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- Florida Lottery
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- Department of Health
- Department of State

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- Department of Business and Professional Regulation
- Department of Revenue
- Office of the Attorney General
- Department of Health
- Department of State

#### LANDSCAPING SERVICES
- Department of Agriculture and Consumer Services
- Department of Revenue
- Department of Environmental Protection
- Department of State
The Department of Agriculture and Consumer Services is the state agency charged with safeguarding and supporting Florida’s consumers and agricultural economy. It is led by an elected commissioner who also holds one of the three seats on the Florida Cabinet.

The department employs inspectors who visit businesses regularly to inspect and test food and equipment in order to ensure state consumer protection laws are being followed. The department also provides consumer information to educate consumers about unscrupulous business practices. Part of the department’s mission is to support agricultural industries by promoting Florida agricultural products.

**Commissioner of Agriculture**

Adam Putnam is a fifth generation Floridian who grew up in the citrus and cattle industry. Previously, Commissioner Putnam served five terms as Congressman for Florida’s 12th Congressional District in the U.S. House of Representatives. Before he was elected to Congress, Commissioner Putnam served in the Florida House of Representatives from 1996 to 2000. He graduated from the University of Florida with a Bachelor of Science in Food Resource and Economics. Commissioner Putnam and his wife, Melissa, have four children.

**Responsible for:**
- Clearinghouse and point of entry for consumer issues
- Inspects all scales, gasoline pumps, and scanners
- Inspects all stores that sell food
- Manages the “Do Not Call” listing
- Private security and private investigators and recovery services
- Provides programs to promote Florida food products such as fruits, vegetables, meats, and seafood
- Regulates games, promotions, and sweepstakes offered by businesses
- Regulates pesticides and fertilizers
- Regulates sale of LP gas
- Telemarketing

**Business impacted:**
- Any retailer selling food
- Any retailer who offers a game promotion
- Any retailer that requires its employees to have a concealed weapons permit, or whose employees are required to have a private investigator or security license
- Dance studios
- Health studios
- Motor vehicle repair shops
- Pawn brokers
- Retailers who sell petroleum
- Retailers with scales and gasoline pumps

**WHO CAN HELP?**

Samantha Hunter Padgett serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation. Contact her at Samantha@frf.org or (850) 222-4082.
Get advice in complying with Florida’s complicated tax laws from the Florida Retail Federation’s expert staff.

Marshall Stranburg was named executive director of the Florida Department of Revenue in 2013. Director Stranburg has worked at the department of Revenue since 1991, and has previously served as general counsel and deputy executive director. In 2009, Director Stranburg was honored by the Multistate Tax Commission (MTC) with the Paull Mines Award for Outstanding Contributor to State Tax Jurisprudence, and has served in a variety of roles with the MTC. The executive director, deputy executive director, chief of staff, and four program directors make up the Department of Revenue’s Strategic Leadership Board, which gathers facts and data, and provides advice to the executive director.

The Florida Department of Revenue is overseen by an executive director appointed by the Governor and Cabinet (Attorney General, Chief Financial Officer, and Commissioner of Agriculture and Consumer Services). These four statewide elected officials appoint the executive director to guide and manage the operations of the department, which takes direction from and reports to the Governor and Cabinet.

The Florida Department of Revenue is primarily responsible for collecting and accounting for Florida’s taxes. The state’s tax administrators are directed to collect state taxes fairly and efficiently, and make complying with Florida’s tax laws as simple and convenient as possible. The department oversees Florida’s property tax system to ensure accuracy and fairness in property valuation throughout the state. An additional function of the department is child support enforcement, which helps parents collect the financial support their children need and are owed under a court order.

All commercial property owners must be registered with DOR to collect and remit sales tax on the total rent paid for the right to use or occupy commercial real property, unless the rent is specifically exempt.

### Responsible for:

- Generally collects state taxes. However, not responsible for property tax, local option sales taxes, occupational license tax, and alcohol and tobacco taxes.
  - Sales and use tax
  - Sales tax on commercial rent
  - Communications services tax
  - Corporate income tax
  - Gross receipts tax on utility services
  - Solid waste fees & rental car surcharge
  - Reemployment assistance tax

### Business impacted:

- Owners of office or retail space, warehouses, convention and meeting rooms, warehouses
- Any business required to pay the corporate income tax
- Any business selling a good or service that is taxed
- Any business required to garnish wages for child support
- Any business selling items through vending machines and amusement machines

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**WHO CAN HELP?**

**Randy Miller, President/CEO**

Randy Miller is FRF’s primary liaison with the Executive Office of the Governor, the Florida Cabinet and Florida’s state agencies. Randy is a former Executive Director of the Florida Department of Revenue. **Contact him at rmiller@frf.org or (850) 222-4082.**

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**FRF KNOWS TAXES**
The Florida Retail Federation is on call to assist member businesses and professionals who depend on state licensure. Let your membership work for you as you navigate the state bureaucracy.

