CHAMBER ACTION

1 The Agriculture Committee recommends the following: 2 3 Council/Committee Substitute 4 Remove the entire bill and insert: 5 6 A bill to be entitled 7 An act relating to consumer protection; amending s. 8 493.6303, F.S.; revising training requirements for 9 obtaining a Class "D" license; requiring a minimum number 10 of hours of training in terrorism awareness or other 11 training prescribed by the Department of Agriculture and 12 Consumer Services; providing a timeframe for submitting proof of having completed the training; revising the 13 14 number of training hours required; amending s. 501.059, F.S.; prohibiting the transmission of facsimile documents 15 16 under certain circumstances; providing for attorney's fees 17 and for the recovery of certain litigation expenses by the department and the Department of Legal Affairs; repealing 18 19 ss. 546.001, 546.002, 546.003, 546.004, 546.006, and 20 546.008, F.S., relating to the "Amusement Ride and 21 Attraction Insurance Act"; amending s. 559.801, F.S.; 22 redefining the term "business opportunity" for purposes of 23 the "Sale of Business Opportunities Act"; amending s. Page 1 of 18

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24 559.920, F.S.; revising actions by motor vehicle repair 25 shops or employees which are unlawful; amending s. 26 559.927, F.S.; providing a definition of "travel club"; 27 amending s. 559.928, F.S.; revising information to be submitted for registration as a seller of travel and 28 29 information submitted by independent agents; requiring the payment of an annual fee by independent agents; amending 30 31 s. 616.242, F.S.; deleting provisions authorizing the 32 owner of an amusement ride to maintain liability 33 protection in the form of a surety bond; exempting certain governmental entities from a requirement to maintain 34 35 liability protection covering amusement rides; amending s. 849.094, F.S.; redefining the term "operator" for purposes 36 37 of the regulation of game promotions in connection with 38 the sale of consumer products or services; providing that 39 the operator of certain game promotions need only include 40 the material terms of the rules and regulations of the game in advertising copy used in connection therewith 41 42 under specified conditions; reenacting s. 501.603(1)(a), F.S., which defines "commercial telephone solicitation"; 43 44 reenacting s. 559.809(12), F.S., which specifies 45 prohibited acts under the "Sale of Business Opportunities Act"; providing an effective date. 46 47 48 Be It Enacted by the Legislature of the State of Florida: 49 50 Section 1. Section 493.6303, Florida Statutes, is amended 51 to read:

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CS 52 493.6303 License requirements. -- In addition to the license 53 requirements set forth elsewhere in this chapter, each 54 individual or agency shall comply with the following additional 55 requirements: 56 (1) Each agency or branch office shall designate a minimum 57 of one appropriately licensed individual to act as manager, directing the activities of the Class "D" employees. 58 59 (2) An applicant for a Class "MB" license shall have 2 years of lawfully gained, verifiable, full-time experience, or 60 61 training in: 62 (a) Security work or related fields of work that provided 63 equivalent experience or training; 64 Experience described in paragraph (a) for 1 year and (b) 65 experience described in paragraph (c) for 1 year; 66 (c) No more than 1 year using: 67 Either college coursework related to criminal justice, 1. 68 criminology, or law enforcement administration; or Successfully completed law enforcement-related training 69 2. 70 received from any federal, state, county, or municipal agency; 71 or Experience described in paragraph (a) for 1 year and 72 (d) 73 work in a managerial or supervisory capacity for 1 year. 74 An applicant for a Class "M" license shall qualify for (3) licensure as a Class "MA" manager as outlined under s. 75 493.6203(2) and as a Class "MB" manager as outlined under 76 77 subsection (2). 78 (4)(a) Effective January 1, 2006 October 1, 1994, an 79 applicant for a Class "D" license must complete have completed a Page 3 of 18

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80 minimum of <u>44</u> 40 hours of professional training <u>administered by</u> 81 at a school or training facility licensed by the department. The 82 department shall by rule establish the general content <u>and</u> 83 <u>number of hours</u> of <u>all</u> the training. <u>Such training must include</u> 84 <u>at least 8 hours of instruction in terrorism awareness or other</u> 85 special training prescribed by the department.

