

CONTRACTOR LICENSING DEPARTMENT

Department Director: Michelle Krickovic

727-582-3110

<http://www.pinellascounty.org/contractorlicensing/default.htm>

Department Purpose

The Contractor Licensing Department (CLD) licenses contractors, monitors insurance, and investigates reports of unlicensed contracting and complaints against licensed contractors to reduce risk to consumers and protect workers in the construction trades on behalf of the Pinellas County Construction Licensing Board (PCCLB).

Topics for Discussion

- Florida HB 735 becomes effective July 2023.
 - Eliminates specialty contractor licensing requirement and revenue.
 - Annual full year impact ~ \$225,000 (1,500 contractors, \$150 annual license fee).
 - FY23 impact for three months ~ \$56,250.
- Accela implementation was rescheduled to the Fall of 2022. Configuration and data conversion delays would have required go-live during the contractor renewal season.
- The number of citations issued decreased from FY20 to FY21, due to the transition of the Investigative Team to Code Enforcement.
- The number of transactions processed also decreased from FY20 to FY21, due to statutory restrictions during COVID.
- No Proposed Changes to User Fees for FY23
- FY23 Decision Packages
 - **PSP Temp #1** - This is a request to continue funding a temporary position to perform the role of Administrative Assistant, primarily processing mail, phone calls, and voice mail messages. This is a non-recurring request with a FY23 impact of \$38,370. If approved, this contract would be terminated on 9/30/2023.
 - **PSP Temp #2** - This is a request to continue funding a temporary position to support contractor registration and renewal, as well as cashiering responsibilities. This is a non-recurring request with a FY23 impact of \$38,370. If approved, this contract would be terminated on 9/30/2023.

Budget Summary

The FY23 Revenue Budget for the CLD program is decreasing by \$44,010, or 7.4%, primarily as a result of Florida HB 735, which goes into effect in July 2023. Other license renewals and late fees are anticipated to replicate FY20 actual activity. Citations revenue is decreasing \$120,190, or 16.1%. This is based on actual trended citations issued.

The FY23 Expenditure Budget for CLD (net of Reserves) is decreasing by \$170,280, or 11.2%, over the FY22 Budget. Personal Services costs are the primary driver, resulting in a decrease of \$98,540, or 10.1%. Both CLD and Building Development Review Services (BDRS) have undergone a realignment/reorganization that, in part, created a Deputy Director position with BDRS. Michelle Krickovic filled that role and is both the BDRS Deputy Director and the CLD Director. This resulted in the reallocation of a portion of her compensation from the CLD fund to BDRS. Additionally, the level of Code Enforcement (BDRS) supervision of CLD Investigators reduced, causing a \$67,850 decrease to CLD.

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Operating Expenses are decreasing by \$71,740, or 10.0%. This is predominantly driven by decreases in temporary labor services (which are included in CLD's two Decision Packages (DP) and elimination of Bank of America merchant services resulting from Accela implementation.

	2022			2023		
Revenue Account	General Fund	Non-General Fund	Total	General Fund	Non-General Fund	Total
Licenses and Permits		\$758,010	\$758,010		\$743,240	\$743,240
Fines and Forfeitures		\$992,380	\$992,380		\$872,190	\$872,190
Revenue Total		\$1,750,390	\$1,750,390		\$1,615,430	\$1,615,430

	2022			2023		
Expenditure Account	General Fund	Non-General Fund	Total	General Fund	Non-General Fund	Total
Personal Services		\$974,530	\$974,530		\$875,990	\$875,990
Operating Expenses		\$716,180	\$716,180		\$644,440	\$644,440
Reserves		\$262,400	\$262,400		\$576,690	\$576,690
Expenditure Total		\$1,953,110	\$1,953,110		\$2,097,120	\$2,097,120
FTE		11.0	11.0		10.3	10.3

Budget Summary by Program and Fund

CLB Licensing

Operational functions for the Pinellas County Construction Licensing Board (PCCLB) which regulates the construction and home improvement industry. Supports administration, records maintenance, and licensing of contractors, as well as investigating complaints against licensed and unlicensed contractors.