DBPR Secretary Ken Lawson has spent more than 12 years in numerous regulatory positions. He began his legal career in the United States Marine Corps, Judge Advocate General’s Division and spent seven years serving as an Assistant U.S. Attorney for the Middle District of Florida. Lawson also served as the Assistant Secretary of Enforcement for the U.S. Department of the Treasury. Lawson is a graduate of Florida State University and the Florida State University College of Law.

The head of the Department of Business and Professional Regulation (DBPR) is the secretary, who is appointed by the Governor and is subject to confirmation by the Senate. There is no term limit – the secretary serves at the pleasure of the Governor. The secretary oversees several divisions that regulate Florida businesses and professionals:

- The Division of Alcoholic Beverages & Tobacco licenses individuals and businesses to produce, transport, distribute, or otherwise deal in alcoholic beverages or tobacco.
- The Division of Hotels & Restaurants licenses, inspects and regulates public lodging and food service establishments.
- The Bureau of Elevator Safety in this division regulates elevators and escalators, and enforces safety laws for other conveyance devices such as moving walks, chairlifts and wheelchair lifts.
- The Division of Drugs, Devices and Cosmetics is responsible for the licensure and regulation of manufacturers of drugs and enforces the Florida Drug and Cosmetic Act.
- The Division of Florida Condominiums, Timeshares, and Mobile Homes supports residents of such communities, and also licenses and regulates yacht and ship brokers.
- The Division of Pari-Mutuel Wagering is charged with the regulation of Florida’s pari-mutuel, card room and slot gaming industries.

Responsible for:
- Restaurants
- Alcoholic beverage licensees
- Cosmetologists and barbers
- Landscapers
- Hotels
- Interior designers
- Construction contractors
- Electrical contractors
- Veterinarians
- Building codes
- Elevators and escalators

Business impacted:
- Any retailer who sells food for consumption on premises, except grocery stores
- Any retailer who sells alcoholic beverages
- Any retailer who sells tobacco
- Any retailer employing a licensed professional, including cosmetologists, barbers, interior designers, interior decorators, building and electrical contractors
- Any property owner with an elevator or escalator

WHO CAN HELP?

Randy Miller, President/CEO

Randy Miller is FRF’s primary liaison with the Executive Office of the Governor, the Florida Cabinet and Florida’s state agencies. Randy is a former Executive Director of the Florida Department of Revenue. **Contact him at rmiller@frf.org or (850) 222-4082.**
WHO CAN HELP?

Samantha Hunter Padgett, VP & General Counsel

Samantha Hunter Padgett serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation. Contact her at Samantha@frf.org or (850) 222-4082.

FRF KNOWS FLORIDA CORPORATIONS

The Florida Department of State is headed by the Secretary of State who is Florida’s Chief of Elections, Chief Cultural Officer and the head of the Department of State. The Divisions of Administrative Services, Corporations, Cultural Affairs, Elections, Historical Resources, and Library and Information Services all comprise the Department of State. The Secretary of State is appointed by the Governor and confirmed by the Senate.

The Division of Corporations serves as the state’s central location for business entity filings, and is a ministerial and non-regulatory agency. As a result, virtually all Florida businesses deal with the Division of Corporations at some time in their existence.

The Division of Historical Resources manages the Florida Main Street technical assistance program to support Florida’s historic retail districts. Florida Main Street cities receive up to three years of specialized technical assistance from the Bureau of Historic Preservation, and are selected through an annual competitive application process.

Responsible for:

- Corporate registrations and filings
- Trade and service mark registrations
- Federal lien recordings
- Judgment lien filings
- Uniform commercial code financing statements
- Fictitious name registrations
- Notary commissions
- Cable and video service franchises
- Support for Florida’s historic retail districts

Business impacted:

- Businesses in historic retail districts
- Corporations
- Limited liability companies
- Limited partnerships
- General partnerships
- Trademarked names

Every business in Florida is registered with the Department of State. FRF’s experts are your go-to source for information on your corporate filings.
**Department of Management Services (dms)**

**We understand the business of government contracting.**

The Department of Management Services is primarily the state’s housekeeping and administrative agency. Its customers include state agencies, state employees, state retirees, universities, community colleges, and local governments and their retirees. The Division of Administrative Hearings and the Florida Public Employee Relations Commission are housed here. DMS also houses the Florida Commission on Human Relations, which hears complaints alleging discrimination.

**DMS Secretary Chad Poppell** has served as the Chief of Staff for the Department of Economic Opportunity since January 2013. From 2011-13, he worked as the Director of Employee Services at JEA, a municipally owned electric, water, and sewer provider in Jacksonville. Prior to that, he was appointed by Jacksonville Mayor John Peyton as the Chief of Human Resources for the City of Jacksonville. Poppell received his bachelor’s and master’s degrees from Valdosta State University.

**Responsible for:**
- State purchasing
- Property management

**Business impacted:**
- Any retailer selling goods or services to the state
- Any retailer selling or leasing property to the state

**WHO CAN HELP?**

Samantha Hunter Padgett, VP & General Counsel

Samantha Hunter Padgett serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation. **Contact her at Samantha@frf.org or (850) 222-4082.**
The Florida Department of Economic Opportunity is headed by an executive director who is hired by the governor. The department oversees several diverse functions generally related to unemployment, the workforce, public/private economic development partnerships, tax credits and incentives, and land planning. Enterprise Florida and VISIT FLORIDA fall under the responsibility of DEO.