86 (b) An applicant may fulfill the training requirement87 prescribed in paragraph (a) by submitting proof of:

Successful completion of <u>the total number of required</u>
 40 hours of training before initial application for a Class "D"
 license; or

Successful completion of 24 hours of training before 91 2. 92 initial application for, and the remaining 16 hours of training 93 within 180 days after the date upon the first application is 94 submitted for renewal of, a Class "D" license. If documentation 95 of completion of the required training is not submitted within the specified timeframe, the individual's license is 96 97 automatically suspended until such time as proof of the required 98 training is provided to the department. However, Individuals licensed before October 1, 1994, or individuals who have 99 successfully completed 40 hours of professional training before 100 101 January 1, 2006, at a school or training facility licensed by 102 the department are exempt from the training requirements of 103 paragraph (a) need not complete additional training hours in 104 order to renew their licenses. 105

106 <u>However</u>, any person whose license has been revoked or whose 107 license has been expired for 1 year or longer is considered, Page 4 of 18

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108 upon reapplication for a license, an initial applicant and must 109 submit proof of successful completion of <u>the total number of</u> 110 <u>required</u> 40 hours of professional training at a school or 111 training facility licensed by the department.

(5) An applicant for a Class "G" license shall satisfy the firearms training outlined in s. 493.6115.

114Section 2.Subsections (7), (8), and (9) of section115501.059, Florida Statutes, are amended to read:

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501.059 Telephone solicitation. --

(7)(a) <u>A</u> No person <u>may not</u> shall make or knowingly allow a telephonic sales call to be made if <u>the</u> such call involves an automated system for the selection or dialing of telephone numbers or the playing of a recorded message when a connection is completed to a number called.

(b) Nothing herein prohibits the use of an automated 122 telephone dialing system with live messages if the calls are 123 124 made or messages given solely in response to calls initiated by 125 the persons to whom the automatic calls or live messages are 126 directed or if the telephone numbers selected for automatic dialing have been screened to exclude any telephone subscriber 127 128 who is included on the department's then-current "no sales 129 solicitation calls" listing or any unlisted telephone number, or if the calls made concern goods or services that have been 130 131 previously ordered or purchased.

(c) A person may not transmit or knowingly allow the
 transmission of a facsimile of documents through connection with
 a telephone network if the facsimile transmission involves

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135 <u>unsolicited advertising material for the sale of any real</u> 136 property, goods, or services.

The department shall investigate any complaints 137 (8) 138 received concerning violations of this section. If, after 139 investigating any complaint, the department finds that there has 140 been a violation of this section, the department or the Department of Legal Affairs may bring an action to impose a 141 civil penalty and to seek other relief, including injunctive 142 relief, as the court deems appropriate against the telephone 143 144 solicitor. The civil penalty shall not exceed \$10,000 per 145 violation and shall be deposited in the General Inspection Trust 146 Fund if the action or proceeding was brought by the department, 147 or the Legal Affairs Revolving Trust Fund if the action or 148 proceeding was brought by the Department of Legal Affairs. This 149 civil penalty may be recovered in any action brought under this 150 part by the department, or the department may terminate any 151 investigation or action upon agreement by the person to pay an 152 agreed-upon a stipulated civil penalty. The department or the 153 court may waive any civil penalty if the person has previously 154 made full restitution or reimbursement or has paid actual 155 damages to the consumers who have been injured by the violation.

(9)(a) In any civil litigation resulting from a transaction involving a violation of this section, the prevailing party, after judgment in the trial court and exhaustion of all appeals, if any, shall receive his or her reasonable attorney's fees and costs from the nonprevailing party.

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(b) The attorney for the prevailing party shall submit a sworn affidavit of his or her time spent on the case and his or her costs incurred for all the motions, hearings, and appeals to the trial judge who presided over the civil case.

(c) The trial judge shall award the prevailing party the sum of reasonable costs incurred in the action plus a reasonable legal fee for the hours actually spent on the case as sworn to in an affidavit.

(d) Any award of attorney's fees or costs shall become a
part of the judgment and subject to execution as the law allows.

172 In any civil litigation initiated by the department or (e) 173 the Department of Legal Affairs, the court shall may award to 174 the prevailing party reasonable attorney's fees and costs if the 175 court finds that there was a complete absence of a justiciable 176 issue of either law or fact raised by the losing party or if the 177 court finds bad faith on the part of the losing party. Travel 178 and per diem expenses incurred by the department or the 179 Department of Legal Affairs for its attorneys and witnesses 180 shall be recoverable costs by the department or the Department 181 of Legal Affairs if either party prevails in civil litigation. Sections 546.001, 546.002, 546.003, 546.004, 182 Section 3. 183 546.006, and 546.008, Florida Statutes, are repealed. Section 4. Paragraph (a) of subsection (1) of section 184 185 559.801, Florida Statutes, is amended to read: 186 559.801 Definitions.--For the purpose of ss. 559.80-559.815, the term: 187 188 "Business opportunity" means the sale or lease of (1)(a) 189 any products, equipment, supplies, or services which are sold or Page 7 of 18