Program	Fund	FY20 Actual	FY21 Actual	FY22 Budget	FY23 Budget
7051-CLB Licensing	1071 - Construction License Brd	\$1,713,110	\$1,794,138	1,690,710	\$1,501,920
	Total	\$1,713,110	\$1,794,138	\$1,690,710	\$1,501,920

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Transfers Program

Oversees the transfer of intra- and intergovernmental funds.

Program	Fund	FY20 Actual	FY21 Actual	FY22 Budget	FY23 Budget
1009-Transfers Program	1071 - Construction License Brd	\$0	\$144,480	0	\$0
	Total	\$0	\$144,480	\$0	\$0

Reserves Program

Oversees the management and allocation of the County's financial reserves.

Program	Fund	FY20 Actual	FY21 Actual	FY22 Budget	FY23 Budget
1008-Reserves Program	1071 - Construction License Brd	\$0	\$0	262,400	\$628,880
	Total	\$0	\$0	\$262,400	\$628,880

Emergency Events

Expenditures incurred during a disaster event to allow for accurate tracking of those expenses in support of reimbursement of eligible expenditures from the Federal Emergency Management Agency's (FEMA) Public Assistance Grant Program or other funding sources, as applicable.

Program	Fund	FY20 Actual	FY21 Actual	FY22 Budget	FY23 Budget
1123-Emergency Events	1071 - Construction License Brd	\$3,891	\$1,061	0	\$0
	Total	\$3,891	\$1,061	\$0	\$0

FY22 Accomplishments

- The department was reorganized to support the Director with the additional responsibilities as newly appointed Deputy Director of BDRS.
- The department completed an overhaul of the new contractor application and change of status process to improve transparency, accountability, and data collection.
- As of May 2022, 19 Exam Committees have reviewed 112 applications, 58 change of status requests, and conducted seven in-person interviews. One-hundred-eight of 112 applicants (96.4%) were approved for testing or licensure. All 58 (100%) change of status applications were approved or conditionally approved. Fifteen Special Magistrate hearings were held, covering 294 citations. As well, 233 new liens have been filed, and 77 liens released (fines paid).
- The department shifted workload and task assignments so staff can focus on either in-person or phone/email customers on a rotating basis.
- The first-ever Building Officials Roundtable was hosted to improve communications with County and Municipal Building Officials.