The Division of Workforce Services implements the state’s responsibilities under the federal unemployment insurance program, disburses federal workforce funds, provides temporary wage replacement benefits to out-of-work individuals, conducts hearings to resolve disputes related to unemployment, and oversees the Department of Revenue’s collection of the employer taxes that fund unemployment benefits.

The Division of Community Development manages the state’s land planning and community development responsibilities, including local government Comprehensive Plan Review. The department also administers several housing and community development programs, and economic development assistance to local communities.

**Executive Director**
Cissy Proctor

Most recently served DEO as the Chief of Staff, providing support for attracting businesses to Florida, promoting the creation and expansion of Florida businesses, and facilitating Florida’s economic development partnerships. She joined DEO in January 2013, as the Deputy Legislative Affairs Director. Before joining DEO, Ms. Proctor practiced law with the Tallahassee based firm Bryant Miller Olive, PA, where she had a successful legal and government-consulting practice. She received her J.D. magna cum laude from Florida State University College of Law and her BS from Florida State University.

**Responsible for:**
- Reemployment assistance program
- Economic development partnerships
- Enterprise zones
- Alien labor registration
- Work opportunity tax credit
- Health coverage tax credits

**Businesses impacted:**
- Every retailer in Florida who pays the Reemployment Assistance Tax
- Retailers who engage in land development projects subject to state review
- Retailers participating in grants or incentive programs

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**WHO CAN HELP?**

Melissa Joiner Ramba, VP of Government Affairs

Melissa Joiner Ramba is an experienced advocate with state agency and federal experience, and works with members on economic development and regulatory issues. **Contact her at melissa@frf.org or (850) 222-4082.**
VISIT FLORIDA

FRF connects retailers with Florida’s biggest industry - tourism.

VISIT FLORIDA, the state’s official tourism marketing corporation, is not a government agency, but rather a not-for-profit corporation created as a public/private partnership by the Florida Legislature. VISIT FLORIDA offers cooperative advertising campaigns, promotional programs and many other ventures to serve nearly 12,000 tourism industry businesses.

President and CEO Will Seccombe joined VISIT FLORIDA in March 2008 as chief marketing officer and was named to lead the organization in 2012. He has over twenty-three years of professional experience, including nineteen years in the Colorado tourism industry, and received a Bachelor of Science degree in Business Administration and Marketing from the Southern Methodist University Edwin L. Cox School of Business.

Responsible for:
- Florida’s official travel planning website
- Tourism industry cooperative advertising and promotions

 Businesses impacted:
- Any retailer benefiting from visitor traffic
- Retailers involved in the tourism industry
- Hotels, resorts and lodging establishments
- Theme parks and attractions

WHO CAN HELP?

Samantha Hunter Padgett, VP & General Counsel

Samantha Hunter Padgett coordinates the FRF Tourism Council, which works closely with VISIT FLORIDA. Samantha also serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation. Contact her at Samantha@frf.org or (850) 222-4082.
WHO CAN HELP?

Randy Miller, President/CEO

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FRF KNOWS UTILITIES

Most businesses in Florida have very little contact with the Public Service Commission, but it is nevertheless an entity that has massive influence over the cost of doing business because of its oversight of utility rates and services.

The Public Service Commission has oversight of investor-owned utilities in Florida, including providers of electricity, natural gas, and water and wastewater companies. The Commission consists of five members appointed by the Governor and confirmed by the Senate. Commissioners serve four-year terms.

If you are a customer of an electric company such as Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Progress Energy, and Tampa Electric Company, the PSC has a direct impact on your day-to-day costs of running a business.

Responsible for:

- Investor-owned electric companies such as Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Progress Energy, and Tampa Electric Company
- Investor-owned natural gas companies such as Florida City Gas, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities Company, Indiantown Gas Company, Peoples Gas System, Sebring Gas System, Inc., and St. Joe Natural Gas Company
- Investor-owned water and wastewater companies in 36 counties
- Basic service issues
- Rates and charges
- Meter and billing accuracy
- Electric lines up to the meter
- Reliability of service
- Quality of service
- Service quality and reliability of pay telephone providers

Business impacted:

- All businesses that purchase electric power from an investor-owned utility
- All businesses that use natural gas from an investor-owned utility
- Businesses that use water or wastewater services from investor-owned companies
- Pay telephone providers

ADVOCACY THAT LOWERS YOUR COST OF DOING BUSINESS

FRF’s litigation at the Public Service Commission has saved Florida’s small businesses from $120 to $300 a year annually on their electric bills.

This estimate is based on a commercial customer using 2,000 kWh per month, and a comparison of utilities’ proposed rates versus actual rates in 2012.

Florida’s Public Service Commissioners are appointed to four-year terms by the Governor and are confirmed by the Florida Senate. The chairman is elected to a two-year term by majority vote of the commissioners. He serves as the PSC’s chief administrative officer, sets commission hearings, establishes panels, assigns cases, and presides at hearings and conferences.

