



**Quality Plan for the
Division of State Lands**
3900 Commonwealth Boulevard, MS # 100
Tallahassee, FL 32399-3000

Florida Department of Environmental Protection (DEP)

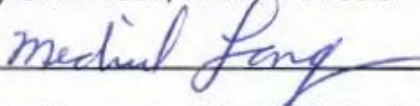
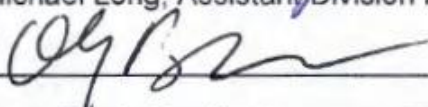
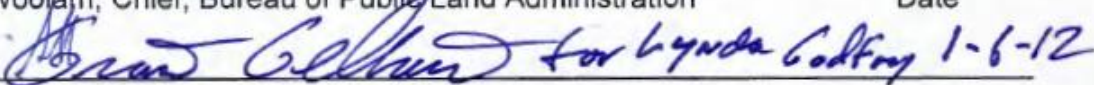
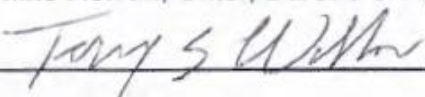
January 2012

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Signature Page

The undersigned have read and understood this Quality Plan, are charged with managing and improving the quality system and are responsible for ensuring that all staff properly executes the procedures discussed in the plan.

	<u>1/6/12</u>
Clay Smallwood, Division Director	Date
	<u>1-6-12</u>
Michael Long, Assistant Division Director	Date
	<u>1-6-12</u>
Greg Brock, Quality Assurance Officer; Chief, Office of Environmental Services	Date
	<u>1-6-12</u>
Scott Woolam, Chief, Bureau of Public Land Administration	Date
	<u>1-6-12</u>
Lynda Godfrey, Chief, Bureau of Land Acquisition	Date
	<u>1.6.12</u>
Mike Herran, Chief, Bureau of Appraisal	Date
	<u>1/6/12</u>
Terry Wilkinson, Chief, Bureau of Surveying and Mapping	Date

Introduction

The Florida Department of Environmental Protection's (DEP) Quality Assurance (QA) program involves the implementation of a management system (planning, review, training, and assessment) to ensure that data collection, generation, interpretation, reporting, evaluation and archiving is of sufficient quality to support Department decisions. A component of the DEP QA program, the Division of State Lands' (DSL) QA program's effectiveness is dependent upon the actions of all DEP staff, from "front line" employees to management, meaning QA is a function distributed throughout the organization. One aspect of the program is to ensure that Department QA activities are carried out according to commitments made to the Environmental Protection Agency as enumerated in the DEP Quality Management Plan (QMP) (Draft Revision 9/2/08).

The DEP Secretary is committed to implementation of the quality assurance requirements in the QMP and as authorized by program area 403.0623, F.S. and Chapter 62-160 Florida Administrative Code (FAC). It is the Secretary's intent to carry out these obligations and requirements as detailed in the Department's QA Directive (Draft Revision January 2008).

In order to execute the components of the DEP QA Directive, the Division of State Lands has developed a quality system, which is executed through this Quality Plan document. The document describes the steps DSL takes to ensure the scientific and legal defensibility of environmental data it uses and that the necessary checks and balances throughout the division are intact. It details the process of planning, training, execution, assessment and corrective action DSL undertakes to ensure that the environmental data it uses and the checks and balances exercised meet the established quality criteria.

Basic Elements of the DSL Quality Plan

DSL's Quality Plan explains both the process and criteria by which the quality system is managed. The plan is utilized as an instrument of internal communication to inform staff of current and future quality assurance activities. DSL will revise the Quality Plan as needed, and pledges to ensure the consistent application of procedures and criteria for the use of the QA checks and balances and environmental data. The Quality Plan will also be used as a training document for new staff and as a reference for experienced personnel. The plan and its revisions also serve as an archival record of our formal quality system.

Existing internal and external documents, including rules, training manuals, guidance documents, SOPs, tables, etc. are cited throughout the plan.

The division expects all staff to understand and follow the procedures and criteria as discussed in this plan, and to carry out their assigned responsibilities for effective utilization of our quality system.