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190 leased to a purchaser to enable the purchaser to start a 191 business for which the purchaser is required to pay an initial 192 fee or sum of money which exceeds \$500 to the seller, and in 193 which the seller represents:

194 That the seller or person or entity affiliated with or 1. 195 referred by the seller will provide locations, either contemporaneously at the time of the sale or lease or at a 196 future time, or assist the purchaser in finding locations for 197 the use or operation of vending machines, racks, display cases, 198 199 currency or card operated equipment, or other similar devices or 200 currency-operated amusement machines or devices on premises 201 neither owned nor leased by the purchaser or seller;

202 2. That the seller will purchase, either contemporaneously 203 <u>at the time of the sale or lease or at a future time</u>, any or all 204 products made, produced, fabricated, grown, bred, or modified by 205 the purchaser using in whole or in part the supplies, services, 206 or chattels sold to the purchaser;

207 That the seller guarantees that the purchaser will 3. 208 derive income from the business opportunity which exceeds the 209 price paid or rent charged for the business opportunity or that the seller will refund all or part of the price paid or rent 210 211 charged for the business opportunity, or will repurchase any of the products, equipment, supplies, or chattels supplied by the 212 213 seller, if the purchaser is unsatisfied with the business 214 opportunity; or

4. That the seller will provide, either contemporaneously
at the time of the sale or lease or at a future time, a sales
program or marketing program that will enable the purchaser to Page 8 of 18

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derive income from the business opportunity, except that this paragraph does not apply to the sale of a sales program or marketing program made in conjunction with the licensing of a trademark or service mark that is registered under the laws of any state or of the United States if the seller requires use of the trademark or service mark in the sales agreement.

For the purpose of subparagraph 1., the term "assist the purchaser in finding locations" means, but is not limited to, supplying the purchaser with names of locator companies, contracting with the purchaser to provide assistance or supply names, or collecting a fee on behalf of or for a locator company.

231 Section 5. Section 559.920, Florida Statutes, is amended 232 to read:

233 559.920 Unlawful acts and practices.--It shall be a 234 violation of this act for any motor vehicle repair shop or 235 employee thereof to:

(1) Engage or attempt to engage in repair work for
compensation of any type without first being registered with or
having submitted an affidavit of exemption to the department;

(2) Make or charge for repairs which have not been
expressly or impliedly authorized by the customer;

(3) Misrepresent that repairs have been made to a motorvehicle;

(4) Misrepresent that certain parts and repairs arenecessary to repair a vehicle;

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245 Misrepresent that the vehicle being inspected or (5) 246 diagnosed is in a dangerous condition or that the customer's 247 continued use of the vehicle may be harmful or cause great 248 damage to the vehicle;

249 (6) Fraudulently alter any customer contract, estimate, 250 invoice, or other document;

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(7) Fraudulently misuse any customer's credit card; 252 (8) Make or authorize in any manner or by any means whatever any written or oral statement which is untrue, 253 254 deceptive or misleading, and which is known, or which by the 255 exercise of reasonable care should be known, to be untrue,

256 deceptive or misleading;

257 Make false promises of a character likely to (9) 258 influence, persuade, or induce a customer to authorize the 259 repair, service, or maintenance of a motor vehicle;

260 (10) Substitute used, rebuilt, salvaged, or straightened 261 parts for new replacement parts without notice to the motor 262 vehicle owner and to her or his insurer if the cost of repair is 263 to be paid pursuant to an insurance policy and the identity of 264 the insurer or its claims adjuster is disclosed to the motor vehicle repair shop; 265

266 (11) Cause or allow a customer to sign any work order that does not state the repairs requested by the customer or the 267 268 automobile's odometer reading at the time of repair;

269 (12) Fail or refuse to give to a customer a copy of any document requiring the customer's signature upon completion or 270 271 cancellation of the repair work;

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272 (13) Willfully depart from or disregard accepted practices273 and professional standards;

(14) Have repair work subcontracted without the knowledge or consent of the customer unless the motor vehicle repair shop or employee thereof demonstrates that the customer could not reasonably have been notified;

(15) Conduct the business of motor vehicle repair in alocation other than that stated on the registration certificate;

(16) Rebuild or restore a rebuilt vehicle without the knowledge of the owner in such a manner that it does not conform to the original vehicle manufacturer's established repair procedures or specifications and allowable tolerances for the particular model and year; or

(17) Perform any other act that is a violation of thispart or that constitutes fraud or misrepresentation.