Art Graham is a member of the National Association of Regulatory Utility Commissioners (NARUC). Prior to his appointment as Commissioner, he served on the Jacksonville City Council. Among his duties as Council Member, Chairman Graham helped oversee the budget of JEA, a publicly owned electric, water, and wastewater utility. He received a bachelor’s degree in chemical engineering from the Georgia Institute of Technology in Atlanta.
FRF works with state regulators to help our members protect Florida’s environment.

DEP Secretary
Jonathan P. Steverson has served as Executive Director of the Northwest Florida Water Management District since 2012 where he oversaw a restructuring of the agency. Under his leadership, the District made progress in priority areas such as protection of the Apalachicola River and Bay watershed, springs restoration and preservation, and water supply development to ensure Floridians have a clean and safe supply of water. Prior to that, he served at DEP from 2011 to 2012 as Special Counsel on Policy and Legislative Affairs and acting Deputy Secretary for Water Policy and Ecosystem Restoration.

The Florida Department of Environmental Protection is charged with protecting the quality and use of Florida’s air, water and land. The department comprises three main functions: Regulatory Programs, Land and Recreation, and Water Policy and Ecosystem Restoration. The agency secretary is appointed by and reports to the governor.

Compliance inspectors working for the district offices visit regulated businesses to check on registration and recordkeeping requirements, notify them of violations and enforcement, conduct compliance assistance training, and provide education on rules and guidelines. Small businesses – including manufacturers of fiberglass boats, wood products and large-scale bakeries – as well as large businesses, such as power plants, are required to pay fees based on pollution they emit as part of the federal Title V air program, which is administered by the department.

Responsible for:

- Solid waste management
- Hazardous waste management
- Air and water pollution
- Petroleum storage systems
- Waste spills and cleanup
- Chemicals, paints and solvents
- Coastal building
- Waste recovery and reclamation

Business impacted:

- Any retailer located on a waterway, lake, or beach
- Any retailer who sells products that are potentially hazardous in the waste stream or products that could pollute air, land, or water
- Any retailer who stores petroleum products in underground or water tanks
- Animal crematories
- Asbestos manufacturing and fabrication facilities
- Auto body and paint shops
- Boiler owners and operators
- Bulk gasoline plants
- Cast polymer operations
- Chromium electroplaters
- Concrete batching plants
- Dry cleaners
- Farms
- Gas stations
- Hotels and resorts
- Human crematories
- Mineral processing plants
- Painting companies
- Polyester resin operations
- Printing operations
- Surface coating operations

WHO CAN HELP?

Samantha Hunter Padgett, VP & General Counsel

Samantha Hunter Padgett leads FRF’s Sustainability Council, which helps to promote and develop industry leadership on environmental issues. Samantha also serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation.

Contact her at Samantha@frf.org or (850) 222-4082.
The Florida Fish and Wildlife Conservation Commission has sworn law enforcement officers who patrol state waterways and wildlife areas. In general, any commercial activity involving live animals, hunting, fishing and outdoor recreation will require a license from the FWC. Commissioners are appointed by the governor and confirmed by the Senate. The FWC appoints a director who serves at the pleasure of the commissioners, and any new appointee the commissioners select must also be confirmed by the Senate.

**Responsible for:**
- Business licensing
- Sales of live animals
- Hunting, fishing, boating
- Regulating animal exhibits

**Business impacted:**
- Any retailer who buys or sells animals
- Any retailer who exhibits or trains captive wildlife
- Any retailer who sells certain animal products, such as alligator skin products
- Zoos, circuses, alligator farms, pet shops, tropical fish farms
- Charter boats

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**FRF Knows Wildlife**

**WHO CAN HELP?**

Samantha Hunter Padgett, VP & General Counsel

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The Department of Financial Services is probably best known as the agency that governs licensing and regulation of insurance agents and agencies, and ensures employers provide workers’ compensation coverage as required by law. It also regulates retail credit, financial services providers, financial institutions, funeral homes and cemeteries. The department also houses the state treasury and enforces laws against insurance fraud.

The Division of State Fire Marshal is a sworn law enforcement agency that inspects government facilities for safety, and conducts arson investigations. The Regulatory Licensing Section is responsible for the licensing and regulation of fire equipment, fire protection systems, explosives, fireworks and sparklers.

Insurance, financial services and credit are important to your business. Let us help you navigate.

Jeff Atwater serves the citizens of the state of Florida as the state’s elected Chief Financial Officer, State Fire Marshal, and one of three constitutionally elected state executives of the Florida Cabinet, which consists of the Chief Financial Officer, the Attorney General, and the Commissioner of Agriculture and Consumer Services.

Mr. Atwater earned his bachelor’s degree in finance and an MBA from the University of Florida. His private sector experience includes twenty-five years of community banking. A fifth-generation Floridian, husband and father of four, Jeff Atwater was elected Florida’s Chief Financial Officer on November 2, 2010, and sworn into office on January 4, 2011. His commitment to public service began in 1993, when his hometown of North Palm Beach elected him Vice Mayor. Mr. Atwater was subsequently elected to the House of Representatives in 2000 and the Florida Senate in 2002 and was unanimously selected by his fellow senators to serve as Senate President in 2008.

