travel time rate is \$66.00 per hour.

11.30 hours of blasting monitoring at \$100.00 per hour. = \$1150.00
1.0-hour travel & mobilization = \$66.00

Total owed and due on receipt of this invoice: **\$1,216.00**

Please make check payable to "BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS" and send to:

Broward County Building Code Services Division
Attention: Francine Reid, Blasting Section
1 North University Drive, Box #302
Plantation, Florida 33324

Feel free to contact me at 954-765-4400 Ext. 9815 should you have any questions regarding this invoice.

Sincerely,

Francine Reid
Program Project Coordinator

Broward County Board of County Commissioners
www.broward.org

General SOP	Contractor Licensing Procedures	Licensing
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Appendix G: Contractor Licensing Board Agenda and Minutes template

General SOP	Contractor Licensing Procedures	Licensing
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BROWARD COUNTY CENTRAL EXAMINING BOARD OF BUILDING
CONSTRUCTION TRADES

A. Roll Call 4:00 PM

[Names of Board Members and their Board positions]

B. Approval of [enter prior date] Minutes

C. Request to appear before the Board

1. Example of format: Fidel A Molina – Mr. Molina application was disapproved by Mr.

David Cruice. He was asked to appear in front of the Board.

Comments _____

2. John A. Szemansky – Mr. Szemansky was ordered to pay a fine in the amount of \$1,500.00 dollars per Board order 11-0271L. Mr. Szemansky has paid the \$1,500.00 hundred dollar fine and owes a \$500.00 dollar citation fee, he's here to request that he be allow, to reinstate his license.

Comments _____

3. Kenneth Weidlich Jr. Mr. Weidlich application was disapproved by Mr. Miguel Nunez.

Comments _____

4. Antonio Requejo – Mr. Requejo was asked to attend a meeting in in twelve months with an update.

March 8th 2018
GC Agenda

General SOP	Contractor Licensing Procedures	Licensing
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Appendix H: Contractor Licensing Refund Request form

General SOP	Contractor Licensing Procedures	Licensing
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BROWARD COUNTY
 Environmental Protection and Growth Management Department
BUILDING CODE SERVICES DIVISION
 1 North University Drive, Mailbox #302, Plantation, Florida 33324 • 954-768-4400 • FAX 954-769-4410

**Our Best
Nothing Less.**

REQUEST FOR REFUND OF FEES

Date _____ Type of Refund _____ Permit/License/Job Number _____

Applicants Name: _____

Applicants Address: _____

City: _____ State: _____ Zip Code: _____

Applicants Telephone Number: _____ Date Paid: _____

Amount Paid: \$ _____ Refund Amount Requested: \$ _____

Reason for Refund: _____

Applicant Signature: _____

RECEIPT(S) FOR REFUND MUST BE ACCOMPANIED WITH THIS REQUEST

FOR DIVISION USE ONLY

Section Review: _____

Reviewer Signature: _____ Date: _____

Division Expense: \$ _____ Approved Refund Amount: \$ _____

Finance Signature: _____

Account Number(s): _____

RESOLUTION NUMBER ARTICLE V SECTION 10.031 ADMINISTRATIVE CODE NUMBER:

BOARD ACTION: _____

Broward County Board of County Commissioners
 Alan D. Bogen • Dean Furr • Dale V. O. Harrison • Chris Labadie • Tim Ryan • Barbara Sharratt • Hank M. Dohi • Michael Udree • Steve Geller
www.broward.org

General SOP	Contractor Licensing Procedures	Licensing
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Appendix I: Financial Disclosure form

General SOP	Contractor Licensing Procedures	Licensing
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FORM 1		STATEMENT OF FINANCIAL INTERESTS		2017
<small>Please print or type your name, mailing address, agency name, and position below:</small>			FOR OFFICE USE ONLY:	
LAST NAME – FIRST NAME – MIDDLE NAME:				
MAILING ADDRESS:				
CITY: ZIP: COUNTY:				
NAME OF AGENCY:				
NAME OF OFFICE OR POSITION HELD OR SOUGHT:				
<small>You are not limited to the space on the lines on this form. Attach additional sheets, if necessary.</small>				
CHECK ONLY IF <input type="checkbox"/> CANDIDATE OR <input type="checkbox"/> NEW EMPLOYEE OR APPOINTEE				
**** BOTH PARTS OF THIS SECTION MUST BE COMPLETED ****				
DISCLOSURE PERIOD: THIS STATEMENT REFLECTS YOUR FINANCIAL INTERESTS FOR THE PRECEDING TAX YEAR, WHETHER BASED ON A CALENDAR YEAR OR ON A FISCAL YEAR. PLEASE STATE BELOW WHETHER THIS STATEMENT IS FOR THE PRECEDING TAX YEAR ENDING EITHER (must check one):				
<input type="checkbox"/> DECEMBER 31, 2017 OR <input type="checkbox"/> SPECIFY TAX YEAR IF OTHER THAN THE CALENDAR YEAR _____				
MANNER OF CALCULATING REPORTABLE INTERESTS: FILERS HAVE THE OPTION OF USING REPORTING THRESHOLDS THAT ARE ABSOLUTE DOLLAR VALUES, WHICH REQUIRES FEWER CALCULATIONS, OR USING COMPARATIVE THRESHOLDS, WHICH ARE USUALLY BASED ON PERCENTAGE VALUES (see instructions for further details). CHECK THE ONE YOU ARE USING (must check one):				
<input type="checkbox"/> COMPARATIVE (PERCENTAGE) THRESHOLDS OR <input type="checkbox"/> DOLLAR VALUE THRESHOLDS				
PART A – PRIMARY SOURCES OF INCOME (Major sources of income to the reporting person – See instructions) (If you have nothing to report, write "none" or "na")				
NAME OF SOURCE OF INCOME	SOURCE'S ADDRESS	DESCRIPTION OF THE SOURCE'S PRINCIPAL BUSINESS ACTIVITY		
PART B – SECONDARY SOURCES OF INCOME (Major customers, clients, and other sources of income to businesses owned by the reporting person – See instructions) (If you have nothing to report, write "none" or "na")				
NAME OF BUSINESS ENTITY	NAME OF MAJOR SOURCES OF BUSINESS INCOME	ADDRESS OF SOURCE	PRINCIPAL BUSINESS ACTIVITY OF SOURCE	
PART C – REAL PROPERTY (Land, buildings owned by the reporting person – See instructions) (If you have nothing to report, write "none" or "na")			FILING INSTRUCTIONS for when and where to file this form are located at the bottom of page 2.	
			INSTRUCTIONS on who must file this form and how to fill it out begin on page 3.	

CP FORM 1 – Effective January 1, 2016
Revised and renumbered by reference to Rule 36-2.02(1), F.A.C.

Revised and renumbered by reference to Rule 36-2.02(1), F.A.C.

FORM 1

General SOP	Reconciliation of Citation Payments	CLE Section & Administration
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Broward County Building Code Services Division
Standard Operating Procedures



1. Introduction

A. Name of Policy or Procedure

Building Code Services Division, Uncertified Contractors Citation Payment

B. Responsible Divisions

Building Code Service Division (BCSD)

C. Effective Date: July 12, 2018

Date Last Reviewed: July 12, 2018

Date Due for Review: July 12, 2019

2. Purpose

To ensure the citation payments paid through the Clerk of Circuit and County Courts are processed in accordance with established Broward County policies and procedures, Code of Ordinances and Interlocal Agreement for Collection of Code Enforcement Citations.

3. Scope

This applies to all citation payments related to uncertified contractors' fines received through the Clerk of Circuit and County Courts.

4. Training

All staff reviewing citation payments processed in PeopleSoft must complete County required courses for access and permissions.

5. Authority

Building Code Services Division

Broward County, Florida Code of Ordinance, Article VIII, Section 9

Interlocal Agreement for Collection of Code Enforcement Citations (see Appendix a)

6. Definitions

Not Applicable

General SOP	Reconciliation of Citation Payments	CLE Section & Administration
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7. ProcedureClerk of Circuit and County Courts Staff will:

- a. Email the Clerk of Circuit and County Courts Monthly Remittance Report for processing to Accounting Division and Consumer Protection Section.

