



Florida

Department of Highway Safety and Motor Vehicles

Division of Motorist Services Manufactured Housing Section

PROCEDURE: MHS – 21	SUBJECT: WORK REPORTING
DESCRIPTION AND USE: The purpose of this procedure is to provide guidance to regional offices about reporting work accomplished.	

I. FIELD OFFICE REPORTING REQUIREMENTS:

All section regional offices are required to report their work accomplished each month for the previous month. These reports shall be delivered to section headquarters no later than the 10th of each month. The procedure for reporting work is as follows:

- A. Each compliance examiner/compliance officer associated with the Production Inspection and Primary Inspection Agency (IPIA) and State Administrative Agency (SAA) programs shall record their work daily using the Compliance Examiner Daily Activity Report form (**see Attachment A on page 3 and Attachment C on page 5**). They shall then submit this report to the regional office headquarters. This may be done daily or weekly. The report should be submitted no later than Tuesday of the following week.
- B. Each Safety Program Consultant associated with the Mobile/ Manufactured Home Installer Program shall record their work weekly using the Manufactured Home Installer Program Staff Weekly Report and Daily report forms (**see Attachments B and C on page 4 and 5**). They shall then submit this report to the Installer Program headquarters office each week. The report should be submitted no later than Tuesday of the following week.

Revisions to this procedure:

All references to Community Assistance Consultant changed to Safety Program Consultant. Page 1- Sections A & B- added reference to new Daily report. Page 3- Updated Attachment A- IPIA Program Activity Report. Page 4 -Attachment B- Updated Installer Program Weekly Report; Page 5 Attachment C- added new daily activity report. Page 6 -Attachment D-updated IPIA Monthly Performance report. Page 7- Attachment E Installer Program Monthly Performance Report revised. Deleted exhibits F & G pages 8 through 17 PAMS reports.

MHS- 21	Effective Date: 07/01/04	Revision Date: 05/03/15	Page # Page 1 of 7
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MANUFACTURED HOUSING SECTION

Subject: WORK REPORTING	Procedure # MHS-21	Page # Page 2 of 7
-----------------------------------	------------------------------	------------------------------

- C. Each regional office with responsibilities for the IPIA and SAA programs shall enter the work data received from the compliance examiners/compliance officers into the EXCEL program which summarizes the work performed by the compliance examiners/compliance officers to show the total number of times each type of work item was accomplished and the total number of hours associated with each type of work item for the month. The work data may be entered daily or weekly totals may be entered. This EXCEL program generates the Regional Office Monthly Performance Report (see **Attachment D on page 6**). This report may also be generated using an ACCESS program if the regional office prefers that option. The output from such a program should be identical to that generated by the EXCEL program. This is the report to be sent to section headquarters.

- D. The Installer Program headquarters office shall enter the work data received from the Safety Program Consultants staff members into the EXCEL program which summarizes the work performed by the Safety Program Consultants staff members to show the total number of times each type of work item was accomplished and the total number of hours associated with each type of work item for the month. The work data shall be entered weekly. This EXCEL program generates the Installer Program Performance Report (see **Attachment E on page 7**). This report may also be generated using an ACCESS program if the office prefers that option. The output from such a program should be identical to that generated by the EXCEL program. This is the report to be sent to section headquarters.

II. SECTION WORK REPORTING REQUIREMENTS:

The section will report work to division management in two reports as follows:

- A. Every month, within 10 days of the month, the section will provide a "PAMS Report" to the division Chief of Staff which includes key work measures for the previous month.

- B. The Section PAMS Report will be accompanied by the section "Activity Report" which provides a comprehensive reporting of section work for the previous month including all the data provided in the field office Performance Reports plus the number of new mobile/manufactured homes titled in Florida and the **revenue** obtained in the section from (1) sales of Department of Housing and Urban Development (HUD) mobile/ manufactured labels, (2) HUD Monitoring Fees, (3) Special Inspection Fees, (4) Mobile /Manufactured Home Installer license fees, and (5) the sales of installer decals.

