

EXECUTIVE SUMMARY

Electrical Contractors' Licensing Board Meeting

Meeting Type: General Board Meeting

Meeting Date: July 25 – 27, 2007, Embassy Suites Hotel, Deerfield Beach, Florida

Board Members: Paul Sandefer, Chair
Pierre Bellemare, Vice Chair
Clarence Tibbs
Norman Mugford
Jeff Kinner
Roger Langer
Donald Penner
Robert Bramlett
Noel Thomas
Reagan Huff

Members Absent: Sandra MacGowan – Excused

Other Attendees: Anthony B. Spivey, Executive Director
Ruthanne Christie, Administrative Assistant
Reginald Dixon, Assistant Attorney General
Drew Winters, Prosecuting Attorney
Cheryl Biesky, Investigator

Major Issues/Actions

- Mr. Sandefer welcomed the newly appointed board members, Noel Thomas, and Reagan Huff to the board. Ms. MacGowan was on an excused absence.
- The probable cause panel met and heard 16 cases. Of the total, the panel heard four administrative complaints, finding probable cause in three cases and closing one with a letter of guidance. A total of 10 closing orders were heard, resulting in nine cases being closed because of insufficient evidence, and one case was closed with a letter of guidance. Two reconsiderations were reviewed with each case being closed by the panel with no further action required.
- In an effort to reduce the number of cases being heard for aiding and abetting, Mr. Winters will collaborate with Mr. Dixon in drafting language to require contractors check and verify all sub-contractors are licensed before awarding contracts to the individual sub-contractors.
- The Executive Director queried the board regarding a proposal to require applicants to be fingerprinted and have background checks performed as a requirement of licensing. The board was favorable in pursuing this proposal. The Executive Director informed the board the information would be passed along to the department for review and consideration.

- The board conducted annual chair and vice chair elections during the meeting. Pierre Bellemare was voted in as Chair, and Clarence Tibbs was voted in as Vice Chair.
- At the upcoming November board meeting to be held in Tallahassee, the board will invite members from the various electrical and alarm associations in the state to attend the meeting and voice their views on the training and qualifications of Journeyman. Letters will be mailed out in September to the associations notifying them of the November board meeting.
- Investigator Cheryl Biesky from the department's Ft. Lauderdale investigative office sat in on the meeting to learn more of the discipline issues being addressed by the board.
- At the request of Mr. Ed McIlvaine, mediation coordinator from the department's regulation division, board staff presented a letter to the board requesting mediation proceedings be considered in complaints against electrical and alarm contractors to reduce the discipline process. Mr. Winters indicated the department's prosecuting attorneys will need to provide additional review to the financial harm category before approving this category for mediation.
- The board chair provided some cost-cutting ideas for submission to the department. The board would like to see a reduction in the amount of paper provided at the meetings. The current scanning project in the department was explained to the board and that this should aid immensely in reducing the amount of paper used.
- The board addressed the customer-service provided by the call center relative to the amount of time the agents spend on the phone with a customer. The board feels the requirement of handling a call within a set time limit puts pressure on the agent and this may not provide adequate time to service the customer properly. Board members requested the "clock" indicating the amount of the time an agent spends with a customer be taken down as a measurement of customer service. The board also expressed the possibility of touring the call center during the November meeting being held in Tallahassee. The Executive Director informed the board this information would be provided to the department.

Anthony B. Spivey, Executive Director
August 2, 2007