Policy Statement

DEP's Division of State Lands is Florida's lead agency for environmental land management and stewardship, serving as staff to the Board of Trustees (BOT) of the Internal Improvement Trust Fund (Governor and Cabinet). As such, the Division's role goes far beyond just acquiring lands for protection. It provides oversight for the management of activities on more than 12 million acres of public lands including lakes, rivers and islands. DSL administers the Florida Forever Program, Florida's blueprint for conserving our natural resources and renewing our commitment to conserve our natural and cultural heritage. The Division of State Lands also assists landowners who want to sell land to the state, buy land from the state or gain access to public lands. As such, The Division of State Lands believes in sound and useful Quality Assurance/Quality Control management practices to effectively complete the various tasks and goals associated with carrying out its mission.

It is the Division of State Land's policy to:

- Use scientifically valid and legally defensible data for decision making that affects the protection of the environment.
- Have and implement the quality system described in this document.
- Adaptively manage the quality system to be consistent with provisions of the DEP Quality Assurance Management Plan.
- Ensure that each individual is properly trained to execute their assigned functions.
- Implement procedures to evaluate the quality of the data DSL uses and to implement corrective actions when data do not meet our data quality objectives.
- Periodically audit the performance and record-keeping practices of data generators for which DSL has responsibility
- Implement quality assurance procedures for the management of the data repositories.
- Regard the division's QA/QC Quality Plan as a living document that must be continually updated and refined to meet the needs of DSL during what can be constantly changing times and, therefore, goals.
- To provide the Secretary with information regarding DEP's ongoing QA efforts, DSL describes and compiles the results of all appropriate QA activities and relays it to the Standards and Assessment Program area for an annual report.

Ethics

All employees of the DEP Division of State Lands are held to high professional ethical standards in the performance of their duties. All employees are required to read, understand and sign an 'Ethics Statement' attesting to their commitment to honesty and integrity in performance of their duties. In addition, all employees are required to attend an annual ethics training class. Improper, unethical or illegal actions will be dealt with according to the published Administrative Directives of the Florida Department of Environmental Protection.

Organization and Responsibilities

The Division of State Lands is organized into six separate program areas: the Director's Office (DO), the Office of Environmental Services (OES), the Bureau of Public Land Administration (BPLA), the Bureau of Land Acquisition (BLA), the Bureau of Appraisal (BA) and the Bureau of Surveying and Mapping (BSM). Each program area (bureau) is then divided further into project areas or sub-programs. All six program areas within DSL provide different functions for the Division.

The Division of State Lands' Core Process and Existing Databases procedure flowcharts can be viewed at the following link: <http://depnet/stand/Flowcharts/default.htm> under the Division Core Process header.

In the Division of State Lands, quality assurance and quality control are monitored by those individuals involved in each in-house process, as well as supervisors and bureau chiefs, and at times, hired contractors along with DSL's associated contract managers. The quality assurance officer (QAO) for the division is not involved in the many processes that are executed throughout the division on a daily basis, but rather, acts as a policy leader for the division as a whole.

DSL program staff performs necessary tasks in every instance to ensure that all work performed and all products generated are completed with full adherence to the applicable DEP rules and policies.

DSL's senior management, listed on the signature page of this document, ensures that this quality system is fully operational within the program, designates the Quality Assurance Officer and provides general oversight. These managers also evaluate the numerous processes in the program to ensure they meet the program's needs, and periodically evaluate the effectiveness of staff's data quality activities, including review of audit results. They also evaluate corrective action policies and procedures to be implemented when data do not meet program objectives. In the future, DSL's managers will discuss audit results with the QA Officer, review the annual Quality Assurance Report to the Secretary, and discuss findings with the QA Officer, as needed.

The following is a breakdown of the division by bureau, and each bureau is then divided into their associated smaller sub-programs. Included in each bureau's explanation of their QA function are the various documentation, data review, contract management, and corrective action practices that are normally adhered to. DSL understands the need to evaluate the quality and usefulness of environmental data prior to making decisions. DSL conducts data review on a regular basis within each applicable working group to determine the usability of data for determination of compliance with rules, etc. Additionally, DSL carries out numerous record-keeping procedures such as calculation checks, data archiving, checks of database entries, document control and maintenance, and record generation, retention and storage procedures to ensure appropriate documentation. This ensures that the DEP contracts that are administered through the division are properly managed to assure appropriate data quality as well. Corrective actions, when necessary, are practiced routinely at DSL in an effort to improve both working areas effectiveness and the public's ability to utilize DEP resources. Such actions can

come about via user commentary, complaints, or other reports received from data users and the public requesting revisions, etc.