Business Manager will:

- a. Access Consumer Protection email box monthly.
- b. Save copy of the monthly remittance report information in Clerk of Circuit and County Courts Monthly Summary spreadsheet.
- c. Review monthly remittance report information and compare amounts listed in the remittance report with transactions processed in PeopleSoft.
- d. Update BCSD Restitution tracking spreadsheet with citation payments for relevant month.

8. Appendices

- a. Interlocal Agreement between Broward County and Howard C. Forman, Clerk of Courts Seventh Judicial Circuit for Collection of Code Enforcement Citations

Anika Hamilton, BCSD Business Manager: _____ Date: _____

Exhibit 2

INTERLOCAL AGREEMENT

Between

BROWARD COUNTY

and

**HOWARD C. FORMAN, CLERK OF COURTS
SEVENTEENTH JUDICIAL CIRCUIT**

for

COLLECTION OF PERMITTING/LICENSING CITATIONS

THIS IS AN INTERLOCAL AGREEMENT, made and entered into by and between:

BROWARD COUNTY, a political subdivision of the State of Florida, by and through its Board of County Commissioners, hereinafter referred to as "COUNTY,"

AND

HOWARD C. FORMAN, CLERK OF COURTS, SEVENTEENTH JUDICIAL CIRCUIT, BROWARD COUNTY, FLORIDA, hereinafter referred to as "CLERK."

WITNESSETH:

WHEREAS, Chapter 9 of the COUNTY's Code of Ordinances provides for the issuance of citations and penalties for uncertified contractors by the Broward County Permitting, Licensing and Consumer Protection Division ("PLCPD"); and

WHEREAS, the CLERK has been authorized by the COUNTY to collect such penalties pursuant to Broward County Code Section 9-123; and

WHEREAS, the COUNTY wishes to reasonably compensate the CLERK a service fee for the processing of citations and the collection of such permitting/licensing fines;

NOW, THEREFORE, in consideration of the mutual terms, conditions, promises, covenants, and payments hereinafter set forth, the COUNTY and the CLERK agree as follows:

1. SCOPE OF SERVICES

- 1.1 The CLERK shall process and collect all permitting/licensing citations issued pursuant to the COUNTY's permitting/licensing ordinances.
- 1.2 COUNTY shall obtain at COUNTY's sole expense permitting/licensing citations to be issued to violators which shall conform to the technical requirements of the CLERK.

2. FEES

- 2.1 COUNTY agrees to pay to the CLERK a base Service Fee of TWO DOLLARS AND FIFTY CENTS (\$2.50) for processing each permitting/licensing citation that is issued pursuant to the COUNTY's permitting/licensing ordinances. COUNTY also agrees, however, to pay to the CLERK an additional Service Fee of FIVE DOLLARS AND NO CENTS (\$5.00) (over and above the TWO DOLLAR AND FIFTY CENT (\$2.50) processing fee) for each issued permitting/licensing citation, which results in payment to the CLERK of the citation amount or late fees or both. In other words, issued and paid citations shall result in a net total payment to the CLERK of SEVEN DOLLARS AND FIFTY CENTS (\$7.50). Issued and as yet unpaid citations shall result in a net total payment to the CLERK of TWO DOLLARS AND FIFTY CENTS (\$2.50).
- 2.2 The CLERK shall prepare a monthly invoice to cover all Service Fees for all previously unbilled new citations entered into the CLERK's computer system during the preceding month. Each month the CLERK shall write a check and pay to the COUNTY an amount equal to all monies received for permitting/licensing citations issued by COUNTY, less the amount billed for base Service Fees and collection service fees if any funds are due to an agency. In the event that monthly monies received by the CLERK for permitting/licensing citations issued by the COUNTY is insufficient to cover all Service Fees incurred during the preceding month, COUNTY shall pay CLERK the Service Fees due within thirty (30) days of receipt of CLERK's invoice.

3. LOCATION OF CLERK FOR PAYMENTS

- 3.1 Payment may be made at the CLERK's Parking Division located at 201 Southeast Sixth Street, Rm. 220, Fort Lauderdale, Florida 33301 (telephone number (954) 831-5804) or at the Traffic and Misdemeanor Divisions at the satellite courthouses, located at 100 N. Pine Island Road, Plantation, Florida 33324; 3550 Hollywood Blvd., Hollywood, Florida 33021; and 1600 W. Hillsboro Blvd., Deerfield Beach, Florida 33442. The offices will be open to the general public from 9:00 a.m. to 4:00 p.m., Monday through Friday, except on those days that

have been established as legal holidays for employees of the CLERK as designated by the Chief Judge of the Seventeenth Judicial Circuit.

Payment may also be made by mail to the CLERK's Parking Division located at 201 Southeast Sixth Street, Rm. 220, Fort Lauderdale, Florida 33301, or by phone 24 hours, 7 days a week using the COURTHOUSE INFORMATION AND PAYMENT SYSTEM (CHIPS) by calling 954-712-7899.

4. ARCHIVING, FILE RETENTION AND BACKUP

- 4.1 On a monthly basis paid citations which are six (6) months old, and unpaid citations which are one (1) year old, shall be archived by CLERK. This data shall be maintained by CLERK and retained in accordance with Florida Statutes. CLERK agrees that all data residing on the online system shall be backed up daily and that a weekly back up shall be performed and stored off-site as part of its routine back up of CLERK's data systems. Records shall be maintained in accordance with the rules promulgated by the State of Florida, Division of Archives, History and Records Management, or Rules of Judicial Administration, as applicable.
- 4.2 The CLERK is recognized as the Custodian of all records and data generated pursuant to this Agreement as defined in the Public Records Act of the State of Florida, Chapter 119, Florida Statutes.

5. REPORTS

The CLERK shall provide management and financial reports on a monthly basis to the COUNTY, which provide for, but are not limited to: 1) auditable inventory control of all citations received by CLERK, 2) numeric sequencing of all citations processed through the system, indicating citations collected, and indicating total dollars collected, 3) Service fees charged for citations processed and citations collected.

6. CLERK'S RESPONSIBILITIES

- 6.1 The CLERK's Parking Division can be contacted by telephone at (954) 831-5804. COUNTY shall be promptly notified in the event the telephone number is changed. The hours of service will be from 9:00 a.m. through 4:00 p.m., Monday through Friday, excepting regularly scheduled holidays as established by the Chief Judge.

6.2 Provide security of all data processing files in accordance with established security policy standards and guidelines in accordance with Florida Statutes and the Florida Administrative Code.

7. MATTERS BEYOND THE CONTROL OF THE COUNTY AND CLERK

Neither the COUNTY nor CLERK shall be responsible for any failure or delay in performance hereunder due to circumstances beyond their reasonable control including, without limitation, Acts of God, accidents, mechanical, power failures, acts, omissions and defaults of third parties and official, governmental and judicial action beyond their control. In the event of occurrences, which require the implementation of a Disaster Recovery Plan, the CLERK shall use its best efforts to provide a level of service consistent with this Agreement.

8. AMENDMENTS

No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document executed with the same formality and of equal dignity herewith.

9. NOTICES

All written notices, as provided herein, shall be effected by hand delivery or by U.S. Mail, certified, return receipt requested, addressed as follows:

COUNTY:

Broward County
ATTN:
Director, Permitting, Licensing and Consumer Protection Division
1 North University Drive
Plantation, Florida 33324

CLERK:

Howard C. Forman, Clerk of Court
Broward County Courthouse
201 Southeast Sixth Street, Room 136
Fort Lauderdale, Florida 33301

10. EFFECTIVE DATE AND TERMINATION

10.1 This Interlocal Agreement shall be effective from the date fully executed by both parties for a one-year term. This Agreement shall automatically renew for yearly

terms thereafter and without necessity for re-approval or re-execution unless either party gives notice in writing to the other of intent not to renew. Any such notice must be delivered on or before ninety (90) days from the anniversary date of the Agreement.

- 10.2 This Agreement may be terminated by either party without cause upon sixty (60) days written notice during the first year of the Agreement and ninety (90) days written notice to the other party thereafter.