287 Section 6. Subsection (12) is added to section 559.927,
288 Florida Statutes, to read:

289 559.927 Definitions.--For the purposes of this part, the 290 term:

291 (12) "Travel club" means a membership in an organization in which a member has the right to receive or purchase 292 293 prearranged travel, tourist-related services, or tour-guide 294 services, as such travel or services are from time-to-time offered, for an advance fee or payment, which may be available 295 296 on a first-come, first-served, space-available reservation basis 297 and in which a member is not granted a legal or equitable 298 interest in any real property or specific right of use of any 299 specific property. A travel club properly registered under this Page 11 of 18

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300 part shall not be deemed to be nor constitute a timeshare 301 interest or timeshare plan.

302 Section 7. Subsections (1) and (3) of section 559.928,
 303 Florida Statutes, are amended to read:

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559.928 Registration.--

305 Each seller of travel shall annually register with the (1)306 department, providing: its legal business or trade name, mailing 307 address, and business locations; the full names, addresses, and telephone numbers, and social security numbers of its owners or 308 309 corporate officers and directors and the Florida agent of the 310 corporation; a statement whether it is a domestic or foreign 311 corporation, its state and date of incorporation, its charter 312 number, and, if a foreign corporation, the date it registered 313 with the State of Florida, and occupational license where applicable; the date on which a seller of travel registered its 314 315 fictitious name if the seller of travel is operating under a 316 fictitious or trade name; the name of all other corporations, business entities, and trade names through which each owner of 317 318 the seller of travel operated, was known, or did business as a 319 seller of travel within the preceding 5 years; a list of all authorized independent agents, including the agent's trade name, 320 321 full name, mailing address, business address, telephone numbers, 322 and social security number; the business location and address of 323 each branch office and full name and address of the manager or supervisor; and proof of purchase of adequate bond or 324 325 establishment of a letter of credit or certificate of deposit as 326 required in this part. A certificate evidencing proof of 327 registration shall be issued by the department and must be Page 12 of 18

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328 prominently displayed in the seller of travel's primary place of 329 business.

Each independent agent shall annually file an 330 (3) 331 affidavit with the department and pay a fee of \$100 prior to 332 engaging in business in this state. This affidavit must include 333 the independent agent's full name, legal business or trade name, mailing address, business address, and telephone number, social 334 335 security number, and the name or names and addresses of each 336 seller of travel represented by the independent agent and must 337 be accompanied by a copy of the independent agent's current 338 contract with each seller of travel. A letter evidencing proof 339 of filing must be issued by the department and must be 340 prominently displayed in the independent agent's primary place 341 of business. As used in this subsection, the term "independent 342 agent" means a person who represents a seller of travel by 343 soliciting persons on its behalf; who has a written contract 344 with a seller of travel which is operating in compliance with this part and any rules adopted thereunder; who does not receive 345 346 a fee, commission, or other valuable consideration directly from 347 the purchaser for the seller of travel; who does not at any time have any unissued ticket stock or travel documents in his or her 348 349 possession; and who does not have the ability to issue tickets, 350 vacation certificates, or any other travel document. The term "independent agent" does not include an affiliate of the seller 351 352 of travel, as that term is used in s. 559.935(3), or the employees of the seller of travel or of such affiliates. 353 354 Section 8. Paragraph (b) of subsection (5) and subsection

355 (9) of section 616.242, Florida Statutes, are amended to read: Page 13 of 18

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616.242 Safety standards for amusement rides.--

356 357

(5) ANNUAL PERMIT.--

(b) To apply for an annual permit an owner must submit to
the department a written application on a form prescribed by
rule of the department, which must include the following:

361 1. The legal name, address, and primary place of business362 of the owner.

363 2. A description, manufacturer's name, serial number,
364 model number and, if previously assigned, the United States
365 Amusement Identification Number of the amusement ride.

366 3. A valid certificate of insurance or bond for each
367 amusement ride.

368 4. An affidavit of compliance that the amusement ride was 369 inspected in person by the affiant and that the amusement ride 370 is in general conformance with the requirements of this section 371 and all applicable rules adopted by the department. The affidavit must be executed by a professional engineer or a 372 373 qualified inspector no earlier than 60 days before, but not 374 later than, the date of the filing of the application with the 375 department. The owner shall request inspection and permitting of the amusement ride within 60 days of the date of filing the 376 377 application with the department. The department shall inspect 378 and permit the amusement ride within 60 days after filing the 379 application with the department.

380 5. If required by subsection (6), an affidavit of
381 nondestructive testing dated and executed no earlier than 60
382 days prior to, but not later than, the date of the filing of the
383 application with the department. The owner shall request
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inspection and permitting of the amusement ride within 60 days of the date of filing the application with the department. The department shall inspect and permit the amusement ride within 60 days after filing the application with the department.