Administrative QA/QC is completed throughout DSL. Data is generated and used for budget reconciliation, allocations, reports and correspondence for each bureau's operating expenses. Assistance is given to staff with timesheet problem resolution, and any other People First System functions. Performance Measures Data Collection (PMD) assistance, property and supply inventory and travel and Purchase Card (P-Card) reconciliation of expenses are also a part of each bureau's QA/QC responsibilities.

Director's Office

Among many of its roles, the Director's Office (DO) manages DSL's budget. All data regarding the budget (appropriation by the Legislature, encumbrances, expenditures, release of funds, revenue received, etc) are used to support the functions and operations of the Division. These data are evaluated by staff and used to assist with numerous budget decisions and many reports for management, the Legislature, other divisions within DEP, other agencies and to support DSL's Legislative Budget Request. They also provide information used to project anticipated revenue expected to be deposited into the Internal Improvement Trust Fund, which partially funds and therefore supports the Division of State Lands.

QA/QC Function:

The Division's financial data is tracked primarily in Excel spreadsheets and reconciled with Florida's Accounting Information Resource (FLAIR) to ensure proper accounting of state funds. DSL expenditures regarding land acquisition are currently tracked via Excel spreadsheet. However, staff is in the process of migrating the data into the Acquisition Process Information System (APIS). After the new system is in place, staff will be able to add data to the database during each acquisition while in-process. The new system will allow for an ongoing QA/QC process due to available opportunities for data checks at any time.

The billing and collection of fees and payments for the use or sale of state-owned land is posted daily in the Submerged and Upland Public Revenue System (SUPRS). The payments are reconciled with the Cash Receiving Application within the Bureau of Finance and Accounting on a monthly basis. SUPRS allows only certain employees to perform certain tasks to avoid any conflicts (the staff member who creates the invoice cannot accept or post payments). SUPRS is also cross-checked with FLAIR on all revenue received into the Internal Improvement Trust Fund.

The Director's Office's Financial Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Director's Office header.

DO's Key QA/QC Personnel:

- Clay Smallwood-Division Director; responsible for overseeing all functions within DSL
- Mike Long-Assistant Division Director; responsible for overseeing all functions within DSL
- Teresa Johnson-Program Administrator; responsible for the Division's budget, personnel, information system programs and assisting the Director in the formulation, implementation and administration of division policy
- Sheryl Jones-Operations Management Consultant Manager; responsible for tracking, reporting, and reconciling the Division's FCO budget which includes the lands acquired by the Division and titled to the BOT
- Bryan Wirick-Operations and Management Consultant I; responsible for tracking, reporting, and monitoring the budget and contract management of the Florida Communities Trust and Stan Mayfield Working Waterfronts Programs
- Suzanne Lane-Government Operations Consultant III; responsible for tracking, reporting, and reconciling the Division's Operating budget
- Susan Riggs-Operations Management Consultant Manager; responsible for tracking, reporting, and reconciling the Division's revenue, responsible for input and maintenance of SUPRS
- Alicia Ruffin-Government Operations Consultant I; recurring revenue support
- Kajuan Crumtie-Administrative Assistant II; recurring revenue support
- Sylvia Roberts-Government Operations Consultant I; recurring revenue support
- Mary Upchurch-Accountant III; recurring revenue support
- Ashley Durant-Fiscal Accountant B; recurring revenue support

Office of Environmental Services

The Office of Environmental Services (OES) provides land management oversight for both conservation and non-conservation lands, monitors conservation easements, and acts as staff to the Acquisition and Restoration Council (ARC) and the records repository of the Land Management Uniform Accounting Council (LMUAC)

The OES uses scientific and technical data which is generated, maintained and interpreted by the Florida Natural Areas Inventory (FNAI). The FNAI-acquired data is used as an evaluation tool for the land management strategies and management plan reviews of state-owned land. The data is also used as a ranking tool for the priority list of land ownerships the division utilizes when developing DSL's land acquisition work plan. The data allows the division to meet the goals of objectives of the Division of State Lands, the Acquisition and Restoration Council (ARC), the BOT and the legislature by allowing selection and acquisition of the most important lands under the Florida Forever Program and of oversight management of the state's 3.8 million acres of conservation lands.

The OES is also the repository of Land Management data used to ensure compliance with statute by all agencies/entities that manage conservation or non-conservation lands on behalf of the BOT. Additionally, OES houses not only the Environmental Site Assessment (ESA) and Baseline Documentation Report (BDR) reviewers who perform these tasks for the Bureau of

Land Acquisition's Closing Program Area, but also the position of conservation easement monitoring report review.