11. PRIOR AGREEMENTS

This Agreement shall supersede any prior or existing agreements between the COUNTY and CLERK pertaining to the subject-matter herein and said prior or existing agreements shall have no force and affect upon execution of this Agreement.

12. MISCELLANEOUS

- 12.1 The parties hereto understand and agree that the parties are self-insured and do not intend to purchase insurance in connection with this Agreement.
- 12.2 Each party agrees to be fully responsible for its acts of negligence or its agent's acts of negligence when acting within the scope of this Agreement and agrees to be liable for any damages resulting from said negligence pursuant to the terms of §768.28, Florida Statutes. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by an agency or political subdivision of the State of Florida to be sued by third parties in any matter arising out of any contract.
- 12.3 This Agreement does not create an employee/employer relationship between the parties. It is the intent of the parties that COUNTY and CLERK are independent contractors under this Agreement and neither is the employee of the other for all purposes, including, but not limited to, the application of the Fair Labor Standards Act minimum wage and overtime payments, Federal Insurance Contribution Act, the Social Security Act, the Federal Unemployment Tax Act, the provisions of the Internal Revenue Code, the State Workers Compensation Act, and the State unemployment insurance law. The parties shall each retain sole and absolute discretion in the judgment of the manner and means of carrying out their activities and responsibilities hereunder provided, further that administrative procedures applicable to services rendered under this Agreement shall be those of each individual party. Services provided by each party pursuant to this Agreement shall be subject to the supervision of such party. In providing such services, neither party nor its agents shall act as officers, employees, or agents of the other party. The parties agree that they are separate and independent enterprises, and that each has the ability to pursue other opportunities. This Agreement shall not be construed as

creating any joint employment relationship between the Parties and neither party will be liable for any obligation incurred by the other party, including, but not limited to, unpaid minimum wages and/or overtime premiums.

- 12.4 Neither party intends to directly or substantially benefit any third party by this Agreement. Therefore, the parties agree that there are no third party beneficiaries to this Agreement and that no third party shall be entitled to assert a claim against either party based upon this Agreement. The parties expressly acknowledge that it is not their intent to create any rights or obligations in any third persons or entity under this Agreement.
- 12.5 It is acknowledged that each party to this Agreement had the opportunity to be represented by counsel in the preparation of this Agreement and, accordingly, the rule that a contract shall be interpreted strictly against the party preparing same shall not apply due to the joint contribution of both parties.
- 12.6 Headings herein are for convenience of reference only and shall not be considered on any interpretation of this Agreement.
- 12.7 If any provision of this Agreement or application thereof to any person or situation shall, to any extent, be held invalid or unenforceable, the remainder of this Agreement, and the application of such provisions to persons or situations other than those as to which it shall have been held invalid or unenforceable shall not be affected thereby, and shall continue in full force and effect, and be enforced to the fullest extent permitted by law.
- 12.8 This Agreement shall be governed by the laws of the State of Florida with venue lying in Broward County, Florida.
- 12.9 This Agreement constitutes the final, complete, and exclusive embodiment of the entire agreement and understanding between the parties and supersedes and preempts any prior or contemporaneous understandings, agreements, or representations by or between the parties, written or oral.
- 12.10 The County Administrator, as the Ex-Officio Clerk of the Broward County Board of County Commissioners, is hereby authorized and directed after approval of the Agreement by the COUNTY and CLERK to file the Agreement with the Clerk of the Circuit Court, Broward County, Florida, as required by Subsection 163.01(11), Florida Statutes.

THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK

IN WITNESS WHEREOF, the parties have made and executed this Interlocal Agreement on the respective dates under each signature: Broward County through its BOARD OF COUNTY COMMISSIONERS, SIGNING BY AND THROUGH ITS Mayor or Vice Mayor, authorized to execute the same by Board action of the _____ day of _____, 2011, and Howard C. Forman, Clerk of Courts, Seventeenth Judicial Circuit.

COUNTY:

BROWARD COUNTY, through its BOARD OF COUNTY COMMISSIONERS

ATTEST:

By: _____
Mayor
_____ day of _____, 2011.

County Administrator and Ex-Officio
Clerk of the Board of County
Commissioners of Broward County, Florida

Approved as to form by
Office of the County attorney
115 South Andrews Avenue
Fort Lauderdale, Florida 33301

By: [Signature] 8/29/11 rk
(Print Name) **John E. Naclerio III** 8/29/11

County Attorney

CLERK:

WITNESSES

[Signature]
[Signature]

[Signature]
Howard C. Forman, Clerk of Court
Seventeenth Judicial Circuit

23rd day of August, 2011.

STANDARD OPERATING PROCEDURE FOR
PROCESSING NOTICES OF LIEN FOR BUILDING CODE SERVICES (BCS) CITATIONS

Disclaimer:

This Standard Operating Procedure (SOP) has been prepared for the sole use of the Environmental Protection and Growth Management Department (EPGMD) and may not be specifically applicable to the activities of other organizations. Failure of EPGMD to follow this SOP shall not absolve a person in violation or act as a defense to any violation of any Chapters of the Broward County Code of Ordinances.

Purpose:

To ensure Notices of Lien for Building Code Services (BCS) citations processed through the Clerk of Courts are appropriately recorded in an efficient and timely manner.

Applicability:

This SOP applies to all EPGMD personnel involved in the issuance of Notices of Lien for BCS citations processed through the Clerk of Courts.

References:

Broward County Municipal Code Chapters 8 ½ (Code Enforcement) and 9 (Contractors), and Chapter 162, Florida Statutes.

Discussion:

Enforcement Administration has an obligation to document penalties that have been assessed as a result of Final Orders and take adequate measures to collect on those penalties, when appropriate, through the recording of a Notice of Lien against the Respondent(s). EPGMD relies upon the Clerk of Courts to process BCS citations, including ensuring that liens are recorded when payment is not made. This SOP discusses the process for recording a Final Order as a lien, as well as ensuring that the Clerk of Courts has recorded liens, when appropriate.

Responsibilities:

The responsibilities for implementing this SOP rest with the Enforcement Administration staff assigned to document assessed penalties, paid and unpaid, and to ensure that steps are taken to record liens on outstanding penalties and costs owed to Building Code Services.

1. At the end of each citation case, staff shall provide Final Orders to be signed by the Hearing Officer. Final Orders from previous hearings with penalties which were held in abeyance shall be provided to the Hearing Officer for signature, as well.
2. Within the next 2 business days, all Final Orders shall be scanned into POSSE and the appropriate POSSE tabs updated.
3. Within the same 2 days, the original Final Orders shall be delivered to the Clerk of Courts for payment processing, including recording liens when payment is not made.

STANDARD OPERATING PROCEDURE FOR
PROCESSING NOTICES OF LIEN FOR BUILDING CODE SERVICES (BCS) CITATIONS

4. The identity of Respondents who have not paid shall be maintained on a spreadsheet located on the G Drive. Each month, staff will review the Clerk of Courts' Odyssey database system to see if Respondents have paid and compare it to the spreadsheet.
5. If citations have not been paid within the allotted time and if notification is not received from the Clerk of Courts that a lien has already been recorded, then within 2 days of non-payment verification, the Notice of Lien form shall be completed/generated by Enforcement Administration staff and delivered to the Clerk of Courts for recording with the Records Division.
6. When Notices of Lien are returned from the Records Division via the Clerk of Courts with Instrument Numbers assigned, they will be recorded in POSSE in the appropriate tab and the spreadsheet updated.

Enforcement Administration Manager: W. Gail Custode _____ July 14, 2018

**SETTLEMENT AGREEMENT BETWEEN ORFELIA MAYOR
AND BROWARD COUNTY FOR REPAYMENT OF
BROWARD COUNTY'S FIVE THOUSAND DOLLARS**

This is a Settlement Agreement ("Agreement"), made and entered into by and between Broward County, a political subdivision of the State of Florida ("County") and Orfelía Mayor, individually ("Mayor") (collectively referred to as the "Parties").

