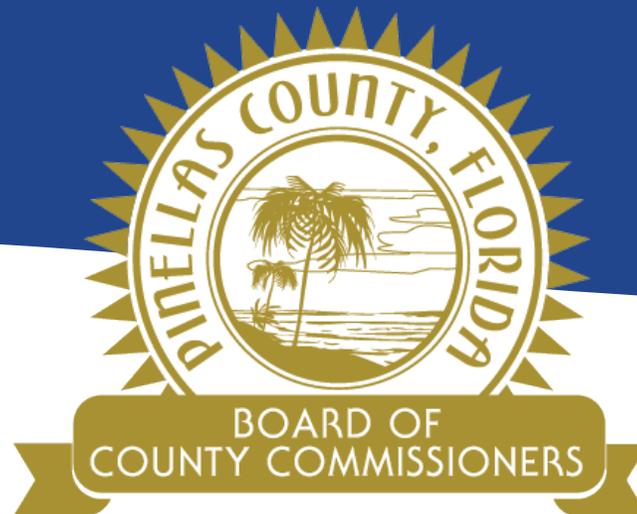


# Contractor Licensing

**Gay Lancaster**

Director



**Our Vision:**  
To Be the Standard for  
Public Service in America

# Contractor Licensing Department



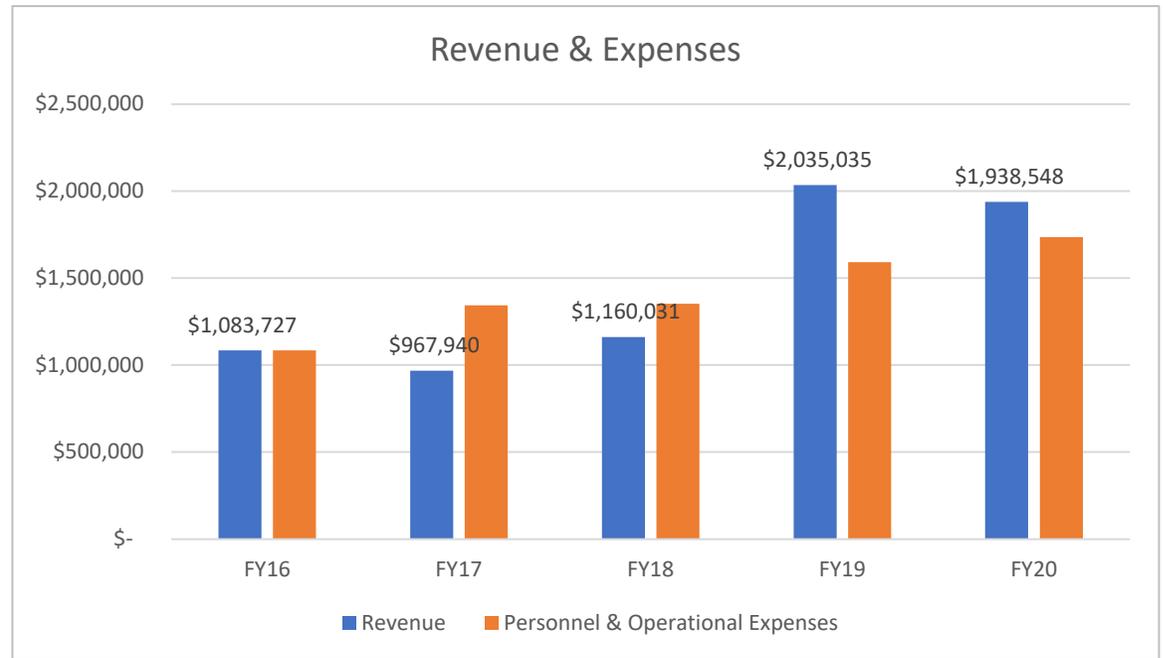
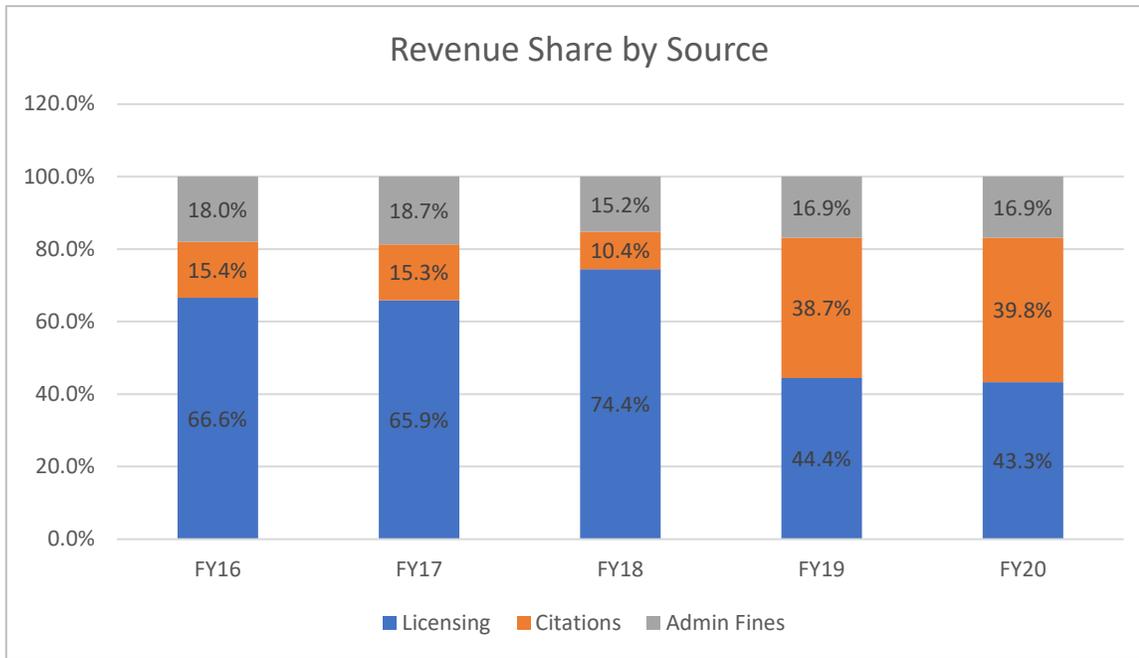
## What We Do:

- We oversee the day-to-day administration, licensing, records management and contractor license investigations as the operating department for the Pinellas County Construction Licensing Board (PCCLB)
- License Contractors – We ensure those working in construction in the County have the skills to perform their work
- Reduce Risk – We monitor contractors' liability and workers' compensation insurance to reduce risk to consumers and protect workers
- Protect the Public – We enforce Florida and County statutes and ordinances, including arbitrating building code disputes, amending codes and protecting the CCC Line

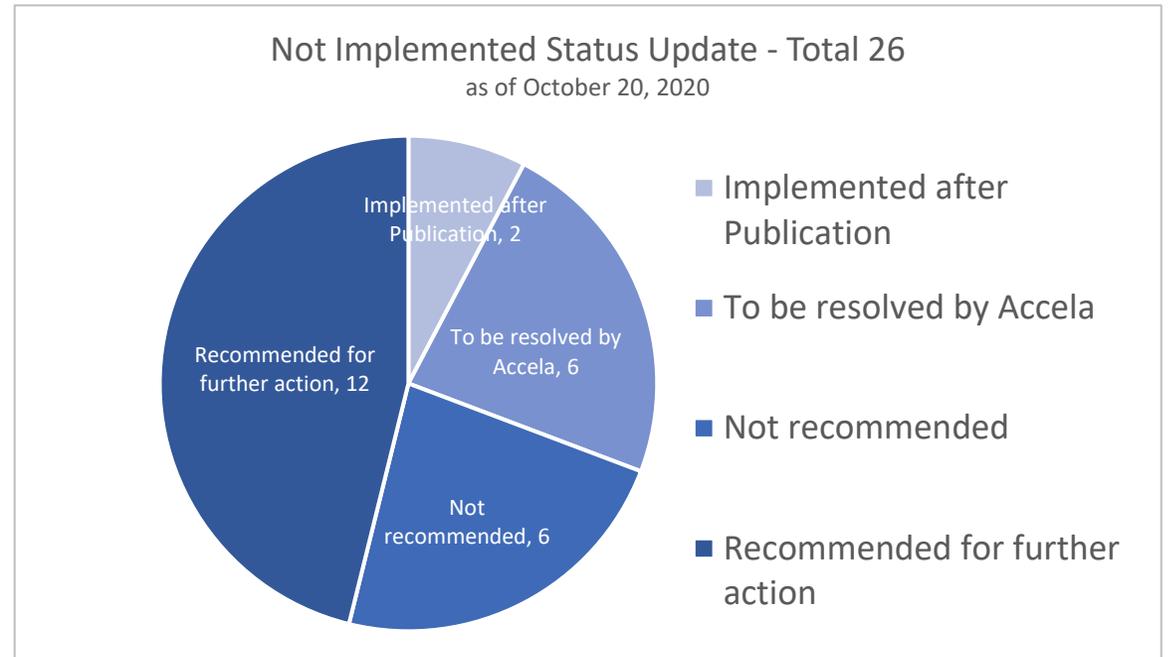
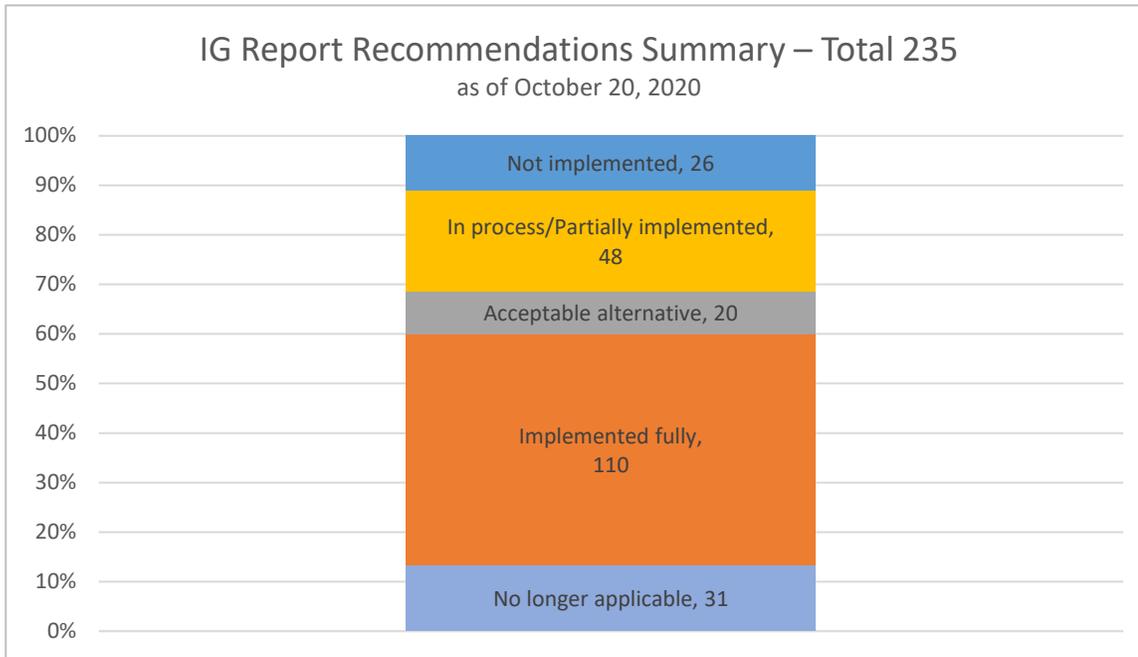