MANUFACTURED HOUSING SECTION

Subject: WORK REPORTING	Procedure # MHS-21	Page # Page 3 of 7
-----------------------------------	------------------------------	------------------------------

ATTACHMENT A

COMPLIANCE OFFICER'S WEEKLY PERFORMANCE REPORT												
WEEK: _____ TO _____												
DMV Date _____ Station _____ Mileage _____ Enc _____	FRIDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		WEEKLY TOTAL	
	No.	Hours	No.	Hours	No.	Hours	No.	Hours	No.	Hours	No.	Hours
ACTIVITY												
Nb of Units Inspected (Homes)												
MHManufacturer Time												
MHDealer Inspection Time												
MHDealer Audit Time												
MHComplaints Time												
FWComplaints Time												
MHManufacturer Assist Time												
MHDealer Assist Time												
FWDealer Audits Time												
Nb of Manufacturer Violations												
Nb of Manufacturer Systems												
Total Violations & Systems												
Nb of Red Tags Issued												
Nb of ND's Issued												
MISCELLANEOUS												
A: Special Training												
B: Car Repair												
C: Meeting												
D: CO Work in District Office												
E: Pickup Supplies / Consult												
F: Errand												
G: Sick Leave												
H: Annual Leave												
I: MH or RW Trade Show												
J: Misc. (2nd on Complains/Updates)												
K: City or County Assist												
L: Holiday/Personal Holiday												
M: Administrative Leave												
N: MH or RW Dealer Assist												
O: Dealer Lct (2nd)												
P: Manufacturer Plant (2nd)												
Q: Comp. Time												
R: Suspension												
S: HUD Complaints												
T: Workman's Comp												
U: Leave without Pay												
V: Mfg Plant file review												
W: CO Paperwork out of Office												
INCIDENTS:												
WORK HOURS:												
LEAVE HOURS:												
COMMENTS												
Name (Manufacturer / Dealer / Consumer Complaint Name / Etc.) and Location												
This Column for Office Use Only												
MH												
DLR												
CC												
Revised 7/18/2014												

MANUFACTURED HOUSING SECTION

Subject: WORK REPORTING	Procedure # MHS-21	Page # Page 4 of 7
-----------------------------------	------------------------------	------------------------------

ATTACHMENT B

Staff Member	MANUFACTURED HOME INSTALLER PROGRAM STAFF WEEKLY REPORT															
	John Jones												WEEK 1			
	Month/Year/Week															
	APRIL 2015															
Sunday	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday			Totals		
No. Hours		No.	Hours	No.	Hours	No.	Hours	No.	Hours	No.	Hours	No.	Hours	No.	Hours	
Training Classes																
No. of License Applicant Classes																
	N/A		N/A		N/A		N/A		N/A		N/A		N/A	0	0	
No. of License Applicants Trained																
														0	N/A	
No. of Update Licensees Training Classes																
														0	0	
No. of Update Licensees Trained																
	N/A		N/A		N/A		N/A		N/A		N/A		N/A	0	N/A	
No. of Building Official Classes																
														0	0	
No. of Building Officials Trained																
	N/A		N/A		N/A		N/A		N/A		N/A		N/A	0	N/A	
Complaints																
No. of Complaint Investigations																
														0	0	
No. of Mobile Homes Inspected During Complaint Investigation																
	N/A		N/A		N/A		N/A		N/A		N/A		N/A	0	N/A	
No. of Mobile Homes Requiring Corrective Action																
	N/A		N/A		N/A		N/A		N/A		N/A		N/A	0	N/A	
Inspections																
No. of Random Inspections																
														0	0	
No. of Random Audits																
														0	0	
No. of Re-Inspections																
														0	0	
Retrofit Inspections																
No. of MH Retrofit Inspections																
														0	0	
Assistance																
No. of Consumer Assists																
														0	0	
No. of Installer Assists																
														0	0	
No. of Dealer Assists																
														0	0	
No. of Building Official Assists																
														0	0	
No. of Manufacturer Assists																
														0	0	
No. of Product Supplier Assists																
														0	0	
No. of Other Assists																
														0	0	
Office Work																
No. of Office Work Tasks																
														0	0	
No. of Office Meetings																
														0	0	
Disaster Investigations																
No. of Disaster Investigations																
														0	0	
No. of Mobile Homes Inspected.																
	N/A		N/A		N/A		N/A		N/A		N/A		N/A	0	N/A	
Vehicle																
Vehicle Repair & Maintenance																
														0	0	
Conferences																
No. of Conferences Attended																
														0	0	
Miscellaneous																
														0	0	
														0	0	
														0	0	
TOTAL HOURS	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
Notes:															OFFICE USE ONLY	