QA/QC Function:

Land management data is received by the OES in the form of Land Use Plans and Land Management Plans, and are reviewed for compliance with statute.

The Office of Environmental Services' Land Use Plan Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Office of Environmental Services header.

The Office of Environmental Services' Conservation Land Management Plan Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Office of Environmental Services header.

The OES contract with FNAI gives the office access to a wide range of scientists with expertise in botany, zoology, ecology, conservation planning, GIS and database management. While there are no specific FNAI contractual provisions for QA/QC measures, FNAI, as a member of the international network of Natural Heritage Programs, participates in a unique conservation database (Biotics) development system implemented throughout the world requiring rigorous, consistent data standards and methodologies. More information can be seen at:

<http://www.natureserve.org/prodServices/heritagemethodology.jsp>).

In addition, FNAI establishes technical advisory groups when developing and updating new data sets to ensure that the best possible, most accurate and uniform sources of data and applications are utilized properly. Most of the FNAI data and the reports generated from them are available for public review on the web and at public hearings where many scientists and other experts may opine on their accuracy. FNAI's element occurrence data is validated on an ad hoc basis when staff conducts onsite reviews of managed areas with experts.

The FNAI procedures are presented in Appendix B of this document.

From within the FNAI data, mapping data is reviewed by staff from OES and BSM to ensure accuracy. Land Management data is reviewed by staff from OES and the managing agencies and culminates in reports to the ARC and an annual report to the Governor and Cabinet. Acquisition planning data is reviewed by staff from OES and the Bureau of Land Acquisition to develop a division work plan which is submitted to the ARC and the Governor and Cabinet. Data submitted for Land Acquisition proposals are reviewed by OES staff, the ARC, and are then reported twice a year to the Governor and Cabinet in a report covering more than 100 proposed projects.

The Office of Environmental Services' Bi-Annual Acquisition List Development procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Office of Environmental Services header.

OES staff generates Land Management Plan data (due dates, notification dates, etc.) and enters data into the management plan tracking system which will eventually migrate to the Integrated Land Management System (ILMS) database. The entries into the management plan tracking system are validated by distribution to cooperating agencies and by OES staff, with the cooperation of BPLA staff. As cooperators reveal errors, a lead staff person corrects the data. The land management data from the management plan tracking system are used to ensure compliance with statute by all agencies/entities that manage conservation or non-conservation lands on behalf of the BOT.

Data generated in the process of performing Land Management Reviews are entered into spreadsheets for compilation by staff. Data entry is reviewed by another staff member, who also compiles the annual Land Management Review Report to the Governor and Cabinet.

The Office of Environmental Services' Land Management Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Office of Environmental Services header.

QA/QC is also conducted for boundaries of managed areas and Florida Forever projects. Individual project maps are updated for inclusion in reports during project development and re-evaluation.

The Office of Environmental Services' Boundary Amendments procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Office of Environmental Services header.

QA/QC for other data, such as the Florida Forever measures, is performed at a gross level by comparing statistics from previous reports to identify gross disparities. When disparities occur, FNAI staff is consulted to determine if data errors or other factors are the cause.

The ESAs that are utilized as due diligence products for real estate closings sometimes involve the use of scientific data. The scientific data is generated from the sampling and analyses performed under the Environmental Site Assessment Reports Contract by the Environmental Contractor when completing the work needed for an Environmental Site Assessment Phase II Report. The Environmental Contractor must conform to the requirements set forth in Chapter 62-160, F.A.C. and the Quality Assurance Requirements for Department Contracts. The Contractor follows QA/QC measures during the collection of samples (ex: duplicate, split and equipment blank samples). The laboratory (subcontractor) used by the Contractor also follows its own QA/QC measures. The lab used is listed in the Contractor's contract, audited by the DEP QA program area and certified annually by the Florida Department of Health. Each report is reviewed for evaluation of information and data regarding the property in question, and how they may affect the general public usage of the property. The report states the laboratory scientific data, which are generated from sampling work that occurred during a Phase II (or beyond) ESA performed under a task assignment description detailing the tests needed due to Recognized Environmental Conditions found during the initial ESA Phase I report. The findings are compared to the residential, recreational, commercial and industrial cleanup target level tables and criteria set forth by the regulatory side of DEP.