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Performance Measures

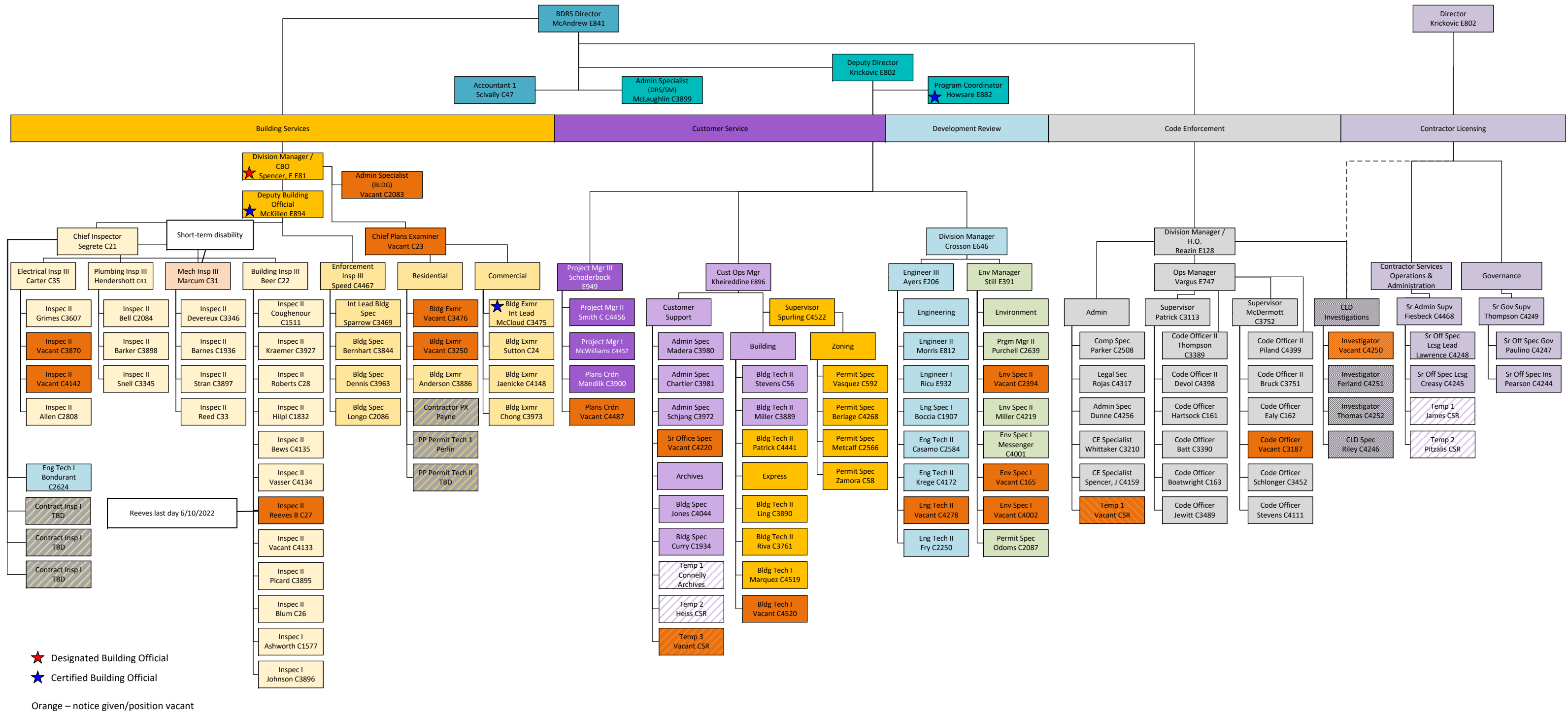
Performance Measure	Unit of Measure	FY20 Actual	FY21 Actual	FY22 Budget	FY23 Budget
Licensing					
Number of Licensed Contractors (Includes Journeymen)	Count	14,435	14,081	13,500	Monitoring
Percent of Licensed Contractors with an Active License	Percent	75.2%	81.2%	Monitoring	Monitoring
Investigations					
Number of Complaints Against Contractors (Licensed and Unlicensed)	Count	1,428	822	Monitoring	Monitoring
Number of Citations Issued	Count	2,346	1,183	Monitoring	Monitoring
Administration					
Department Meets or Exceeds Customer Expectations	Percent	-	-	New in FY22	Monitoring
Number of Transactions Processed	Count	18,572	14,937	Monitoring	Monitoring

Work Plan

- Improve Unpaid Citations Collections in FY22
- Improve Insurance Processing in FY22
- Refine Case Management Process for Investigations in FY22
- Implement Accela in FY23
- Improve Communications and Community Outreach in FY23
- Manage the State Adoption of HB 735 – Preemption of Local Licensing to the State in FY23
- Update Local Technical Amendments – Florida Building Code in FY23
- Convert Paper Records to Digital Format in FY23

Attachments:

1. Organizational Chart – page 5
2. Budget Reports
 - a. Department roll-up – pages 6
 - b. Revenues – pages 7
3. User Fees – page 8
4. Decision Packages – page 9



Pinellas County
Standard Detail
Department: Contractor Licensing Department
Version: County Admin Review

Expenditures

Major Object	FY19 Actual	FY20 Actual	FY21 Actual	FY22 Budget	FY22 Estimate	FY23 Request	Budget to Budget Change	Budget to Budget % Change
Personal Services	1,015,943	1,053,797	1,002,046	974,530	823,769	875,990	(98,540)	-10.11%
Operating Expenses	565,044	672,566	728,140	716,180	723,739	644,440	(71,740)	-10.02%
Capital Outlay	10,472	7,616	0	0	0	0	0	0.00%
Transfers to Other Funds	0	0	144,480	0	0	0	0	0.00%
Reserves	0	0	0	262,400	0	576,690	314,290	119.78%
Expenditures Total	1,591,459	1,733,979	1,874,666	1,953,110	1,547,508	2,097,120	144,010	7.37%
	(1,591,459)	(1,733,979)	(1,874,666)	(1,953,110)	(1,547,508)	(2,097,120)	(144,010)	-7.37%