MANUFACTURED HOUSING SECTION

Subject: WORK REPORTING	Procedure # MHS-21	Page # Page 6 of 7
-----------------------------------	------------------------------	------------------------------

ATTACHMENT D

REGIONAL OFFICE MONTHLY PERFORMANCE REPORT

MONTHLY PERFORMANCE REPORT

MISCELLANEOUS ACTIVITIES		
ACTIVITY	INCIDENTS	HOURS
OFFICE TIME		
MISCELLANEOUS TIME		
# UNITS INSP @ MH PLANT		
# UNITS INSP @ DLR LOTS		
# UNITS INSP @ COMPLAINTS		
TOTAL # OF UNITS INSPECTED		
MH MANUFACTURER		
MH DEALER INSPECTION		
MH DEALER AUDIT		
MH COMPLAINTS		
RV COMPLAINTS		
MOBILE HOME MFG ASSIST		
MOBILE HOME DLR ASSIST		
RV DEALER AUDITS		
# OF MFG VIOLATIONS WRITTEN		
# OF SYS VIOLATIONS WRITTEN		
# OF RED TAGS ISSUED		
# OF NOV's ISSUED		

MH INSPECTED/VIOLATIONS WRITTEN IN MANUFACTURING PLANTS	
MOBILE HOMES INSPECTED	_____
TOTAL CCI & SYS VIOLATIONS	_____

MISCELLANEOUS CODES		
CODE	INCIDENTS	HOURS
A Special Training		
B Car Repair (include Veh.)Insp.)		
C Meeting		
D Administrative Work in Office by CE		
E District Office (supplies, deliver paperwork)		
F Errand (designated relay or delivery)		
G Sick Leave		
H Annual Leave		
I MH or RV Show		
J Miscellaneous		
K City or County Assist		
L Holiday (regular or personal holiday)		
M Administrative (jury duty, funerals, etc.)		
N Manufacturer or Dealer Assist		
O Second CE on Dealer Lot		
P Second CE in Manufacturing Plant		
Q Compensatory Time Used (not earned)		
R Suspension		
S HUD Complaints (Recall or DC Ori.)		
T Workmens Compensation		
U Leave Without Pay		
V Mfg. Plant file review		
W CE – Out of Office Paperwork		
TOTAL MISCELLANEOUS TIME		

Subject: WORK REPORTING	Procedure # MHS-21	Page # Page 7 of 7
-----------------------------------	------------------------------	------------------------------

ATTACHMENT E

DIVISION OF MOTORIST SERVICES INSTALLER PROGRAM MONTHLY PERFORMANCE REPORT MONTH 2015				
ACTIVITY		Number	Units	Time
Training	Number of License Applicant Classes		→	
	Number of Applicants Trained			
	Total Number of Applicants Taking Exam			
	# Applicants Passing Exam	→		
	# Applicants Failing Exam	→		
	Number of Update Licensee Classes		→	
Number of Update Licensees Trained				
	Number of Building Official Classes		→	
	Number of Building Officials Trained			
Licensing	Number of Installers Licensed in this Month			
	New Installers Licensed	→		
	Renewal Installer Licensed	→		
	Total Number of Licensed Installers			
	Number of Decals Issued this Month			
Complaints and Investigations	Total Number of Complaint Investigations		→	
	# of Homes Inspected During Investigation			
	# of Homes Requiring Corrective Action			
	# of Complaint Investigations (Referred Case)			
	# of Random Inspections		→	
	# of Random Audit Inspections		→	
	# of Re-Inspections		→	
	# of Complaints/Investigations - Closed			
Administrative Cases	Number of Administrative Cases - Opened			
	Number of Administrative Cases - Closed			
	Number of Administrative Cases - Worked		→	
	Revenue Generated from Admin. Cases		\$	
Assistance	Number of Consumer Assists		→	
	Number of Installer Assists		→	
	Number of MH Dealer Assists		→	
	Number of Building Official Assists		→	
	Number of Manufacturer Assists		→	
	Number of Installer Product Consultations		→	
	Number of Other Assists, Calls, Consultations		→	
Miscellaneous	Number of Office Work Assignments		→	
	Number of Office Meetings			
	Number of Retrofit Inspections		→	
	Number of Disaster Investigations			
	Number of Conferences Attended		→	
	Number of Vehicle Refueling and Maintenance		→	
	Number of Installer Products Tests		→	

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