RECITALS

- A. Mayor appeared before the Broward County Central Examining Board of Mechanical Contractors ("Board") in case 15-0716 to request Five Thousand Dollars (\$5,000.00) from the Broward County Restitution Trust Fund for work improperly performed by an unlicensed contractor that Mayor hired.
- B. Following an administrative hearing, an administrative order was issued awarding Mayor restitution in the amount of Two Thousand Four Hundred Eighty-Nine Dollars (\$2,489.00).
- C. County paid Mayor Two Thousand Four Hundred Eighty-Nine Dollars (\$2,489.00) out of the Broward County Restitution Trust Fund.
- D. A check in the amount of Five Thousand Dollars (\$5,000.00) and dated July 22, 2016, was inadvertently also issued to Mayor in error.
- E. Upon discovery of the inadvertent payment of Five Thousand Dollars (\$5,000.00) to Mayor, County's staff requested the return of County's Five Thousand Dollars (\$5,000.00).
- F. The Parties desire to amicably resolve all claims and matters that County has raised arising out of and relating to the inadvertent payment of Five Thousand Dollars (\$5,000.00) to Mayor.
- G. The Parties desire to reduce their discussions to writing so that it is binding upon them.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

- 1. **Representations:** The foregoing recitals are true and correct.
- 2. **Terms of Settlement:** The Parties hereby covenant and agree as follows:
 - (a) Mayor shall pay to County Five Thousand Dollars (\$5,000.00) in eleven (11) consecutive monthly installments plus interest at a rate of 5.97 percent per year beginning July 15, 2018, with the first payment due August 15, 2018, as set forth in Exhibit A. Following Mayor's payment of the first monthly installment, each monthly installment thereafter shall be paid on or before the fifteenth day of each and every month. If Mayor fails to timely pay County any payments due under this Section 2(a), Mayor shall pay to County a late payment fee equal to five percent (5%) of the payment amount then due, excluding the interest due on such payment. The Parties agree that

this late payment represents a fair and reasonable estimate of the costs that County will incur by reason of the late payment. There is no penalty or benefit for expedited or pre-payment of any sum due under this paragraph.

- (b) Each payment due under this Agreement shall be by check or money order made payable to the Broward County Board of County Commissioners and must be received by County no later than 5 P.M. on the day such payment is due, or if the payment is due on a Saturday or Sunday, by 5 P.M. on the following business day that County is open. Payments that are mailed to County are deemed "paid" upon the date received by County. The check or money order must be mailed or hand delivered to the following location:

Broward County Building Code Services Division
1 North University Drive, Box 302
Plantation, FL 33324
Attn: Andrea Rulka

3. **Admission of Possession of Funds:** Mayor admits receipt of two checks from County in the amounts of Two Thousand Four Hundred Eighty-Nine Dollars (\$2,489.00) and Five Thousand Dollars (\$5,000.00). Mayor admits that she cashed and kept the funds from both checks. Mayor further admits that she is not entitled to retain the Five Thousand Dollars (\$5,000.00) and that the Five Thousand Dollars (\$5,000) does not belong to Mayor. Mayor acknowledges that continued possession of County's Five Thousand Dollars (\$5,000.00) is improper. Mayor desires to return the Five Thousand Dollars (\$5,000.00) to County. Mayor and County enter into this Agreement in the interest of avoiding the costs and uncertainty of ongoing negotiations and potential litigation.

4. **Final Release:** Upon timely receipt by County of County's Five Thousand Dollars (\$5,000.00) plus agreed upon interest, County will provide Mayor with a release from claims, demands, damages, causes of action, and actions, related to Mayor's possession of County's Five Thousand Dollars (\$5,000.00) from the Broward County Restitution Trust Fund.

5. **Default:** In the event of a default by Mayor of any of the covenants and conditions set forth herein, attorneys' fees and costs to enforce this Agreement will be recoverable by County. In the event of default in the payment of any installment payments or interest when due as provided in this Agreement, time being of the essence, County may, without notice or demand, declare the entire principal sum then unpaid immediately due and payable.

6. **Binding Effect:** Mayor represents that she has attained eighteen years of age on or before the date of signing this Agreement, is of sound and competent mind, knows and understands the contents of this Agreement, and signs this Agreement as a free act. The provisions, conditions, terms, and covenants contained herein shall be of a binding effect. The benefits and advantages hereof shall inure to the respective parties.

7. **Full Disclosure:** The Parties are releasing certain rights and assuming certain duties and obligations which, but for this Agreement, would not have been released or assumed. Accordingly, the Parties agree that this Agreement is fully and adequately supported by consideration and is fair and reasonable, that the Parties have had the opportunity to consult with and have in fact consulted

with such experts of their choice as they may have desired, and that they have had the opportunity to discuss this matter with counsel of their choice.

8. **Governing Law and Venue:** This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. Any controversies or legal problems arising out of this Agreement and any action involving the enforcement or interpretation of any rights hereunder shall be submitted to the jurisdiction of the State courts of the Seventeenth Judicial Circuit of Broward County, Florida, the venue situs. To encourage prompt and equitable resolution of any litigation that may arise hereunder, **each party hereby waives any rights it may have to a trial by jury of any such litigation.**

9. **Severability:** The Parties acknowledge and agree that if any part, term, or provision of this Agreement is determined by a court of competent jurisdiction to be invalid, illegal, or in conflict with the law of the State of Florida, such provision shall be severed from the Agreement and the validity of the remaining portions or provisions shall not be affected thereby.

10. **Merger:** This document incorporates, includes, and supersedes all prior negotiations, correspondence, conversations, agreements, or understandings applicable to the matters contained herein; and the Parties agree that there are no commitments, agreements, or understandings concerning the subject matter of this Agreement that are not contained in this document. Accordingly, the Parties agree that no deviation from the terms hereof shall be predicated upon any prior representations or agreements whether oral or written.

11. **Joint Preparation:** The preparation of this Agreement has been a joint effort of the Parties. The language agreed to expresses the Parties mutual intent and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the Parties than the other.

12. **Counterparts:** This Agreement may be executed in any number of counterparts, each of which, when executed and delivered, shall be an original, but such counterparts shall together constitute one and the same instrument.

13. **Captions:** The captions of the sections of this Agreement are for convenient reference only, and shall not affect the construction or interpretation of any of the terms and provisions set forth herein.

14. **Further Assurance:** The Parties shall execute all such further instruments, and take all such further actions that may be reasonably required by any party to fully effectuate the terms and provisions of this Agreement and the transactions contemplated herein.

15. **Modification:** No change or modification of this Agreement shall be valid unless in writing and signed by all Parties hereto. No waiver of any of the provisions of this Agreement shall be valid unless in writing and signed by the party against whom it is sought to be enforced.

16. **Survival of Provisions:** All covenants, warranties, and representations contained in this Agreement shall survive the termination of this Agreement.

IN WITNESS WHEREOF, the Parties have made and executed this Agreement on the respective dates under each signature: Broward County through its County Attorney, signing by and through its Assistant County Attorney and Deputy County Attorney, authorized to execute same under Section 1-51.3, Broward County Code of Ordinances, and Orfelia Mayor, duly authorized to execute same.

COUNTY

BROWARD COUNTY, by and through its
County Attorney

By: Benjamin Crego 08/17/2018
Benjamin Crego (Date)
Assistant County Attorney

By: Maite Azcoitia 8/18/18
Maite Azcoitia (Date)
Deputy County Attorney

ORFELIA MAYOR

Witnesses as to
Orfelia Mayor's Signature:

Michèle Nunez
(Signature)
Print name: Michèle Nunez

Jessica Schuler
(Signature)
Print name: Jessica Schuler

Orfelia Mayor 8-11-18
(Date)

Exhibit A: Orfelia Mayor - Schedule of Repayment to Broward County of \$5,000

Enter values	
Loan amount	\$ 5,000.00
Annual interest rate	5.97 %
Loan period in years	1
Number of payments per year	12
Start date of loan	7/15/2018
Optional extra payments	

Loan summary	
Scheduled payment	\$ 430.26
Scheduled number of payments	12
Actual number of payments	12
Total early payments	\$ 569.74
Total interest	\$ 132.04

