

**LRPP Exhibit II - Performance Measures and Standards**  
**Fiscal Year 2008-09 Requested**

**Department: Business and Professional Regulation**

<b>Program: Office of the Secretary and Administration</b>		Code: 79010000			
<b>Service/Budget Entity: Executive Direction and Support Services</b>		Code: 79010200			
	Approved Performance Measures for FY 2006-07	<b>Approved Prior Year Standard FY 2006-07 (Numbers)</b>	<b>Prior Year Actual FY 2006-07 (Numbers)</b>	<b>Approved Standards for FY 2007-08 (Numbers)</b>	<b>Requested FY 2008-09 Standard (Numbers)</b>
1	Agency administration and support costs as a percent of total agency costs	11.01%	10.01%	11.01%	10.50%
2	Agency administration and support positions as a percent of total agency positions	11.47%	11.02%	11.47%	11.40%

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<b>Program: Service Operation</b>		Code: 79040000			
<b>Service/Budget Entity: Customer Contact Center</b>		Code: 79040100			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard <b>FY 2006-07</b> (Numbers)	Prior Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	Requested <b>FY 2008-09</b> Standard (Numbers)
1	Percent of calls answered	90%	100%	90%	90%
2	Number of calls answered	1.5 million	1,723,896	1.6 million	1.6million

<b>Service/Budget Entity: Central Intake</b>		Code: 79040200			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard <b>FY 2006-07</b> (Numbers)	Prior Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	Requested <b>FY 2008-09</b> Standard (Numbers)
3	Percent of applications processed within 90 days	100%	100%	100%	100%
4	Percent of renewals mailed no less than 90 days prior to license expiration dates	100%	100%	100%	100%
5	Number of initial applications processed	388,525	131,228	388,525	125,000

<b>Service/Budget Entity: Testing and Continuing Education</b>		Code: 79040300			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard <b>FY 2006-07</b> (Numbers)	Prior Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	Requested <b>FY 2008-09</b> Standard (Numbers)
6	Percent of non-deficient, complete provider and individual course applications processed within 90 days	100%	100%	99%	99%
7	Number of candidates tested	128,604	102,550	128,604	98,500
8	Number of non-deficient, complete provider and individual course applications processed within 90 days	7,175	5,823	5,116	5,116

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<b>Program: Professional Regulation</b>		Code: 79050000			
<b>Service/Budget Entity: Compliance and Enforcement</b>		Code: 79050100			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard <b>FY 2006-07</b> (Numbers)	Prior Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	Requested <b>FY 2008-09</b> Standard (Numbers)
1	Percent of licensees in compliance with all laws and regulations	99.8%	99.6%	99.8%	99.8%
2	Percent of farm labor contractors inspected found to be in compliance with law	89%	92%	89%	89%
3	Percent of employers brought into compliance with child labor laws on follow-up investigations	89%	90%	89%	89%
4	Number of investigations and inspections - farm labor	3,893	2,955	3,299	3,299
5	Number of investigations and inspections - child labor	5,000	8,462	5,000	5,000
6	Percent of required inspections completed	100%	100.0%	99%	100%
7	Number of enforcement actions	66,321	74,958	66,321	66,321

<b>Service/Budget Entity: Standards and Licensure</b>		Code: 79050200			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard <b>FY 2006-07</b> (Numbers)	Prior Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	Requested <b>FY 2008-09</b> Standard (Numbers)
8	Percent of complete applications approved or denied within 90 days	98%	97%	98%	98%
9	Percent of licenses that correct violations through alternative means (notices of non-compliance, citations or alternative dispute resolution)	40.7%	51.9%	40.7%	40.7%
10	Number of licensees	780,190	827,008	780,190	780,190

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<b>Program: Professional Regulation</b>		Code: 79050000			
<b>Service/Budget Entity: Florida Boxing Commission</b>		Code: 79050400			
	Approved Performance Measures for FY 2007-08	<b>Approved Prior Year Standard FY 2006-07 (Numbers)</b>	<b>Prior Year Actual FY 2006-07 (Numbers)</b>	<b>Approved Standards for FY 2007-08 (Numbers)</b>	<b>Requested FY 2008-09 Standard (Numbers)</b>
11	Percent of licenses suspended or revoked in relation to fights supervised	28%	9%	28%	28%
12	Number of scheduled boxing and kickboxing/mixed martial arts rounds	3,500	2,060	2,232	N/A
13	Number of scheduled mixed martial arts and boxing events*	N/A	N/A	N/A	100
14	Percent of applications processed within 30 days	100%	100%	100%	100%

\*A change to the measure has been requested

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**Department: Business and Professional Regulation**

<b>Program: Pari-Mutuel Wagering</b>		Code: 79100000			
<b>Service/Budget Entity: Pari-Mutuel Wagering (New - Combined)</b>		Code: 79100400			
	Approved Performance Measures for FY 2006-07	Approved <b>Prior</b> Year Standard <b>FY 2006-07</b> (Numbers)	<b>Prior</b> Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	<b>Requested</b> <b>FY 2008-09</b> Standard (Numbers)
1	Percent of races and games that are in compliance with all laws and regulations	99.15%	99.87%	99.15%	99.2%
2	Number of races and games monitored	81,000	86,877	81,000	81,000
3	Percent of applications processed within 90 days	100.00%	98.32%	100%	100%
4	Number of applications processed	18,000	18,369	17,500	18,000
5	Collections per dollar of auditing expenditures	\$1.00 PER \$20.19	\$1.00 PER \$23.44	\$1.00 per \$20.19	\$1.00 per \$20.19
6	Number of audits conducted	81,500	87,454	81,500	81,500