OES's Key QA/QC Personnel:

- Greg Brock-Environmental Administrator; (Office Chief); DSL Quality Assurance Officer; reviews maps, reports and other data generated on an ad hoc as needed basis
- Donna Ruffner-Program Administrator; reviews maps, reports and other data generated on an ad hoc as needed basis
- Marianne Gengenbach-Environmental Administrator; reviews maps, reports and other data generated on an ad hoc or annual basis
- Jim Farr-Environmental Manager; performs quality assurance of ARC agenda items; maintains data systems on conservation easements
- Ellen Stere-Senior Acquisition Review Agent; reviews managed areas and Florida Forever project boundaries during project re-evaluations and when project maps are updated for reports
- Kathy Keys- Senior Acquisition Review Agent; reviews managed areas and Florida Forever project boundaries during project re-evaluations and when project maps are updated for reports
- Paula Allen-Environmental Administrator; reviews maps and other information for new projects during project evaluation report preparation
- Maureen Huckabee-Government Operations Consultant II; reviews maps, reports and other data generated on an ad hoc as needed basis
- Keith Singleton-Government Operations Consultant III; reviews element occurrence data before conducting on-site reviews of managed areas, when gross validation of data accuracy may occur
- Avis Lockett-Administrative Assistant II; reviews management plan tracking system land management data
- Cat Ingram-Government Operations Consultant III; reviews ESAs for BLA, tracks escrow agreement accounts and associated cleanup measures taken prior to release of escrow funds; reviews managed areas during management plan review.

Bureau of Public Land Administration

The Bureau of Public Land Administration is the BOT's real estate administration program within the Division of State Lands and generates revenue through a variety of leases, easements and sales benefiting the BOT and other agencies. BPLA staff works on behalf of the BOT, state agencies, state universities, and local governments to meet their real estate needs through the administration of state land inventories. These activities involve over 3.3 million acres of upland property as well as the over nine million acres of sovereign submerged land held by the BOT. BPLA staff performs the day-to-day activities required to maintain this substantial inventory, which includes private and public leases, subleases and easements, as well as commercial and hunt-camp leases. BPLA also plays a key role in: locating Federal Emergency Management Agency (FEMA) sites during emergencies such as hurricanes; surplusings lands for private and public needs; and issuing private leases over both upland and submerged land.

QA/QC Function:

BPLA staff produces the documents (leases, easements, sale contracts, etc.), tracks inventories (inventories of state-owned land available for sale or lease, commercial leases, disposition transactions, hunt camp inspections, violations, deed restrictions, Murphy Act parcels, etc., and all the upland and submerged land leases, etc.) and enters the information into databases maintained in each of the bureau's 3 groups (program areas). BPLA's uplands group tracks their data in the Uplands Tracking system (also scheduled to migrate to ILMS), the branch of the bureau that oversees submerged land documents uses ILMS, and asset management utilizes the Asset Management Tracking Database as well as the State-owned land and Facility Disposition Report database (SB 1516), THE Hunt Camp database (HCDB), the All Sales Report database and the Deed and Dedications with Restriction and Reverter database. Staff has the ability to compare information from the various databases against the DO's recurring revenue group's database system, SUPRS, to provide quality control of the data. SUPRS and ILMS will not allow duplicate lease numbers but will allow multiple entries under each lease number, which can be tracked to the person who inputs the specific data. After a lease is prepared by submerged lands staff, the file is given to the DO's recurring revenue staff to prepare the invoice, at which time, SUPRS and ILMS are compared to ensure each data system lists the correct name, address, etc. Leases are billed on the 1st and 15th of each month and SUPRS provides a link to the last invoice to confirm the billing is correct.

Both the Board of Trustees Land Document System (BTLDS) and SUPRS are used as methods to reconcile with ILMS and upland tracking data. BSM's GIS (Geographic Information System) and Title and Land Records groups are utilized as tools to ensure accuracy. BPLA staff works directly with lessees on data review (ex. management plan tracking system), including state agencies, to ensure matching data with outside records so that any errors may be pinpointed and corrections may be made to the databases.

Data is used for renewing instruments, creating agenda items for the BOT's approval, preparing reports for management activities, measuring productivity, answering questions for Florida's Legislators, etc.