Responsible for:

- Workers compensation
- Insurance regulation
- Financial regulation
- Credit and interest rates
- Fire equipment industry
- Fire protection systems
- Manufacture, distribution and use of explosives
- Manufacture, distribution, wholesale and retail sales of fireworks and sparklers
- Abandoned property

Any retailer who sells securities and investments
Any business that sells flammable products
Adjusters
Appliance retailers
Auto dealers
Banks
Builders
Credit unions
Cemeteries
Check cashing services
CPAs
Financial services providers
Funeral homes
Insurance professionals
Insurance agencies
Medical providers
Title services
Vendors doing business with the state

Business impacted:

- Any business that provides workers’ compensation coverage
- Any business that purchases commercial liability insurance
- Any retailer who sells warranties, credit insurance, or other types of insurance
- Retailers who provide credit to their customers

WHO CAN HELP?

Randy Miller, President/CEO
Randy Miller is FRF’s primary liaison with the Executive Office of the Governor, the Florida Cabinet and Florida’s state agencies. Randy is a former Executive Director of the Florida Department of Revenue. Contact him at rmiller@frf.org or (850) 222-4082.
Health and safety are important to the people and businesses of Florida.

John H. Armstrong, MD, FACS, was appointed by Governor Scott as Surgeon General and Secretary of Health in 2012. Previously, he was Chief Medical Officer of the USF Health Center for Advanced Medical Learning and Simulation; Surgical Director of the USF Health American College of Surgeons Accredited Education Institute; and Associate Professor of Surgery, Department of Surgery, USF Morsani College of Medicine. Before this, he was Trauma Medical Director at Shands at the University of Florida Medical Center, and a 2011 Exemplary Teacher at the University of Florida College of Medicine. Dr. Armstrong is a graduate of Princeton University, the University of Virginia School of Medicine, and the US Army Command and General Staff College. He completed his career in the US Army Medical Corps at the rank of Colonel in 2005.

The Florida Department of Health is a large agency with a role that is easy to say but complex to accomplish: Its job is to promote and protect the health and safety of all Floridians. In that role, it administers WIC, a federally funded nutrition program for Women, Infants, and Children. It also oversees county health departments, which conduct food safety inspections, among other public health activities.

In general, the department works to identify community health risks; maintain a safe and healthful environment; detect, investigate, and prevent the spread of disease; promote healthy lifestyles; provide primary care for individuals with limited access to such care from the private sector; ensure that health care practitioners meet the requirements for providing adequate care; and inform the public on health issues.

DOH is led by the Surgeon General, who is appointed by the Governor and also serves as the Secretary of Health. Three deputy secretaries lead separate divisions of DOH: Deputy Secretary for Administration; Deputy Secretary for Health/Deputy State Health Officer for CMS; and Deputy Secretary for Statewide Services.

Responsible for:
- WIC
- County health departments
- Various health care professionals
- Provides birth and death certificates
- Biomedical waste
- Body piercing safety
- Food hygiene
- Group care facilities
- Migrant labor camps
- Mobile home and recreational vehicle parks
- Tanning facilities
- Tattoo program
- Retail employees who are required to have health cards
- Retailers responsible for maintaining sanitary conditions
- Any retailer who hires a health care professional, such as:
  - Optometrists
  - Opticians
  - Nurses
  - Dieticians
  - Pharmacists
  - Social workers
  - Massage therapists
- Medical providers
- Tattoo and piercing studios
- Restaurants
- Group care homes
- RV parks
- Tanning parlors

Business impacted:
- Retail pharmacies
- All stores who participate in the WIC program
- Retailers who sell glasses or hearing aids

Melissa Joiner Ramba, VP of Government Affairs

Melissa Joiner Ramba is an experienced advocate with state and federal experience, and serves as FRF’s lead on health care and pharmacy issues. Contact her at melissa@frf.org or (850) 222-4082.
WHO CAN HELP?

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FRF KNOWS HEALTH CARE

Health care businesses count on FRF to help streamline administration.

Secretary Elizabeth Dudek was appointed to lead the Florida Agency for Health Care Administration in March 2011. As Secretary, Dudek oversees the operations of the Florida Medicaid Program, the Division of Health Quality Assurance and the Florida Center for Health Information and Policy Analysis, along with managing an approximately $20+ billion budget. Prior to her appointment, Secretary Dudek served as Deputy Secretary for the Division of Health Quality Assurance within the Agency for Health Care Administration. During her tenure with the Agency, Secretary Dudek has held the positions of Bureau Chief of Certificate of Need/Budget Review, Assistant Director, Bureau Chief of Health Facility Compliance and Assistant Deputy Secretary of Managed Care and Health Quality.