<b>Service/Budget Entity: Slot Machine Regulation</b>		Code: 79100500			
	Approved Performance Measures for FY 2006-07	Approved <b>Prior</b> Year Standard <b>FY 2006-07</b> (Numbers)	<b>Prior</b> Year Actual <b>FY 2006-07</b> (Numbers)	Approved Standards for <b>FY 2007-08</b> (Numbers)	<b>Requested</b> <b>FY 2008-09</b> Standard (Numbers)
7	Percent of slot applications processed within 90 days	N/A	93.13%	100.00%	100.00%
8	Number of slot applications processed	N/A	2,752	1,000	3,000
9	Percent of slot tax dollars collected compared to permitholder liability	N/A	100.00%	100.00%	100.00%
10	Total slot revenue collections compared to slot revenue expenditures	N/A	\$394.19	\$600.00	\$400.00
11	Number of slot operating days (total of all slot facilities)	N/A	491	1,200	1,080
12	Percent of operating days inspected	N/A	100%	100%	100%

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<b>Program: Hotels and Restaurants</b>		<b>Code: 79200000</b>			
<b>Service/Budget Entity: Compliance and Enforcement</b>		<b>Code: 79200100</b>			
	<b>Approved Performance Measures for FY 2006-07</b>	<b>Approved Prior Year Standard FY 2006-07 (Numbers)</b>	<b>Prior Year Actual FY 2006-07 (Numbers)</b>	<b>Approved Standards for FY 2007-08 (Numbers)</b>	<b>Requested FY 2008-09 Standard (Numbers)</b>
1	Percent of licensees in compliance with all laws and regulations for food service and public lodging establishments	86%	87%	86%	86%
2	Percent of licensees in compliance with all laws and regulations for elevators, escalators and other vertical conveyance devices	86%	92%	86%	86%
3	Percent of elevators, escalators and other vertical conveyance devices inspected according to statute	95%	95%	95%	95%
4	Percent of elevators, escalators and other vertical conveyance devices in delinquent status that were physically observed by division resulting in enforcement cases	75%	71%	75%	75%
5	Percent of elevators, escalators and other vertical conveyance devices in sealed status that were physically observed by division	75%	26%	75%	75%
6	Number of licensees for elevators, escalators and other vertical conveyance devices	42,000	46,736	42,000	47,000
7	Percentage of elevator certificates of operation processed within 30 days	90%	97%	90%	90%
8	Number of inspections for food service and public lodging establishments	145,000	115,042	125,000	145,000
9	Number of call back inspections for food service and public lodging establishments	23,000	31,895	23,000	26,000
10	Number of participants trained and number of service requests filled (web hits and educational materials distributed)	200,000	174,760	200,000	N/A
11	Number of participants trained	N/A	N/A	N/A	28,000
12	Percent of hotel and restaurant licenses processed within 30 days	99.9%	96.3%	99.9%	95.0%
13	Number of licensees for public lodging and food service establishments	78,000	80,950	78,000	80,000
14	Percent of food establishments inspected according to statute	95%	78%	95%	95%
15	Percent of lodging establishments inspected according to statute	95%	86%	95%	95%
16	Percent of accident reports submitted timely (i.e., within 5 working days of incident)	75%	73%	75%	75%

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<b>Program: Alcoholic Beverages and Tobacco</b>		Code: 79400000			
<b>Service/Budget Entity: Compliance and Enforcement</b>		Code: 79400100			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
1	Percent of total retail alcohol and tobacco licensees and permit holders inspected	36%	40%	36%	36%
2	Percent of alcoholic beverages and tobacco retailers tested found to be in compliance with underage persons' access	95%	89%	95%	95%
3	Number of licensees	70,788	71,083	70,788	70,788

<b>Service/Budget Entity: Standards and Licensure</b>		Code: 79400200			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
4	Percent of license applications processed within 90 days	100%	98%	100%	100%
5	Number of applications processed	26,000	40,798	26,000	26,000

<b>Service/Budget Entity: Tax Collection</b>		Code: 79400300			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
6	Percent complying wholesale/retail licensees on yearly basis	84%	90%	84%	94%
7	Percent of retail and wholesale tax dollars identified by audit that were collected	99%	99%	99%	99%
8	Collections per dollar of auditing expenditure	\$176	\$176	\$176	\$172
9	Number of audits conducted	286,700	293,855	286,700	27,400

\*A change to the measure has been requested

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Program: Florida Land Sales Condominiums and Mobile Homes		Code: 79800000			
Service/Budget Entity: Compliance and Enforcement		Code: 79800100			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
1	Percent of administrative actions resulting in consent orders	90%	96%	90%	90%
2	Average number of days to resolve cases submitted for arbitration	95	131	95	95
3	Number of administrative actions resolved by consent orders	48	64	48	48
4	Number of cases closed (arbitration)	550	641	550	550
5	Average number of days to resolve investigations of consumer complaints	70	82	77	90
6	Number of consumer complaints closed	3,400	3,255	3,400	3,400

Service/Budget Entity: Standards and Licensure		Code: 79800200			
	Approved Performance Measures for FY 2006-07	Approved Prior Year Standard FY 2006-07 (Numbers)	Prior Year Actual FY 2006-07 (Numbers)	Approved Standards for FY 2007-08 (Numbers)	Requested FY 2008-09 Standard (Numbers)
7	Percent of permanent licenses issued and filings reviewed as prescribed by laws	95%	99%	95%	95%
8	Total number of filings and licenses processed	5,000	5,593	5,000	5,000