The Bureau of Public Land Administration's Asset Management program area's Commercial Leases procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

The Bureau of Public Land Administration's Asset Management program area's Surplus, Exchange, Release of Reservation procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

The Bureau of Public Land Administration's Upland's procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

The Bureau of Public Land Administration's Submerged Lands' New Lease Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

The Bureau of Public Land Administration's Submerged Lands' Renewal Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

The Bureau of Public Land Administration's Submerged Lands' Modification Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

The Bureau of Public Land Administration's Submerged Lands' Cancellation Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Public Land Administration header.

BPLA's Key QA/QC Personnel:

- Scott Woolam-Bureau Chief; responsible for reporting data provided by the bureau's groups as requested
- Victoria Thompson-Program Administrator; responsible for assisting chief and program area supervisors to improve data collection
- Gloria Barber-Operations Management Consultant Manager; (Uplands program area supervisor), responsible for input and maintenance of data in Uplands Tracking system
- Janice Ellison -Operations Management Consultant Manager; (Asset Management program area supervisor), responsible for input and maintenance of data in Asset Management Tracking database, Hunt Camp database, and the input for the All Sales Report database, and the State-owned land and facility disposition database (SB 1516)
- Jeff Gentry-Operations Management Consultant Manager; (Submerged Lands program area supervisor), responsible for input and maintenance of ILMS
- Cheryl McCall-Operations Management Consultant Manager; (Audit program area supervisor), provides audit data that can be used in all program area databases
- Diane Rogowski-Senior Acquisition Agent; uplands staff support
- Joe Duncan-Land Acquisition Agent; uplands staff support
- T.J. Lewis-Land Acquisition Agent; uplands staff support
- Dave Fewell-Land Acquisition Agent; uplands staff support
- Judy Woodard-Administrative Assistant I; uplands staff support
- Tracy Peters-Senior Acquisition Agent; asset management staff support
- Jim Leftheris-Senior Acquisition Agent; asset management staff support
- Ann Henson-Senior Acquisition Agent; asset management staff support
- Diane Reed-Senior Acquisition Agent; asset management staff support
- Diane McKenzie-Land Acquisition Agent; asset management staff support
- Lisa Kremer-Land Acquisition Agent; asset management staff support
- C.J. Parks-Land Acquisition Agent; asset management staff support
- Berenda Williams-Staff Assistant; asset management staff support
- Sue Jones-Senior Acquisition Agent; submerged lands staff support

- Mary K Thurmond-Government Operations Consultant I; submerged lands staff support
- Kathy Griffin- Government Operations Consultant I; submerged lands staff support
- Tiana Brown-Government Operations Consultant II; submerged lands staff support
- Pattie Scott-Government Operations Consultant I; submerged lands staff support
- Celeda Wallace-Government Operations Consultant I; submerged lands staff support
- Amy Horton- Government Operations Consultant I; submerged lands staff support
- Karri MacInnes-Government Operations Consultant I; submerged lands staff support
- Jim Wright-Government Operations Consultant I; submerged lands staff support
- Michelle Brady-Administrative Assistant II; submerged lands staff support
- Starla Wagner-Accounting Services Analyst; audit staff support
- Dana Marcum-Land Acquisition Agent; audit staff support
- Rebecca McClain-OPS records analyst

Bureau of Land Acquisition

The Bureau of Land Acquisition is responsible for acquiring conservation property under the Florida Forever program. It also coordinates pre- and post acquisition work, such as surveys, title work and appraisals with other DSL bureaus. The Bureau is divided into the following areas, negotiations, closing and the Florida Communities Trust (FCT) program.

The negotiation group is responsible for negotiating the land transactions necessary for full fee acquisitions, conservation easements and other less-than-fee acquisitions. DEP's Office of Coastal and Aquatic Managed Areas, Division of Recreation and Parks and the Office of Greenways and Trails within the Division of Recreation and Parks, utilize the assistance of BLA's negotiations program area. BLA also assists the Florida Fish and Wildlife Conservation Commission, the Florida Forest Service and other non-conservation entities such as state universities and the Florida Department of Corrections in the same capacity. Each negotiation involves organizing the acquisition with an appraisal map, appraisal report, a negotiation offer and drafting up contract terms and obtaining the BOT's approval via a pre-planned approval process.

The closing program area is responsible for preparing land transactions for conveyance to state ownership. Contractors are utilized for due diligence products including title searches, title insurance, closing services, ESAs and BDRs. The closing program area manages the statewide contracts for these services for accuracy and compliance with Florida's statutes and DEP's policies and procedures. Any issues that might arise during the acquisition process must also be resolved before the land is conveyed to the BOT.