Pmt. No.	Payment Date	Beginning Balance	Scheduled Payment	Extra Payment	Total Payment	Principal	Interest	Ending Balance	Cumulative Interest
1	8/15/2018	\$ 5,000.00	\$ 430.26	\$ 569.74	\$ 1,000.00	\$ 975.13	\$ 24.88	\$ 4,024.87	\$ 24.88
2	9/15/2018	\$ 4,024.87	\$ 430.26	\$ -	\$ 430.26	\$ 410.24	\$ 20.02	\$ 3,614.63	\$ 44.90
3	10/15/2018	\$ 3,614.63	\$ 430.26	\$ -	\$ 430.26	\$ 412.28	\$ 17.98	\$ 3,202.35	\$ 62.88
4	11/15/2018	\$ 3,202.35	\$ 430.26	\$ -	\$ 430.26	\$ 414.33	\$ 15.93	\$ 2,788.02	\$ 78.81
5	12/15/2018	\$ 2,788.02	\$ 430.26	\$ -	\$ 430.26	\$ 416.39	\$ 13.87	\$ 2,371.63	\$ 92.68
6	1/15/2019	\$ 2,371.63	\$ 430.26	\$ -	\$ 430.26	\$ 418.46	\$ 11.90	\$ 1,953.16	\$ 104.48
7	2/15/2019	\$ 1,953.16	\$ 430.26	\$ -	\$ 430.26	\$ 420.53	\$ 9.72	\$ 1,532.62	\$ 114.20
8	3/15/2019	\$ 1,532.62	\$ 430.26	\$ -	\$ 430.26	\$ 422.64	\$ 7.62	\$ 1,109.98	\$ 121.62
9	4/15/2019	\$ 1,109.98	\$ 430.26	\$ -	\$ 430.26	\$ 424.74	\$ 5.52	\$ 685.24	\$ 127.35
10	5/15/2019	\$ 685.24	\$ 430.26	\$ -	\$ 430.26	\$ 426.85	\$ 3.41	\$ 258.38	\$ 130.75
11	6/15/2019	\$ 258.38	\$ 430.26	\$ -	\$ 258.38	\$ 257.10	\$ 1.29	\$ -	\$ 132.04

General SOP	Processing of Restitution Payments	CLE Section & Administration
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Broward County Building Code Services Division
Standard Operating Procedures



1. Introduction

A. Name of Policy or Procedure

Building Code Services Division, Processing of Central Examining Board Restitution Trust Fund Payments

B. Responsible Divisions

Building Code Service Division (BCSD)

C. Effective Date: April 16, 2018

Date Last Reviewed: July 12, 2018

Date Due for Review: July 12, 2019

2. Purpose

To ensure the restitution payments are processed in accordance with established Broward County policies and procedures and Code of Ordinances.

3. Scope

This applies to all Central Examining Board Restitution Trust Fund payments.

4. Training

All staff processing payments in PeopleSoft must complete County required courses for access and permissions.

5. Authority

Building Code Services Division

Broward County Code of Ordinance, Chapter 9 - Contractors, Article IX. – Broward County Central Examining Boards Restitution Trust Fund.

6. Definitions

Board shall, individually and collectively, mean and include the six (6) central examining boards created and established by Broward County Code of Ordinance, Chapter 9 - Contractors.

7. Procedure

Contractor Licensing Staff will:

- a. Email paperwork (restitution order) for processing to Administrative Coordinator.

General SOP	Processing of Restitution Payments	CLE Section & Administration
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Administrative Coordinator will:

- a. Review received documentation
- b. Create and Submit Payment Request Form in PeopleSoft
- c. Update Excel spreadsheet

Business Manager will:


- a. Review accounts payable voucher in PeopleSoft worklist.
- b. Identify invoice number on the voucher.
- c. Search PeopleSoft voucher portal to ensure invoice was not a duplicate.
- d. Review voucher charge-point and supporting documentation (i.e. Restitution order) to verify amount to be paid.
- e. Approve payments.

Anika Hamilton, BCSD Business Manager: _____ Date: _____



Environmental Protection and Growth Management Department
BUILDING CODE SERVICES DIVISION / ADMINISTRATION
1 North University Drive, Mailbox #302, Plantation, Florida 33324 • 954-765-5081 • FAX 954-765-4998

MEMORANDUM

DATE: April 30, 2018
TO: Broward County Board of County Commissioners
FROM: Hipólito Cruz, Jr., Director, Building Code Services Division 
SUBJECT: Central Examining Boards Restitution Trust Fund

The Broward County Central Examining Boards Restitution Trust Fund (the Restitution Fund) was created by the Board of County Commissioners to provide relief to residents who have sustained financial damages as a result of a transaction with a Broward County contractor, whether certified or uncertified. The Restitution Fund balance consists solely of all civil penalty monies recovered by the Building Code Services Division (BCSD) in actions against certified contractors, and fifty-five (55) percent of any civil penalty recovered in actions against any uncertified contractors. In the sole discretion of the Board of County Commissioners, monies in the Fund exceeding \$500,000, may be utilized to fund other public purposes and programs.

As of September 30, 2017, the fund balance was \$719,652.47. For the fiscal year ending September 30, 2017, \$14,548.55 in receipts from civil penalties was deposited in; and \$14,054.30 in restitution claims were withdrawn from the Trust Fund.

Please do not hesitate to contact me at (954) 765-4400, Extension 9848 should you desire further information regarding the Restitution Fund.

Attachment

cc: Bertha Henry, County Administrator
Monica Cepero, Deputy County Administrator
Henry Sniezek, Director, EPGMD
Leonard L. Vialpando, Deputy Director, EPGMD

**Broward County Board Of County Commissioners
Central Examining Board Trust Fund
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September 30, 2017
(Unaudited)**

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**Broward County Board Of County Commissioners
Central Examining Board Trust Fund
Balance Sheet
September 30, 2017
(Unaudited)**

Assets:

Cash and Cash Equivalents	\$ 719,652
Total Assets	\$ 719,652

Fund Balance:

Committed	\$ 719,652
Total Fund Balance	\$ 719,652

**Broward County Board Of County Commissioners
Central Examining Board Trust Fund
Statement of Revenues, Expenditures, and Changes in Fund Balance
For the Fiscal Year Ended September 30, 2017
(Unaudited)**

Revenues:

Interest Income	\$ 1,848
Contributions	<u>14,549</u>
Total Revenues	16,397

Expenditures:

Expenditures	<u>14,054</u>
Deficiency of Revenues over Expenditures	2,342
Fund Balance October 1, 2016	<u>717,310</u>
Fund Balance September 30, 2017	<u><u>\$ 719,652</u></u>

General SOP	Fleet Vehicles	Administration
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Broward County Building Code Services Division
Standard Operating Procedures



1. Introduction:

A. Name of Policy or Procedure: Environmental Protection and Growth Management Department (EPGMD) Applicable Divisions' Fleet Vehicle Procedures

B. Responsible Division: Building Code Services (BCSD)

C. Effective Date: November 12, 2017

Date Last Reviewed: May 3, 2018

Date Due for Review: November 11, 2018

2. Purpose: To ensure all appropriate and applicable EPGMD Division staff are provided vehicles and vehicles are utilized in accordance with Broward County procedures.

3. Scope: This applies to all applicable EPGMD Division staff assigned and authorized to utilize Broward County vehicles.

4. Training/Requirements: All applicable EPGMD Division staff must have valid driver license in good standing:

5. Authority:

Building Code Services Division

Internal Control Handbook, Volume 10: Fleet Services Procedures

Fuel Card and Related Fleet Services Policies Memorandum, Issued by the Assistant Director of Fleet Service Division on October 19, 2009

6. Definitions:

A. WEXFLEET: The fuel vendor for commercial sites.

B. FuelMaster Plus: The fuel vendor for Broward County fuel sites.

C. BPN: The budgeted position number used to designate all available positions.

D. PMA: This designates Fleet Service Preventative Maintenance for a simple fluid and tire checks.

E. PMC: This designates Fleet Service Preventative Maintenance for a complete vehicle service check.

F. Distress Calls: These are communications between a driver and the Program Project Coordinator related to accidents, immobile vehicles, battery issues, key issues, or any other vehicle related concerns.

