



**Transition to New License Vendor
Staff Report, June 2012**

Florida Fish and Wildlife Conservation Commission
Office of Licensing and Permitting

Background and History – TLS

- Total Licensing System (TLS) – automated licensing system replaced manual licenses in October 2003
- TLS contract term October 1, 2003 – September 30, 2008 with 5 optional 1-Year extensions
- Current contract extension expires September 30, 2012



The TLS resolved manual system inventory, accounting, and audit problems. It provides real time license holder information and amounts sold, and has always reliably sold licenses with little staff intervention.

Unfortunately, TLS has always had problems processing limited entry/quota permits and applications. Modifications to the system are difficult, time consuming and the process is inflexible.

We are currently in our 4th of 5 optional 1-year extensions of the TLS contract. Technically, we have the option to extend for one more year, however, due to this system's history of problems with limited entry/quota permits and applications FWC opted not to exercise that extension.

Background and History – New Vendor

- Recreational License Issuance Services (RLIS)
– new automated licensing system to replace current system in October 2012.
- RLIS Contract Term October 1, 2012 – September 30, 2019 with 5 optional 1-Year extensions



Florida Fish and Wildlife Conservation Commission

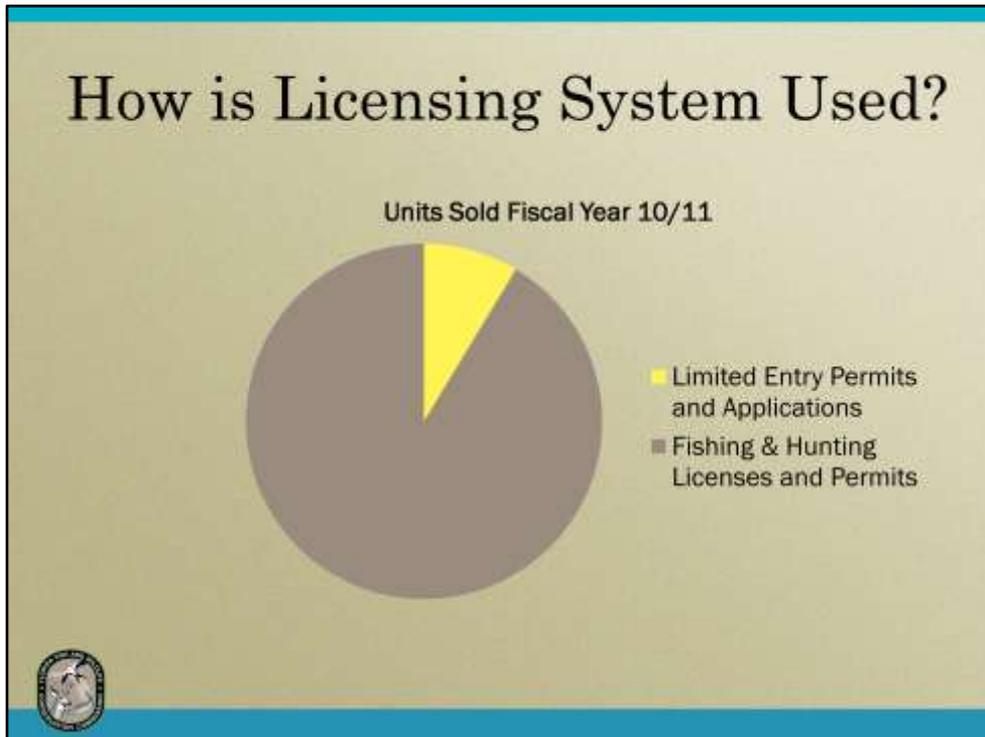
Recreational License Issuance Services



In the fall of 2010, we began the Invitation to Negotiate (ITN) process to procure a new licensing system vendor. In the spring of 2011, the contract to provide our new Recreational License Issuance Services (RLIS) system was awarded to Brandt Information Services – a Florida based company.

The RLIS Contract term is 7 years with 5 optional 1-year extensions.

How is Licensing System Used?



The TLS is used primarily to sell hunting and fishing licenses and permits. In addition to the permits, a number of hunting opportunities are limited entry and require a special approval process. This consists of an application and an award system which varies depending on the specific hunt. Some hunts have a quota, which may fill up quickly or be filled up over a number of “rounds”. Some permits, can be reissued if the original owner returns them within a specific time period.

Licensing System Statistics:

Fishing and hunting licenses = over 91 % of the system’s traffic.

Limited Entry Permits and Applications = less than 9 % of the traffic.