The Agency for Health Care Administration is separate from the Department of Health, and is the entity responsible for the state’s multi-billion dollar Medicaid program. It is also responsible for the licensure of the state’s health care facilities, and the sharing of health care data through the Florida Center for Health Information and Policy Analysis.

Responsible for:
- Medicaid regulations
- Eligibility and reimbursement
- Licensed health care facilities
- Investigation of consumer complaints

Business impacted:
- Any retailer who participates in the Medicaid program
- Clinical laboratories
- Health care clinics, centers and facilities
- Home health agencies
- Home medical equipment providers
- Hospitals
- Pharmacies
The Department of Children and Families, Child Care Services Program Office, is statutorily responsible for the administration of child care licensing and training throughout Florida, and therefore oversees most Florida child care centers.

DCF also administers several of the state programs to deliver cash, food and medical benefits to poor residents of Florida. The Automated Community Connection to Economic Self Sufficiency (ACCESS) Program provides food, cash and medical assistance to individuals and families on the road to economic recovery. The Temporary Cash Assistance Program gives money to families with children under the age of 18 — or under the age of 19 if full time secondary school students — which meet the technical, income, and asset requirements. The Supplemental Nutrition Assistance Program (formerly called Food Stamp Program) helps low-income residents buy food.

The benefits are usually delivered by Electronic Benefits Transfer (EBT) ACCESS cards, and DCF is responsible for qualifying and registering retailers to accept the payments.

The Florida Retail Foundation also works directly with DCF’s Partners For Promise program, which brings together private sector companies, non-profit organizations, and faith-based groups to support Florida’s children and families.

Responsible for:
- Administration of child care licensing
- Florida Automated Community Connection to Economic Self Sufficiency (ACCESS) Program
- Administration of food assistance, Medicaid benefits, and cash assistance benefits

Business impacted:
- All family day care homes
- Any business accepting EBT, SNAP or Medicaid payments
- Licensed child care facilities
- Licensed large family child care homes
- Licensed mildly ill facilities
- Licensed day camps

FRF staff is on call to assist retailers who accept government benefits cards.

Secretary Mike Carroll has more than 24 years of service with the Department of Children and Families overseeing programs ranging from substance abuse and mental health to family safety and adult protective services to economic self-sufficiency programs. Most recently, he served as the Regional Managing Director for the 11-county SunCoast Region which spans from Pasco to Collier County since 2006. Secretary Carroll has served on the Florida Sterling Board of Examiners for 13 years, and is currently a master examiner and facilitator for the Governor’s Sterling Award process. His previous management experience includes foster care and child care licensing, strategic planning, quality assurance and economic self-sufficiency eligibility programs. He has a Bachelor of Science in Business Administration from Boston College and is a CPM.

WHO CAN HELP?

Samantha Hunter Padgett, VP & General Counsel
Samantha Hunter Padgett serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation. Contact her at Samantha@frf.org or (850) 222-4082.
Florida’s top law enforcers trust FRF to educate and train members on issues of compliance and enforcement.

Pam Bondi is a native of Tampa who became Florida’s 37th Attorney General after being elected on November 2, 2010. Attorney General Bondi is a graduate of University of Florida and Stetson Law School and has served as a prosecutor for more than 18 years. As an assistant state attorney for the 13th judicial district, her investigative and courtroom experience includes the successful prosecution of numerous first-degree murder cases and two capital cases. During her career as a prosecutor, Attorney General Bondi was awarded the Lawyers of Distinction Award by the Tampa Bay Review for outstanding performance.

The Attorney General is elected statewide to be Florida’s chief legal officer, with broad authority to investigate and litigate cases involving trade and commerce. The office fields thousands of inquiries annually from businesses and individuals seeking public record information on commercial enterprises.

The Attorney General’s responsibilities are protecting consumers in Florida from various types of criminal activity such as fraud, and enforcing laws concerning antitrust activities, civil theft, and deceptive trade practices. The Attorney General’s Office also houses the Office of Statewide Prosecution, which investigates and prosecutes crimes that involve multiple jurisdictions.

The Consumer Protection Division of the Office of the Attorney General is the enforcement authority for all multi-circuit violations of the Florida Deceptive and Unfair Trade Practices Act. It is also the responsibility of the Attorney General to respond to complaints of unexplained price hikes which could be the result of anti-competitive behavior. In Florida, retailers must comply with the price gouging statute, which is activated following a declaration of emergency by the governor.

The Attorney General’s Office is also responsible for the enforcement of the Convenience Business Security Act, which requires that certain security devices and standards be established at all convenience businesses open any time between 11 p.m. and 5 a.m. The office also administers the Florida Lemon Law, which covers defects in new vehicles.

Responsible for:
- Convenience Business Security Act
- Florida Lemon Law
- Antitrust law
- Civil rights
- Economic crimes
- Consumer complaints
- Florida wage law
- Medicaid fraud

Business impacted:
- Convenience stores
- Automobile dealers
- Retailers who sell gasoline and motor fuel
- Doctors, dentists, clinics, pharmacies and other health care providers
- Any business subject to state and federal antitrust laws
- Any business merger or acquisition
- Any business with minimum wage employees

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The Florida Department of Law Enforcement’s main goal is to promote public safety and strengthen domestic security in Florida. It does this by partnering with local, state, and federal criminal justice agencies to prevent, investigate, and solve crimes while protecting Florida’s citizens and visitors.

