



CONSUMER/CUSTOMER PROTECTION AND SERVICE

Protection from Unlicensed Individuals

A statewide outreach campaign to protect consumers from the hazards of unlicensed contractors, particularly relating to hurricane preparedness and recovery, may be adaptable to other state programs. For more information, please contact Mark Reddinger at (850) 922-5420 or email mark.reddinger@dbpr.state.fl.us. 2006-DBPR-016

Prioritization System for Complaints

A system that sorts consumer complaints is highly adaptable to systems used by other government agencies. A matrix of priorities facilitates more effective allocation of agency resources. Complaints that formerly took up to several months to process, and caused work flow interruptions and consumer dissatisfaction, now are analyzed in a matter of days with a corresponding increase in consumer service and satisfaction. For more information, please contact Dawn Salisbury at (850) 921-2124 or email dawn.salisbury@dbpr.state.fl.us. 2006-DBPR-017

Regional Alternate Dispute Resolution

The 2004 hurricane season dramatically increased construction complaints against licensed contractors. Department of Business and Professional Regulation staff developed a system of intercepting complaints much earlier in the process and attempts to resolve them immediately. As a result, the number of successfully mediated cases (54 in FY 2004 versus 102 in FY 2005) was more than 25% of the mediations produced by all ten regions. For more information, please contact Peter Newman at (850) 488-0737 or email peter.newman@dbpr.state.fl.us. 2006-DBPR-019

Improved Handling of Complaints

A new process to administer internal and external customer complaints reduced resolution time by an average of 1.5 hours per complaint, annually saving the Department of Transportation's Ft. Lauderdale Operations Center approximately \$70,000. Complaints are logged, issued, tracked and closed electronically in a database system. Historical documentation is gathered to identify recurring issues. For more information, please contact Darlene Williams at (954) 776-4300 or email darlene.williams@dot.state.fl.us. 2006-DOT-016

Reduced Costs through Automated Telephone Plan

Analysis of an auto attendant telephone system used in the Broward County district of the Department of Children and Families improved customer service by identifying a more direct method to route consumers to their end destination. This initiative reduced the time that switch board operators (senior clerks) answer phones, thereby increasing productivity by \$79,500 annually. For more information contact Ismael Martinez at (954) 762-3806 or email Ismael_Martinez@dcf.state.fl.us. 2006-DCF-074

Improved Help Desk Assistance at a Reduced Cost

Helping users help themselves is key to improving the efficiency of support delivery and user satisfaction. With real-time information, customers can make informed decisions on when best to call the help desk to receive prompt service.

Two tools for increasing customer self-help are referred to as "reported active help desk issues" and "help desk call queue". Available on the Department of Children and Families' web site, if 10% of monthly customer problems are solved by using reported active issues, the annual cost avoidance is more than \$200,000. Help desk call queue reduces average daily abandon call rates by 18%. For more information, please contact Nancy Kenyon at (850) 410-2727 or email nancy_kenyon@dcf.state.fl.us. 2006-DCF-095

CONSUMER/CUSTOMER PROTECTION AND SERVICE (cont.)

Processing Food Stamp Applications

Mailing applications to all food stamp households in two northwest Florida counties that could potentially qualify for additional benefits enabled Department of Children and Families staff to expedite services following Hurricane Dennis.

A file used to identify those approved for benefits was automatically uploaded to the FLORIDA computer system to issue the additional benefits. For more information, please contact Cindy Keil at (850) 410-3291 or email cindy_keil@dcf.state.fl.us. 2006-DCF-112

Streamlined Recovery Fund Business Process

This 7-member Florida Homeowners' Construction Recovery Fund team significantly decreased a backlog of cases, that were open more than 7 years, by over 280 cases or approximately 34 percent, streamlined the existing claim form and business process, decreased staff's response time to consumers to less than 30 days from initial contact, increased current case closure rate from one-third to two thirds for cases opened in the current calendar year, promoted a partnership with the enforcement arm of DBPR to aggressively pursue and investigate complaints of contractor wrongdoing, and worked to get new statutes and regulations passed, which would increase awards to consumers. Other state construction recovery funds made inquiries as to how this fund was improved so that they could make similar changes. For more information, please contact Valeria Singleton at (850) 922-7641 or email valeria.singleton@dbpr.state.fl.us. 2006-DBPR-003

For a list of adaptable achievements in the field of Consumer/Customer Protection and Service from the 2003-2005 awards competitions, please click [here](#).