G. TOVA: This form is for Temporary Overnight Authorization.

General SOP	Fleet Vehicles	Administration
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7. Procedure

Administrative Coordinator will:

1. Work with new hire to complete all necessary BCSD specific forms (Appendices B, C, and D).

Program Project Coordinator will:

1. Be Liaison between all applicable EPGMD Division and Fleet Services for:
 - a. Requesting WEXFLEET and Broward County FuelMaster Plus gas card for vehicles;
 - b. Requesting WEXFLEET and Broward County FuelMaster Plus pin #'s per employee;
 - c. Providing BPN to Fleet Service for fuel expense allocation;
 - d. Provide notifications to employees of Broward County vehicle maintenance service – PMA and PMC;
 - e. Provide notifications to employees of Lease vehicle maintenance service (through May 2018);
 - f. Coordinate vehicle distress calls with Fleet Services Division, towing companies, and employee;
 - g. Coordinate damage appraisal of vehicle with Fleet Services Division;
 - h. Work with Fleet Service to replace aging vehicles, surplus vehicles, and purchase new vehicles;
 - i. Work with Fleet Service to update billing invoices to reflect current staffing locations;
 - j. Provide yearly Under-utilization report to the Fleet Services Superintendent;
 - k. Provide employee travel and TOVA documentation to Fleet Services staff;
 - l. Provide employees with petty cash reimbursement of fueling expenses; and
 - m. Working with Fleet Services to secure rental vehicles on an as needed basis.
2. Be Liaison between all applicable EPGMD Division and Risk Management:
 - a. Collect following documentation from employee and supervisor regarding vehicle accident, vandalism or abuse:
 1. Loss Notice – Form 402-59;
 2. Supervisors' Accident Investigation Report – Form 402-58; and
 3. Police Incident report (long form), if available.
 - b. Enter incident information into Risk Management Division Marsh ClearSight Enterprise – Incident Reporting.
3. Be Liaison with Fleet Analytics for GPS service by managing GPS computer system – www.pinpointfleet.net including:
 - a. Working with vendor for updates, resolving system errors, collecting reports;
 - b. Setting up and training supervisors on utilizing website for vehicle tracking;
 - c. Provide Administrative Coordinator with fund lines for processing payments; and
 - d. Coordinating with vendor for the installation of GPS units.
4. Be Liaison during Emergency Situations by:
 - a. Updating the Emergency Fueling authorization personnel lists;
 - b. Provide list to Fleet Services Division;
 - c. Working with staff to ensure the F-150 trucks are available for mandatory working staff (Appendix E); and

General SOP	Fleet Vehicles	Administration
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- d. For all other Broward County lease and owned vehicles, notifying staff of the requirement to full the vehicle up with fuel and parking in an elevated area.

Administrative Officer, Senior will:

1. Receive determination from Accident Review Committee;
2. Informs supervisor of the committee's findings; and
3. Notifies supervisor if the employees' driver's license becomes invalid.

Administrative Coordinator will:

1. Create requisitions in PeopleSoft for Fleet Analytics and lease vehicles.

Permit/Licensing Customer Specialist will:

1. Process receipts in PeopleSoft for Fleet Analytics and lease vehicles.

Section Supervisor will:

1. Coordinate new vehicle assignments with Fleet Liaison to update in GPS computer system;
2. Coordinate GPS tracking device issues with Fleet Liaison;
3. Perform audits of the GPS computer system for the assigned vehicles on an "as-needed" basis, based on vehicle complaints and/or concerns;
4. Set up a GPS folder and save the GPS reports by date run;
5. Monitor and address GPS computer system "Alerts" regarding vehicle speed and geofence issues;
6. Provide Management with requested GPS computer system reports for vehicle daily activity, if needed; and
7. Discuss policies and procedures to new employees of GPS tracking devices regarding appropriate operation of assigned vehicle.

8. Appendices

Appendix A: Fleet Services Contact Information

Appendix B: Vehicle List and PeopleSoft Chart Fields

Appendix C: Vehicle Global Position System (GPS) Tracking

Appendix D: Job Requirement Acknowledgement, Certifications / Authority to Drive

Appendix E: Driving a Vehicle on County Business

Appendix F: Emergency Situation Notice – County Vehicles (F-150 Trucks)

Matthew Coyne, PPC: _____ Date: _____

Appendix A: Fleet Services Contact Information
For all Lease and County-Owned Vehicles

<u>Fleet Service Contact Information</u>						
<u>Location</u>	<u>Employee</u>	<u>Function</u>	<u>Phone Number</u>	<u>Work Days</u>	<u>Hours</u>	<u>Reason</u>
Fleet Service 2	Eduardo Mendoza	Service Writer	954-357-5447	Tuesday - Friday	7am to 5pm	Contact for any vehicle issues - towing, battery, etc
Fleet Service 3	Melznar Gibbs	Service Writer	954-357-5442	Monday - Thursday	7am to 5pm	Only contact for any vehicle issues when FS2 is closed.... All pool vehicles are at FS2; contact FS# for key issues as all spare keys are at FS3
Fleet Service Administration	Angela Lowery	Administration	954-357-7574	Monday - Friday	8am to 5pm	Contact for fueling issues and billing related items
Fleet Service Administration	Susan Rinaldi	Administration	954-357-6499	Monday - Friday	8am to 5pm	Contact for petty cash
Fleet Service Administration	John Leopoldo	Maintenance Superintendent	954-357-5473	Monday - Friday	8am to 5pm	Contact for vehicle replacement and any issues not resolved by service writers
Fleet Service Administration	Edward Bienkowski	Skilled Trade Super	954-357-5454	Monday - Friday	8am to 5pm	Contact for any vehicle issues not resolved by service writers
Fleet Service Administration	James Bailey	Fleet Assets	954-357-5450	Monday - Friday	8am to 5pm	Contact for any vehicle new purchase related items
Fleet Service Administration	Ross Meslin	Transit Manager	954-357-6492	Monday - Friday	8am to 5pm	Oversees entire Fleet Service operation