Any business that requests a required criminal history record check will likely go through FDLE. In addition, FDLE supports multi-jurisdictional investigations into crimes affecting retailers, such as Organized Retail Crime.

FDLE also maintains the Florida Crime Information Center Public Access System, which is a searchable database of stolen property and missing persons records from Florida law enforcement agencies that have been selected for public access.

FDLE is headed by a commissioner who is appointed by the Governor, approved by the Cabinet and confirmed by the Senate.

**Responsible for:**
- Background checks
- Criminal investigations
- Domestic security
- Wanted files (persons, articles, vehicles, etc.)

**Business impacted:**
- Any business seeking the return of stolen property
- Any business that conducts criminal background checks
- Any business that is impacted by domestic security
- Any business that has been a victim of a major crime, especially organized retail crime

**WHO CAN HELP?**

Randy Miller, President/CEO

Randy Miller is FRF’s primary liaison with the Executive Office of the Governor, the Florida Cabinet and Florida’s state agencies. Randy is a former Executive Director of the Florida Department of Revenue. Contact him at rmiller@frf.org or (850) 222-4082.
Department of Highway Safety and Motor Vehicles (DHSMV)

If your business operates a vehicle or transports goods, FRF is your connection to the licensing agencies in Florida.

DHSMV Executive Director Terry Rhodes was appointed in 2015. Prior to that, the Director served as Florida’s Agriculture Commissioner for a short time during the transition from Commissioner Bob Crawford to Charles Bronson. Rhodes also served as the assistant commissioner of agriculture, a position she held from November 1999 until her recent appointment as DHSMV Director. Rhodes earned her B.S. in Communications from Florida State University.

The Department of Highway Safety and Motor Vehicles (DHSMV), is responsible for administering the driver license as well as the state-issued photo identification. It also registers and titles automobiles, mobile homes, and boats. The agency also houses the Florida Highway Patrol. The executive director of DHSMV reports to the Governor and Cabinet.

Its mission is to provide highway safety and security through service, education and enforcement. The Office of Commercial Vehicle Enforcement performs safety inspections on commercial vehicles, and conducts vehicle weigh-ins at 20 fixed weigh station locations, and mobile enforcement with portable scales statewide.

Responsible for:
- Motor vehicle registration
- Tags and titles
- Drivers’ licenses
- Florida highway patrol
- Commercial vehicles

Business impacted:
- Any business operating a commercial vehicle
- Automobile dealers
- Boat dealers
- Mobile home dealers
- Employees with commercial drivers’ licenses

WHO CAN HELP?

Randy Miller, President/CEO

Randy Miller is FRF’s primary liaison with the Executive Office of the Governor, the Florida Cabinet and Florida’s state agencies. Randy is a former Executive Director of the Florida Department of Revenue. Contact him at rmiller@frf.org or (850) 222-4082.
The Florida Department of Transportation is charged with managing and maintaining Florida's complex transportation system, including roadways, air, rail, sea, spaceports, bus transit, and bicycle and pedestrian facilities. The department is decentralized and is formed into districts. It regulates billboards along state and federal roads.

Florida businesses frequently deal with DOT on issues that include landscaping along roads and medians, construction right of way, business signage, and vehicle access to places of business.

The Florida Department of Transportation reports directly to the Governor. FDOT’s primary statutory responsibility is to coordinate the planning and development of a safe, viable, and balanced state transportation system serving all regions of the state, and to assure the compatibility of all components, including multimodal facilities. A multimodal transportation system combines two or more modes of movement of people or goods. Florida’s transportation system includes roadway, air, rail, sea, spaceports, bus transit, and bicycle and pedestrian facilities.

### Responsible for:
- State roads and highways
- Railways
- Airports
- Seaports
- Bicycle and pedestrian facilities
- Outdoor advertising
- Land condemnation
- Transportation planning

### Business impacted:
- Any retailer who transports goods on Florida roads and highways
- Any retailer using outdoor advertising
- Any retailer located on a state thoroughfare
- Any retailer transporting goods by highway, air, rail or seaport
- Employees with commercial drivers’ licenses

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**Secretary Jim Boxold** was appointed in 2015. Prior to that, Secretary Boxold served as chief of staff of the Florida Department of Transportation since July 2013. Previously, he served as the director of cabinet of affairs for the Florida Commissioner of Agriculture from 2003-2013, and as deputy director of cabinet affairs for Gov. Jeb Bush from 2001-2002.

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**Randy Miller, President/CEO**

Randy Miller is FRF’s primary liaison with the Executive Office of the Governor, the Florida Cabinet and Florida’s state agencies. Randy is a former Executive Director of the Florida Department of Revenue. Contact him at rmiller@frf.org or (850) 222-4082.
The Florida Lottery

WHO CAN HELP?