Saltwater Fishing Units 1,415,945 (57%) - includes saltwater permits (except tarpon tags)

Freshwater Fishing Units 524,297 (21%)

Hunting Units 345,558 (14%) - includes hunting permits

Limited Entry Units 216,013 (9%)

These figures are based on licenses sold during the 2010/2011 fiscal year.

The limited entry/quota permit figures include guest permits.

Ensuring a Smooth Transition



This transition from current system and vendor to a new system and vendor is similar to a road repair project.

Like a busy road, the licensing system supports heavy traffic. In order to do the work necessary to repair the road (or in this case, replace it), traffic must stop for a brief period of time. Staff has examined historical sales data to determine the best time of day to stop traffic to the sales site and begin the process of migrating the data from one system to the next.

Staff has looked back to evaluate the major pressure points on the system, and determined that the complex processing required to handle limited entry and quota permits and applications has the greatest risk of failure in this transition. Because of this, staff feels it is best to get license sales up and running first and then phase in limited entry and quota permit processing in a manner that minimizes disruption to customers.

Transition from TLS to RLIS



- We will stop selling licenses and processing limited entry permits in TLS on September 30, 2012



- We will start selling licenses in RLIS on October 1, 2012



- We will phase in limited entry and quota permits and applications beginning November 1, 2012



Since our goal is to ensure a smooth transition from TLS to RLS, we have worked out the transition in two parts. This will require only a brief overnight interruption of license sales and a more extended interruption of limited entry and quota permit issuance.

License sales will resume the next day.

Quota and limited entry permit issuance will require the month of October for a smooth transition, due to the variety of permits and complexity of programming.

Impact of Transition



- **On License Sales**
(>91% of traffic)
 - There will be a blackout period Sunday night to Monday morning when no licenses can be sold

- **On Limited Entry/Quota**
(<9% of traffic)
 - No new limited entry or quota permits will be processed during the month of October 2012



Our TLS contract expires September 30th which is a Sunday, so the blackout period for license sales will be from Sunday night to Monday morning October 1st. This period is necessary to receive and load the data from TLS into RLIS.

We anticipate the transition will have very little impact on license sales.

-historically, the data have indicated this is a very low volume sales time

-no hunting or fishing seasons begin October 1st

-also, many license agents are typically closed during the time we have scheduled this blackout period

No new limited entry or quota permits will be processed during the month of October. No guest permits, no leftover permits, no reissued permits, and no tarpon tags can be processed. Staff is working hard to minimize impact on customers and feel this period is necessary to ensure a smooth transition.

Limited entry/Quota transactions are distributed across the year and only those that would normally occur in October are being impacted. We will have some of those transactions taken care of early, some delayed and most not affected at all.

FWC's Plan to Minimize Impact on Limited Entry/Quota

- Some application periods have been shifted to take place earlier
- Some application periods have been shifted to take place later
- No change to those normally handled outside of October
- Coordinated communication effort to ensure customers know about these changes



The application periods and deadlines schedule has been adjusted to accommodate the October "blackout" period for limited entry and quota permit processing. Some applications will be earlier, and some later.

Applications to take place earlier:

Green Swamp Camping General Gun Season, 6 weeks earlier

Merritt Island NWR Waterfowl, 6 weeks earlier

Goodwin/Broadmoor Application Period 1, 9 weeks earlier

Ocklawaha Prairie Waterfowl and Snipe, 4 weeks earlier

September Waterfowl, 4 weeks earlier

STA 3/4 Waterfowl, 7 weeks earlier

STA 2 Waterfowl, 7 weeks earlier

STA1W Waterfowl, 5 weeks earlier

STA5 Waterfowl, 5 weeks earlier

Applications to take place later:

St. Marks NWR Spring Turkey, 7 weeks later (to coincide with all other Turkey applications)

Special Opportunity Spring Turkey, 7 weeks later (to coincide with all other Turkey applications)

Staff from several divisions and offices have coordinated to develop a communication plan in an attempt get this information out to our customers in the hopes they will also spread the word so no one misses out on an opportunity this year.

Communication Plan

- Notice has been included in the 2012/2013 Season Hunting Regulations
- Application Periods and Deadlines were posted online in April
- Social Media Outreach
- License Agent Bulletins



Communication Plan

- E-mail blasts to customers
- Reminder e-mails to prior applicants before application period
- Included in June *Woods-N-Water* publication
- Adding tagline to quota permits to get guest permits before or after October



Staff is making a special effort to remind customers to get guest permits ahead of time.

Questions?