Appendix B - Vehicle List and PeopleSoft Chart Fields

Vehicle Number	Vehicle Year	Vehicle Make	Vehicle Model	Last	First	Division	PeopleSoft Account
1693	2012	TOYOTA	PRIUS	Suarez	Ana	EEPD	10010 55231000 511010
1695	2012	TOYOTA	PRIUS	Fahrni	Jason	EEPD	10010 55231000 511010
EV0002	2017	FORD	C MAX HYBRID	Section		EEPD	10010 55231000 511010
1977	2007	FORD	ECONOLINE	Dimonnay	Amede	EEPD	10010 55253500 511010
1925	2004	FORD	TRUCK	Burke	Peter	EEPD	10010 55254500 511010
1944	2005	CHEVY	TRAIL BLZR	Section		EEPD	10010 55254500 511010
1960	2015	FORD	FUSION	Schore	Alex	EEPD	10010 55254500 511010
1962	2015	FORD	F-150	Sunderland	Linda	EEPD	10010 55254500 511010
1694	2012	TOYOTA	PRIUS	Koenig	Eduardo	ECPD	10010 55257000 510010
1917	2001	FORD	TAURUS	Lecsaint	Steve	ECPD	10010 55257000 510010
1942	2016	FORD	FOCUS	Scott	Dale	ECPD	10010 55257000 510010
1953	2007	FORD	150 SCAB	Younes	Ali	ECPD	10010 55257000 510010
1989	2015	FORD	FUSION	Maxwell	Bret	ECPD	10010 55257000 510010
EV0001	2017	FORD	C MAX HYBRID	Section		ECPD	10010 55257000 510010
FS9004	2002	CHEVY	CAVALIER	Wicke	Charles	ECPD	10010 55257000 510010
795	2004	CHEVY	SILVERADO	Saiphoo	Cyril	PMPD	10015 55304000 511010
3985	2007	CHEVY	MALIBU	Ganaishlal	JOY	PMPD	10015 55304000 511010
1965	2015	CHEVY	MALIBU	Henry	Gerald	PMPD	10015 55304000 511010
1966	2015	CHEVY	MALIBU	Velez	Niki	PMPD	10015 55304000 511010
PD00001	2006	HONDA	CIVIC	Lacerra	JILL	PMPD	10015 55304000 511010
BC0002	2018	FORD	FUSION	Cruz	Hip	BCSD	10020 55272010 547220
753	2007	CHEVY	MALIBU	Gonzalez	Ralph	BCSD	10020 55272020 547220
3440	2005	TOYOTA	PRIUS	Fernandez-Ayala	Jose	BCSD	10020 55272020 547220
3443	2005	FORD	TAURUS	Pool		BCSD	10020 55272020 547220
3493	2005	FORD	TAURUS	Rodriguez	Oscar	BCSD	10020 55272020 547220
3980	2006	FORD	TAURUS	Martinez	Rodolfo	BCSD	10020 55272020 547220
3986	2007	CHEVY	MALIBU	Camacho	Pablo	BCSD	10020 55272020 547220
3989	2007	FORD	F-150	Denis	Ideris	BCSD	10020 55272020 547220
3990	2007	FORD	F-150	Puentes	Ronald	BCSD	10020 55272020 547220
3992	2007	FORD	F-150	Al-Imam	Richard	BCSD	10020 55272020 547220
8208	2003	BUICK	CENTURY	Pool		BCSD	10020 55272020 547220
00L094	2015	NISSAN	ALTIMA	Chmely	Ed	BCSD	10020 55272020 547220
BC0003	2018	FORD	FUSION	Devier	Tom	BCSD	10020 55272020 547220
BC0004	2018	FORD	FUSION	Reger	Timothy	BCSD	10020 55272020 547220
BC0006	2018	FORD	FUSION	O'linn	Dan	BCSD	10020 55272020 547220
411	2004	TOYOTA	PRIUS	Moreta	Jeisson	BCSD	10020 55272030 547220
748	2007	TOYOTA	PRIUS	Egezeino	Mike	BCSD	10020 55272030 547220
749	2007	TOYOTA	PRIUS	Tepper	Rick	BCSD	10020 55272030 547220
750	2007	CHEVY	MALIBU	Esteva	Rodolfo	BCSD	10020 55272030 547220
751	2007	CHEVY	MALIBU	Cappola	George	BCSD	10020 55272030 547220
752	2007	CHEVY	MALIBU	Desouza	Jarbas	BCSD	10020 55272030 547220
754	2007	CHEVY	MALIBU	Rabolli	Tom	BCSD	10020 55272030 547220
755	2007	CHEVY	MALIBU	Epstein	Brian	BCSD	10020 55272030 547220
756	2007	CHEVY	MALIBU	Stofan	Dennis	BCSD	10020 55272030 547220
757	2007	CHEVY	MALIBU	Canfield	Brian	BCSD	10020 55272030 547220
758	2007	TOYOTA	PRIUS	Michaels	Jim	BCSD	10020 55272030 547220
759	2007	TOYOTA	PRIUS	Starkey	Ed	BCSD	10020 55272030 547220
3487	2004	FORD	TAURUS	Garcia	Jaime	BCSD	10020 55272030 547220
3981	2006	HONDA	CIVIC	Benitoa	Antonio	BCSD	10020 55272030 547220
3982	2006	HONDA	CIVIC	Barber	Bruce	BCSD	10020 55272030 547220
3983	2006	HONDA	CIVIC	Kowalski	David	BCSD	10020 55272030 547220
3987	2007	CHEVY	MALIBU	Trapanese	William	BCSD	10020 55272030 547220
3993	2007	CHEVY	TRAIL BLZR	Villada	Pedro	BCSD	10020 55272030 547220
BC0001	2018	FORD	FUSION	Briceno	Julio	BCSD	10020 55272030 547220
BC0014	2018	NISSAN	ALTIMA	Mesa	Michel	BCSD	10020 55272030 547220
BC0013	2015	NISSAN	ALTIMA	Aiken	Delroy	BCSD	10050 55261000 547220
747	2007	TOYOTA	PRIUS	Cataldo	Ed	BCSD	10050 55281000 547220
3482	2004	CHEVY	SILVERADO	Notkin	Michael	BCSD	10050 55281000 547220
3484	2004	FORD	TAURUS	Pool		BCSD	10050 55281000 547220
3499	2005	FORD	TAURUS	Penyacsek	Martin	BCSD	10050 55281000 547220
00L086	2015	NISSAN	ALTIMA	Redmond	William	BCSD	10050 55281000 547220
00L091	2015	NISSAN	ALTIMA	Velez	Raul	BCSD	10050 55281000 547220
00L092	2015	NISSAN	ALTIMA	Bernal	George	BCSD	10050 55281000 547220
00L093	2015	NISSAN	ALTIMA	Lopez	Dennis	BCSD	10050 55281000 547220

Appendix B - Vehicle List and PeopleSoft Chart Fields

Vehicle Number	Vehicle Year	Vehicle Make	Vehicle Model	Last	First	Division	PeopleSoft Account
BC0005	2018	FORD	FUSION	Edwards	Mark	BCSD	10050 55281000 547220
BC0007	2018	FORD	FUSION	Leight	Steven	BCSD	10050 55281000 547220
BC0008	2018	FORD	FUSION	Doenig	Ronald	BCSD	10050 55281000 547220
2933	2007	FORD	SUPERCAB	Madu	Tim	ECPD	10050 55291000 511010
3988	2007	FORD	F-150	Baron	Jason	ECPD	10050 55291000 511010
3991	2007	FORD	F-150	Hawkins	Belinda	ECPD	10050 55291000 511010
00L085	2015	NISSAN	ALTIMA	Bethel	Michael	ECPD	10050 55291000 511010
00L087	2015	NISSAN	ALTIMA	Smith	Dwight	ECPD	10050 55291000 511010
00L089	2015	NISSAN	ALTIMA	Jones	Raini	ECPD	10050 55291000 511010
CP0001	2018	FORD	FUSION	Alvarez	Rene	ECPD	10050 55291000 511010
CP0002	2018	FORD	FUSION	Harrah	Natalie	ECPD	10050 55291000 511010
2930	2005	FORD	F-150	O'Geen	Joe	ECPD	10050 55291000 511010
1696	2012	TOYOTA	PRIUS	Trent	Wayne	EEPD	10115 55241000 511010
1978	2014	FORD	FOCUS	EAR (Shared)		EEPD	10115 55241000 511010
1938	2005	CHEVY	TRAIL BLZR	Raichoudhury	Ashok	EEPD	10115 55256000 511010
1692	2012	TOYOTA	PRIUS	Williams	Aneese	ECPD	10125 55807040 511010
1934	2005	FORD	TAURUS	Whitaker	Andrew	ECPD	10125-55807040-511010
1940	2016	FORD	TRANSIT	Jean Baptiste	Clervens	ECPD	10125-55807040-511010
1979	2014	FORD	FOCUS	Mangin	Tom	ECPD	10125-55807040-511010
1691	2013	TOYOTA	HIGHLANDER	Olson	Brett	EEPD	11205-55231000-511010
1900	2015	FORD	FOCUS	Damveld-Ansel	D'arcy	EEPD	11205-55231000-511010
1902	2005	TOYOTA	PRIUS	Pennetta	Art	EEPD	11205-55231000-511010
1926	2004	TOYOTA	PRIUS	Section		EEPD	11205-55231000-511010
1939	2005	FORD	TAURUS	Bell	Fitzroy	EEPD	11205-55231000-511010
1941	2016	FORD	250 HEAVY DUTY	Pitters	Courtney	EEPD	11205-55231000-511010
1961	2014	CHEVY	SILVERADO	Afflerback	Jack	EEPD	11205-55231000-511010
1985	2008	FORD	F150	Fahrni	Jason	EEPD	11205-55231000-511010
BC0009	2018	FORD	TRANSIT CONNECT	Ford	Ranis	BCSD	30205-30205-55272040-511010 Admin 104332 BRW01
BC0010	2018	FORD	TRANSIT CONNECT	Fernandez	Patricia	BCSD	30205-30205-55272040-511010 Admin 104332 BRW01
BC0011	2018	FORD	TRANSIT CONNECT	Burleson	Tommy	BCSD	30205-30205-55272040-511010 Admin 104332 BRW01
BC0012	2018	FORD	TRANSIT CONNECT	Loverin	Charles	BCSD	30205-30205-55272040-511010 Admin 104332 BRW01