388

6. A request for inspection.

389 7. Upon request, the owner shall, at no cost to the 390 department, provide the department a copy of the manufacturer's 391 current recommended operating instructions in the possession of 392 the owner, the owner's operating fact sheet, and any written 393 bulletins in the possession of the owner concerning the safety, 394 operation, or maintenance of the amusement ride.

395

(9) INSURANCE REQUIREMENTS. --

396 (a) An owner may not operate an amusement ride unless the
 397 owner has in effect at all times of operation insurance meeting
 398 the following requirements:

399 1. an insurance policy in an amount of not less than \$1 400 million per occurrence, \$1 million in the aggregate, which 401 insures the owner of the amusement ride against liability for 402 injury to persons arising out of the use of the amusement ride; 403 or

404 2. A bond in a like amount; however, the aggregate 405 liability of the surety under the bond may not exceed the face 406 amount thereof.

407 (b) The policy or bond must be procured from an insurer or
408 surety that is licensed to transact business in this state or
409 that is approved as a surplus lines insurer.

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410	(c) The insurance requirements imposed under this
411	subsection do not apply to a governmental entity that is covered
412	by the provisions of s. 768.28(16).
413	Section 9. Subsections (1) and (3) of section 849.094,
414	Florida Statutes, are amended to read:
415	849.094 Game promotion in connection with sale of consumer
416	products or services
417	(1) As used in this section, the term:
418	(a) "Game promotion" means, but is not limited to, a
419	contest, game of chance, or gift enterprise, conducted within or
420	throughout the state and other states in connection with the
421	sale of consumer products or services, and in which the elements
422	of chance and prize are present. However, "game promotion" shall
423	not be construed to apply to bingo games conducted pursuant to
424	s. 849.0931.
425	(b) "Operator" means any person, firm, corporation, or
426	association on whose behalf a game promotion is conducted $\overline{\mathbf{or}}$
427	agent or employee thereof who promotes, operates, or conducts a
428	game promotion, except any charitable nonprofit organization.
429	(3) The operator of a game promotion in which the total
430	announced value of the prizes offered is greater than \$5,000
431	shall file with the Department of Agriculture and Consumer
432	Services a copy of the rules and regulations of the game
433	promotion and a list of all prizes and prize categories offered
434	at least 7 days before the commencement of the game promotion.
435	Such rules and regulations may not thereafter be changed,
436	modified, or altered. The operator of a game promotion shall
437	conspicuously post the rules and regulations of such game Page 16 of 18

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438 promotion in each and every retail outlet or place where such game promotion may be played or participated in by the public 439 440 and shall also publish the rules and regulations in all 441 advertising copy used in connection therewith. However, such 442 advertising copy need only include the material terms of the 443 rules and regulations if the advertising copy includes a website address, a toll-free telephone number, or a mailing address 444 where the full rules and regulations may be viewed, heard, or 445 446 obtained for the full duration of the game promotion. Such 447 disclosures must be legible. Radio and television announcements 448 may indicate that the rules and regulations are available at 449 retail outlets or from the operator of the promotion. A 450 nonrefundable filing fee of \$100 shall accompany each filing and 451 shall be used to pay the costs incurred in administering and enforcing the provisions of this section. 452

453 Section 10. For the purpose of incorporating the amendment 454 to section 501.059, Florida Statutes, in a reference thereto, 455 paragraph (a) of subsection (1) of section 501.603, Florida 456 Statutes, is reenacted to read:

457 501.603 Definitions.--As used in this part, unless the 458 context otherwise requires, the term:

459

(1) "Commercial telephone solicitation" means:

(a) An unsolicited telephone call to a person initiated by
a commercial telephone seller or salesperson, or an automated
dialing machine used in accordance with the provisions of s.
501.059(7) for the purpose of inducing the person to purchase or
invest in consumer goods or services;

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466 For purposes of this section, "other communication" means a 467 written or oral notification or advertisement transmitted 468 through any means. Also, for purposes of this section, "invites 469 a response by telephone" does not mean the mere listing or 470 including of a telephone number in a notification or 471 advertisement.

Section 11. For the purpose of incorporating the amendment
to section 559.801, Florida Statutes, in a reference thereto,
subsection (12) of section 559.809, Florida Statutes, is
reenacted to read:

476 559.809 Prohibited acts.--Business opportunity sellers 477 shall not:

(12) Misrepresent their ability or the ability of a person or entity providing services as defined in s. 559.801(1)(a) to provide locations or assist the purchaser in finding locations expected to have a positive impact on the success of the business opportunity.

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Section 12. This act shall take effect October 1, 2005.

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