Pinellas County
Standard Detail
Fund: 1071 - Construction License Brd
Version: County Admin Review

Revenues

Major Object	FY19 Actual	FY20 Actual	FY21 Actual	FY22 Budget	FY22 Estimate	FY23 Request	Budget to Budget Change	Budget to Budget % Change
Taxes	0	0	0	0	0	0	0	0.00%
Licenses and Permits	0	0	0	758,010	758,004	743,240	(14,770)	-1.95%
Intergovernmental Revenue	0	3,891	(3,891)	0	0	0	0	0.00%
Fines and Forfeitures	0	0	0	992,380	905,201	872,190	(120,190)	-12.11%
Other Miscellaneous Revenues	1,590,475	598,968	0	0	0	0	0	0.00%
Non-Operating Revenue Sources	0	205,439	0	0	0	0	0	0.00%
Revenues Total	1,590,475	808,298	(3,891)	1,750,390	1,663,205	1,615,430	(134,960)	-7.71%

Contractor Licensing Department	FY22 Adopted	FY23 Adopted
I. Application for Examination or Reciprocity:		
I-A. Journeyman	\$75.00	\$75.00
I-B. Contractor	\$250.00	\$250.00
II. Registration/Renewals of State Certified Contractors	\$35.00	\$35.00
III. Renewals:		
III-A. Active License	\$150.00	\$150.00
III-B. Inactive License	\$75.00	\$75.00
III-C. Journeyman	\$35.00	\$35.00
IV. Late Fees:		
IV-A. After September 30 for Six (6) Months	\$100.00	\$100.00
IV-B. After Six (6) Months	\$150.00	\$150.00
V. Reinstatement of License (See exception for State Certified Contractors)	\$125.00	\$125.00
VI. Countywide Board of Adjustments and Appeals Appeal	\$100.00	\$100.00
VII. Product Approval	\$100.00	\$100.00
VIII. Change of Status Applicants Qualifying a Corporation, LLC, or a Fictitious Name	\$100.00	\$100.00
IX. Verification of License Status	\$20.00	\$20.00
X. Reciprocity Letters	\$20.00	\$20.00
XI. Duplicate or Replacement of Competency License	\$1.00	\$1.00
NOTE: The Construction Licensing Board will be assessing equity and market competitiveness of fees and fines. These may require modification during the course of the year.		

Change Request	AUTO - 466 - Contractor Licensing PSP Temp #1
Ranking	1
Budget Year	2023
Change Request Type	Operating Decision Package Request
Change Request Stage	OMB Review [Operating Decision Package Request]
Acct. Reference	
Publish Date	
Description (What is it) *	Senior Office Specialist - Administrative Assistant (Temp)
Summary of Request	This is a request to continue funding support for an existing PSP Position ID# PC-C014; an equivalent Senior Office Specialist contract worker at a pay rate of \$14.00 per hour (Bill Rate \$18.62 per hour) for 40 hours per week (Total Estimated Request \$38,730.00).
Justification *	In FY19, the Contractor Licensing Department had 3 full-time PSP temps. In FY20, the Department eliminated one temp, for a total of 2. In FY21, one temp was added as part of the FY21 Decision Package, bringing the total back to 3. The Decision Package placement expired in September 2021. Since that time, the Department has had only 1 temp, taxing an already overburdened team with a tremendous volume of phone calls, voice mails, contractor registrations and renewals. This Department cannot function without this type of permanent temporary position. The alternative is a decision package FTE request at double the cost. The department anticipates an ongoing critical need for this position for the duration of FY23. The Administrative Assistant (Temp) provides department-critical services to the operation. A copy of the position job description is attached. Of the responsibilities of this position, since Janie joined us, she has processed:
Operational Impacts	467 State Certified Contractor registrations 292 Courier Packages 938 checks by mail, courier or drop box 84 pieces of mail returned to our office that belonged to Code Enforcement 11 subpoenas received 362 voice mail messages to our generic inbox And answered hundreds of incoming phone calls to assist contractors and citizens The Department may implode without this recurring and ongoing position.
Net Operating Budget	38,730
Net Capital Budget	-
Net Budget	38,730