# Our Core Business Functions

## Revenues earned from Licensing, Citations and Admin Fines:



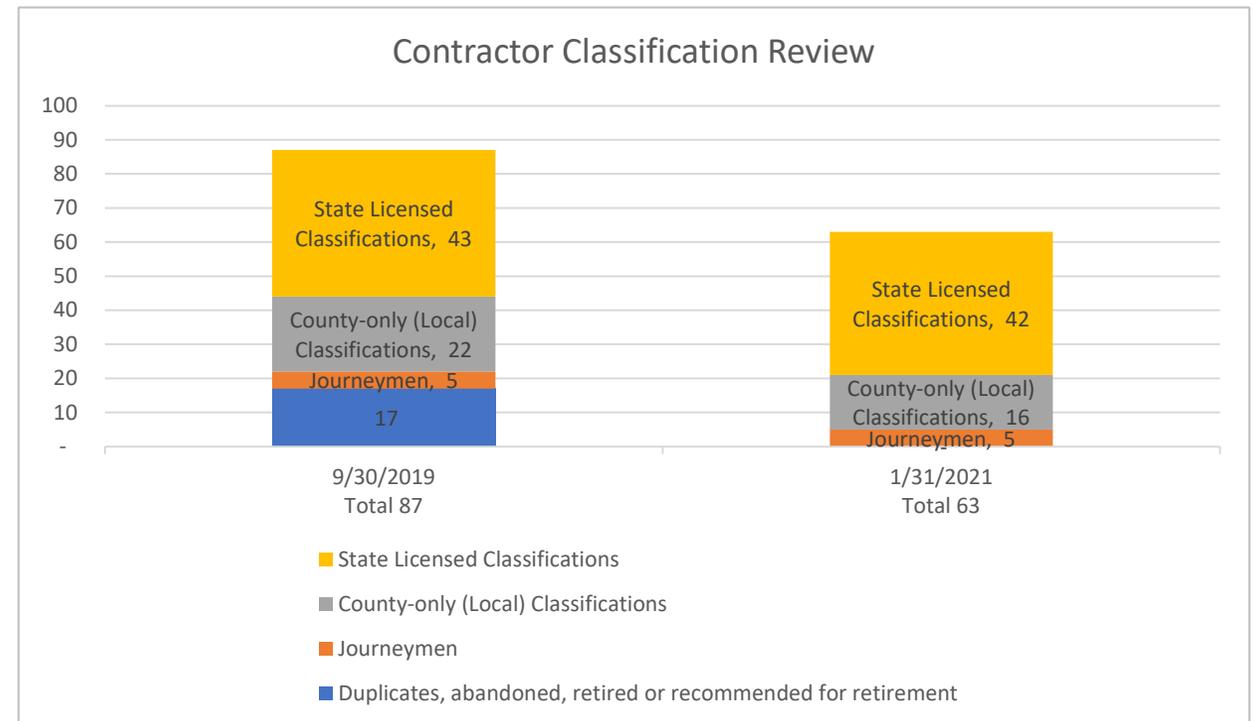
## Changing the Culture:



# The Contractor Community

## Reviewing Contractor Classifications:

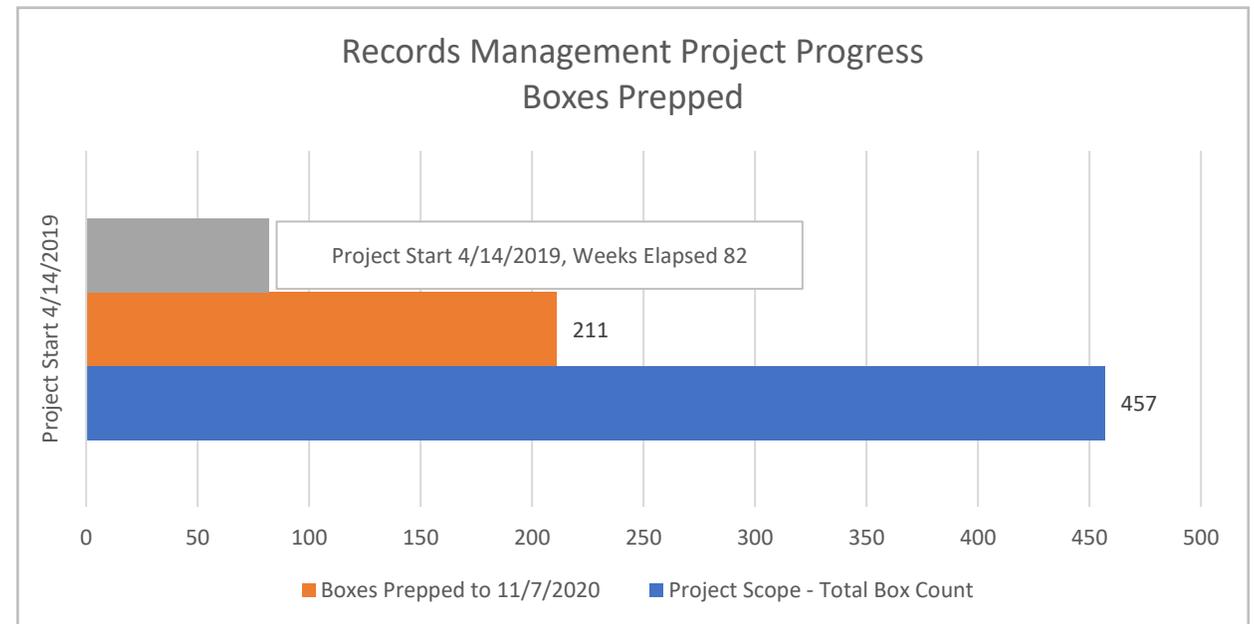
- Contractors are licensed in classifications
- Most classifications are dictated by the State of Florida
- Local classifications are established by the Special Act and confirmed by the PCCLB
- Classification review includes risk assessment to life, safety, fire, consumers and workers



# Managing the Work 2

## Records Conversion:

- 30 years of paper records
- 45 large filing cabinets
- 35,000 contractor records
- Case files, board records, historic ephemera
- Strategy to review, prep, and ultimately scan or destroy
- Preparation step toward minimizing paperwork and moving toward Accela
- Completion target: end of FY23



# Managing the Work 3

## Collections:

- Collectible for 5 years or 20 years if lien filed and renewed
- Unpaid citations (mostly unlicensed contractors)
- Unpaid administrative fines (mostly licensed contractors)
- Escalating collection strategy including liens, collections agency, calls, emails, mail, suspension (if licensed)

*\* Prepared 07/27/2020*

### Total Outstanding Fines

To September 30, 2019	\$ 2,871,350	
Recommended for Write-off as Uncollectible	1,039,676	36.2%
Outstanding Balance	\$ 1,831,674	63.8%

# Striving for Excellence

## Customer Satisfaction Measures:

- Continuous retooling to improve accessibility to staff and response time to service requests
- QLess service introduced in September helps to manage crowd control and social distancing
- Online chat introduced in October reduces need to call or email, providing immediate action or information



# Strengthening Partnerships

## On the Horizon:

- Accela kick-off April 2021
- Process improvements offer marketable services to the municipalities
- Shared services / strategic alignment with BDRS
- Enhanced communication with contractors and citizens
- Data-driven planning and decision-making
- Strong partnerships with agencies and organizations