Appendix C - Employee Notice of Vehicle Global Position System (GPS) Tracking



Environmental Protection and Growth Management Department
BUILDING CODE SERVICES DIVISION / ADMINISTRATION
1 North University Drive, Mailbox #302, Plantation, Florida 33324 • 954-765-5081 • FAX 954-765-4998

DATE: _____

TO: _____

FROM: Hipolito Cruz, Jr., Director

RE: Division Policy – Employee Notice of Vehicle Global Position System Tracking

Building Code Services Division (BCSD) utilizes Vehicle Global Position System (GPS) tracking services on all County vehicles assigned to the Division. These GPS devices utilize the latest in global positioning technology to improve efficiency and provide enhanced access to data to supplement the information currently provided through our Time Management System (TMS) and KRONOS Time Keeper. Accordingly, all employees will be expected to comply with the following rules:

1. The Global Position System (GPS) device remains County Property and is to be utilized for County business purposes only. Employees are not to adjust, alter, or otherwise affect the GPS device connection to their assigned vehicle, which includes but is not limited to removing, disabling or otherwise intentionally affecting the calibration or operation of the GPS device in the vehicle.
2. Employees are expected to utilize their assigned vehicles during their assigned work day, unless alternate arrangements have been preapproved by a supervisor.
3. If a determination is made that an employee is responsible for the loss or destruction of a County issued GPS device, the Division Director or their designee shall handle the matter in accordance with applicable County Policies regarding corrective action, if warranted.

Employees found to be in violation of these expectations may be subject to appropriate corrective action in accordance with County policy and Collective Bargaining Agreements, if applicable.

I have read, understand and will comply with this policy:

Signed:

Date

**Appendix D - Job Requirement Acknowledgement,
Certifications - Authority to Drive**



Environmental Protection and Growth Management Department
BUILDING CODE SERVICES DIVISION / ADMINISTRATION
1 North University Drive, Mailbox #302, Plantation, Florida 33324 • 954-765-5081 • FAX 954-765-4998

Job Requirement Acknowledgement
CERTIFICATIONS / AUTHORITY TO DRIVE

In the job classification

I understand that the following certifications and/or license are required and is a mandatory job requirement for continued employment.

Further, I understand that it is my responsibility to achieve and/or maintain this certification and failure to do so will result in a loss of job requirement which would subject me to termination of my employment due to loss of a job requirement. I also understand that if necessary it is my responsibility to notify the State of my continuing education requirements and to provide them the necessary documentation to maintain my certification.

Also, I understand that if my job classification requires the ability to operate and use a County vehicle, and have a valid Florida Driver's License as a job requirement. I understand that if I lose my ability to operate a County vehicle and/or do not have a valid Florida Driver's License, the loss will affect my ability to perform the necessary functions of my position, which would subject me to termination of my employment due to a loss of a job requirement.

PRINT NAME

DATE

SIGNATURE



Appendix E - Driving a Vehicle on County Business

Environmental Protection and Growth Management Department

BUILDING CODE SERVICES DIVISION / ADMINISTRATION

1 North University Drive, Mailbox #302, Plantation, Florida 33324 • 954-765-5081 • FAX 954-765-4998

BCSD - Driving a Vehicle on County Business

Part I – Authorization

Employee Name:

Employee #:

Job Classification:

- 1) To be authorized to drive a County vehicle you need to possess a **VALID** State of Florida driver's license.
- 2) An authorized driver is one that is approved to drive both their personal vehicle and a County owned vehicle.
The following requirements apply to personal owned vehicles:
 - Automobile liability and property damage insurance coverage must be maintained.
 - Driver must comply with all applicable state laws and regulations.
 - Use of a personal vehicle to conduct County business is not permitted unless preapproved by the Division Director.
- 3) Recommended discipline will be issued for any preventable accident as determined by the Accident Review Committee (ARC). (Applies to County owned vehicle accidents only)
- 4) I understand motor vehicle records will be checked initially, and periodically thereafter. My authority to drive on County business will be denied or revoked at any time I do not possess a valid State of Florida Driver's License and may be revoked at any time my driving record reflects one or more of the following:
 - Driving while intoxicated, driving under the influence, driving with an unlawful blood alcohol level, leaving the scene of accident, or failure to report an accident.
 - Medical or legal evidence of alcohol or drug abuse, or any physical impairment that could affect my ability to drive safely.
 - Having three preventable accidents while operating a County owned vehicle within a twenty-four (24) month period.
 - Any number of traffic violations, accidents or complaints determined to be excessive by the Investigative Services Coordinator
- 5) I also understand that I must report any suspension or revocation of my driver's license to my supervisor within forty-eight (48) hours of receipt of same. Failure to do so may result in disciplinary action.
- 6) Any employee who willfully or knowingly provides false information on this form may be subject to having their authority to drive on County business revoked.

Broward County Board of County Commissioners

Mark D. Bogen • Beam Furr • Steve Geller • Dale V.C. Holness • Chip LaMarca • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine

www.broward.org

BCSD - Driving a Vehicle on County Business

Part II - Standard Operating Procedures - County Vehicles

County vehicles are to be used for official County business. Employees are entrusted to use County vehicles properly and safely. All personnel are expected to adhere to their assigned work schedules and avoid any appearance of a conflict of interest.

Permitted and expected use of a County vehicle, including but not limited to:

- Picking-up your assigned vehicle promptly at the beginning of your scheduled shift, or earlier if pre-approved by a supervisor or manager.
- Staying within your assigned work area/zone.
- Timely entering all work-related information into POSSE/TMS using the assigned iPad and/or Laptop at each inspection site as work is performed and completed.
- Taking a one (1) hour meal period beginning no earlier than 11:00 a.m. and ending no later than 2:00 p.m. by eating in a parked County vehicle or visiting a restaurant/convenience store within your assigned work area/zone. Any exceptions must be requested and pre-approved by a supervisor or manager.
- Taking two (2) 15-minute breaks; one in the first half and one in the last half of the shift. Breaks may not be accumulated from day to day, may not be accumulated within the same day, and may not shorten the workday. (i.e., not taken at the beginning/end of the workday or before/after a meal period.)
- Returning your assigned vehicle at the end of your scheduled shift. Should field activities be completed prior to the end of your shift, promptly notify your supervisor or manager to receive additional work assignments.

Not permitted use of a County vehicle, including but not limited to:

- Conducting any personal business, personal errands or going to your personal residence, even if the residence is located within your assigned zone. This includes breaks and meal periods.
- Performing work related duties (i.e., completing paperwork or phone calls) at non-assigned work locations.
- Congregating with County staff in the field during work hours. Any exceptions must be requested and pre-approved by a supervisor or manager.
- Using electronic devices while driving, such as but not limited to, phones, tablets and computers.
- Leaving your County assigned iPad/Laptop or other electronic devices unsecured inside the vehicle.
- Driving above the posted speed limits or violating any traffic/parking laws.
- Sleeping or appearing to be sleeping in any County vehicle at any time. This includes breaks and meal periods.
- Smoking in a County vehicle. This includes breaks and meal periods.
- Tampering with the Global Positioning System (GPS).
- Employees found to have engaged in abuse or misuse of County property or violating these procedures may be subject to appropriate corrective action, including where appropriate, disciplinary action ranging from warning to termination.

Employee acknowledges that he/she has read and understands all the above and has also received a copy of the "Authorization to Drive a Vehicle on County Business" and "Standard Operating Procedures - County Vehicles".

Employee signature: _____ Date: _____

Appendix F: Emergency Situations County Vehicles - F-150 Trucks

Attachment J. Page 11 of 11.

Subject: Appendix F: Emergency Situations County Vehicles - F-150 Trucks

Importance: High

From: Coyne, Matthew

Sent: Wednesday, September 06, 2017 8:03 AM

Subject: County vehicles - trucks

Importance: High

If necessary, your assigned county vehicle will be utilized during Hurricane Irma for emergencies.

When the announcement is made as to when we will be let out of work, please complete the following items:

- 1. Fill your vehicle with gas and make sure the fuel cards remain in the vehicle**
- 2. Leave your keys with me and/or Hip Cruz.**
- 3. Remove any personnel items from vehicle**

Please let me know if you have any questions.

Thanks

Matt Coyne

Program Project Coordinator