Operating Budget Details

Account	Position	Description (What is it?)	2023 Budget
Expenses			
651110 - Contractor Licensing			
5340001 - Other Contractual Svcs		PSP Temp #1 (DP #466); PSP Position ID# PC-C014; an equivalent Senior Office Specialist contract worker	38,730
Total 651110 - Contractor Licensing			38,730
Total Expenses			38,730
Total			38,730

Net Total

38,730

Change Request	AUTO - 468 - Contractor Licensing PSP Temp #2
Ranking	2
Budget Year	2023
Change Request Type	Operating Decision Package Request
Change Request Stage	OMB Review [Operating Decision Package Request]
Acct. Reference	
Publish Date	
Description (What is it) *	Senior Office Specialist - Administrative Assistant (Temp)
Summary of Request	<p>This is a request to add a new PSP Position; an equivalent Senior Office Specialist contract worker at a pay rate of \$14.00 per hour (Bill Rate \$18.62 per hour) for 40 hours per week for the period April 1, 2022 – September 30, 2022 (Total Estimated Request \$19,365.00) and for all of FY23 (Total FY23 Estimated Request \$38,730.00)</p> <p>The department anticipates an ongoing critical need for this position for the remainder of FY22 and the duration of FY23.</p> <p>In FY19 and FY20 the Department had a fully trained Temp performing equivalent FTE work, registering and renewing contractors and performing cashier duties.</p> <p>This temp position helped the Department process:</p> <p>FY19 – 14,964 licensing transactions FY20 – 14,938 licensing transactions</p> <p>But in FY21 we processed only 13,261 licensing transactions (11% fewer). Many of these transactions carried over into October 2021 (as FY22 revenues) because the Department did not have the capacity to process all renewals before the September 30 deadline.</p> <p>In FY21 the Department received 14,601 incoming calls for administrative support to its main line (727-582-3100). This represents an average of 58 incoming calls a day for administrative support (not including investigative inquiries which were outsourced to Code Enforcement). In the first two months of FY22 the Department received 3,141 incoming calls over 40 business days, for an average of 84 incoming calls a day.</p> <p>In FY21 the Department received 3,432 customers in person via QLess, a queue management application to help manage in-person customer service traffic. In the months October through August, the Department averaged 250 customers a month. In September 2021, 671 customers came through our doors. In total, 3,432 customers were served in person, an average of almost 14 customers a day.</p> <p>In addition to serving customers at the front desk and on the phones, our Senior Licensing Specialists also helped more than 200 contractor-applicants complete their applications, be reviewed by the appropriate committee for examination approval and schedule those examinations in FY21. After successful completion of their exams, each of those contractors must submit a change of status application, also managed by our Licensing Specialists.</p> <p>We do not have a reliable method of tracking incoming emails to the Department's generic pcclb@pinellascounty.org inbox The backlog of unanswered emails is an ongoing challenge for the Department.</p> <p>The Department will be going live with Accela to replace our current PCCLB D2K Oracle application in May 2022. All contractors must renew their licenses every year between June 1 and September 30. We anticipate many challenges as we introduce contractors to the new self-service renewal process. This is guaranteed to increase calls and emails for support for the new application. Additionally, there will be changes to the renewal process for approx. 1,500 contractors (approx. 10% of the total contractor community) whose licenses will be eliminated by the State in July 2023 as a result of HB 735. The Department is already burdened with a high volume of calls, voice mails and emails. As we are unable to return calls or emails in a timely manner, complaints increase in direct proportion. We need additional trained office support in order to help the Department deliver its promised services to its customers.</p>
Justification *	
Operational Impacts	
Net Operating Budget	38,730
Net Capital Budget	-

Net Budget 38,730

Operating Budget Details

Account	Position	Description (What is it?)	2023 Budget
Expenses			
651110 - Contractor Licensing			
5340001 - Other Contractual Svcs		PSP Temp #2 (DP #468); NEW PSP Position request for an equivalent Senior Office Specialist contract worker; FY22E portion for Apr - Sep 2022 is already included in FY22E; this DP is only for the FY23R portion	38,730
Total 651110 - Contractor Licensing			38,730
Total Expenses			38,730
Total			38,730
Net Total			38,730