Ned Bowman, Executive Director, FPMA

As Executive Director of FPMA, representing Florida’s 9,000 convenience stores, Ned Bowman is FRF’s primary liaison with the Florida Lottery and is the point person on the state petroleum industry’s environmental and safety issues. Ned is also responsible for organizing the Sunshine EXPO, the Southeast’s premier trade show for retailing in the state of Florida. Contact him at ned@fpma.org or (850) 222-4082.

FRF KNOWS THE LOTTERY

Florida Lottery retailers boost traffic and sales by an average of 11 percent, and average $1,547 gross margin per square foot.

The role of the Florida Lottery is simple; run a statewide lottery. As a state agency, it is unique in that it functions as an entrepreneurial business enterprise to generate funds to improve public education.

Lottery retailers are paid a sales commission of five percent on the purchase price of each instant and on-line ticket sold by them or issued as a prize. Retailers are also paid a one percent cashing commission on the value of each lottery ticket with a prize value less than $600 cashed by them. The Lottery also from time to time conducts incentive promotions in which additional compensation is provided to retailers as bonus commissions.

The Lottery was authorized in 1986, through a constitutional amendment enacted by a vote of the citizens with the proceeds used to enhance public education in Florida. As the Florida Lottery continued to grow, it expanded its offerings of terminal games and joined the Multi-state Lottery Association to launch POWERBALL® in 2009.

Responsible for:

- All Florida Lottery activities

Business impacted:

- Any retailer who is a lottery vendor
- Any retailer applying to be a lottery vendor

Tom Delacenserie was appointed Secretary of the Florida Lottery in November of 2015. Prior to that, he served as the Deputy Secretary of Sales and Marketing at the Florida Lottery. He received his undergraduate degree from the University of Wisconsin-Green Bay. He has an extensive background in sales and management for consumer products companies focusing on the retail business industry, accompanied by more than three decades of sales and marketing experience. His leadership of the Lottery’s sales team, management and expansion of the Lottery’s retailer network and distribution channels has helped the Florida Lottery break numerous sales records and achieve unprecedented transfers of Lottery revenue to benefit education.
The Division of Emergency Management plans for and responds to both natural and man-made disasters. These range from floods and hurricanes to incidents involving hazardous materials or nuclear power. The division prepares and implements a statewide Comprehensive Emergency Management Plan, and routinely conducts extensive exercises to test state and county emergency response capabilities.

Before, during and after a disaster, the Florida Retail Federation works directly with the central Emergency Operations Center (EOC) in Tallahassee, which serves as the communications and command center for state response activities. Our goal in working with the EOC is to help coordinate the private sector response with government to support vital operations and logistics in the areas affected by disaster.

The division is the state’s liaison with federal and local agencies on emergencies of all kinds. Division staff members provide technical assistance to local governments as they prepare emergency plans and procedures. They also conduct emergency operations training for state and local governmental agencies.

Responsible for:
- Protecting the safety and welfare of residents
- Training and preparing for disasters
- Responding to emergencies

Business impacted:
- Any business potentially impacted by natural or man-made disasters
- Any business responsible for assisting emergency response

WHO CAN HELP?

Samantha Hunter Padgett, VP & General Counsel

In emergency situations, Samantha Hunter Padgett serves as FRF’s primary contact with the state Emergency Operations Center. Samantha also serves as FRF’s chief attorney, and specializes in areas including labor and employment law, business and professional regulation, and environmental law and regulation.

Contact her at Samantha@frf.org or (850) 222-4082.
The Florida Retail Federation is a statewide trade association that assists members in their contact with the state agencies that license and inspect businesses in Florida.

Member dues make possible our activity in Tallahassee to assist members in navigating the various agencies and departments in the state bureaucracy.

As a member of the Florida Retail Federation, you can call our professional staff at any time to help you with any issues you may have with:

- Education and Training
- Compliance
- Licensing
- Filing of Documents and Reports
- Inspections
- Notices
- Penalties

Benefits of Being a Member Include:

- Education on important rules, regulations and requirements to avoid pitfalls
- Assistance with compliance and communication with state officials
- Access to business training conducted by the state and other providers
- Regional representatives to assist you directly at your place of business

Advocacy That Lowers Your Cost of Doing Business

By letting lawmakers and regulators know the impact of their policies on the business environment, we help maintain a favorable economic climate for retailers and their suppliers.

Here are just a few examples of how much money FRF advocacy has helped members.

<table>
<thead>
<tr>
<th>SAVED</th>
<th>$50 per employee annual savings in reemployment taxes</th>
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<tbody>
<tr>
<td>SAVED</td>
<td>$120 to $300 annual savings on your electric bills*</td>
</tr>
<tr>
<td>SAVED</td>
<td>56% reduction in workers’ compensation premiums since 2003**</td>
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</tbody>
</table>

You are invited to call our office directly toll-free at 1-888-FL-RETAIL (or 1-888-357-3824) for assistance

* Estimate is based on a commercial customer using 2,000 kWh per month, and a comparison of utilities’ proposed rates versus actual rates in 2012. Actual savings will vary depending on the customer's utility and usage. ** National Council on Compensation Insurance, August 23, 2012