The Florida Communities Trust (FCT) program area of BLA administers two state land acquisition grant programs: the Parks and Open Space and Stan Mayfield Working Waterfronts Florida Forever grant programs. FCT provides Florida Forever funding for both programs through grants awarded to local governments and eligible non-profit organizations through a competitive process to help Florida's communities acquire land for local and regional parks, open space, greenways and working waterfronts.

To ensure the appropriate development and management of the approximately 550 park sites and the 1.4 billion state and local government investment, FCT requires the grant recipient to record a Declaration of Restrictive Covenants (aka Grant Award Agreement), develop a management plan and to provide annual stewardship updates. The Declaration of Restrictive Covenants outlines how the property is to be managed in conformance with the commitments made in the grant application and in compliance with the FCT rules. The Management Plan details how an acquired property will be developed and managed. The Stewardship Report provided by the site manager outlines what activities took place over the last year and assists FCT in monitoring park development. FCT staff also periodically visit funded and acquired sites to ground truth the site and gauge the progress being made in development and maintenance of the site.

QA/QC Function:

The negotiations program area of BLA is responsible for negotiating, reviewing and preparing real estate contracts to purchase fee simple and less-than-fee acquisitions. Title commitments and appraisals are reviewed by staff to determine proper contractual particulars. Agents maintain required Communication Logs and Offer Chronologies for each acquisition, as well as preparing Negotiation Strategy forms for management approval of the negotiations. This program area also prepares BOT agenda items and enters data onto BLA's work plan. Real estate contracts, as well as title commitments and other pertinent documents, are reviewed and approved by DEP attorneys.

The Bureau of Land Acquisition's Negotiation procedure flowchart, as well as flowcharts for more specific negotiation processes as applicable to BLA including FFS, FWC, Florida Forever, Less than Fee, Office of Greenways and Trails (OGT), Recreation and Parks, and Water Management District (WMD)-161 Multi-Party, can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The closing program area of BLA is responsible for procurement contracting in which task assignments are prepared for DSL and other division offices that need assistance. Task assignments are created for ESAs, and title/closing services using department object and financial codes required for tracking and processing payments. The various products obtained under the procurement contracts are then reviewed by staff, including OES staff for ESA and BDR review, and approved by DEP attorneys for closing and post-closing documentation.

Warrant requests are prepared by the closing program area for DEP's Finance and Accounting. The warrants are for compensation for closings and eminent domain court-ordered payments. A checklist is reviewed against the warrant request for accuracy.

The closing program area not only closes the real estate contracts that are negotiated for purchase by the negotiation program area, but also oversees all QA/QC for each individual file that is closed, including the use of checklists to identify the necessary steps to bring the file to closure and problem resolution of issues that may need to be addressed prior to closing. The closing program area also works closely with the Office of General Counsel (OGC) staff to ensure all legal requirements are met. Title contractors may be tasked to close acquisition files

as well. Several BLA staff members and OES staff members monitor the many various processes for compliance. ESAs in particular, as discussed under the QA/QC heading for OES on previous pages, utilize even further quality control/quality assurance checks.

The same closing program area reviews and coordinates receipt of any corrections necessary to finalize the Title Policy, corrective instruments, FLAIR, BTLDS, and other reconciliation in cooperation with BSM's Title and Land Records group. Closed deeds and title policies are processed to the Title and Land Records group for entry into the records system and file storage recordkeeping.

Eminent domain case reconciliation is performed throughout the bureau in both the negotiation and closing program areas. Court documents that require warrant requests for court-ordered payments are processed also. Court deposits and additional payments are reconciled with the Attorney General's Office (AG) and the Collier County Clerk of Court to assure proper payments.

The closing program area of BLA is also responsible for overseeing post-closing escrow agreements and funds. When a closing occurs and money is held in escrow, the Closing Supervisor is notified when the escrow agreement has been complied with, and at that time, the Closing Supervisor confirms compliance with the appropriate party before the release of escrow funds is authorized. If the issue is environmental in nature, the request for release of escrow monies goes to the OES. An OES staff member then checks to make sure that all areas affiliated with the request for release of escrow monies have been complied with, calculates then reviews the monies to be released and finally submits the approval for the escrow money release prior to authorization of the release of funds. The closing supervisor communicates with escrow agent for final release of funds.

The Bureau of Land Acquisition's Closing procedure flowchart and corresponding Financial Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The FCT program area does not generate its own scientific data, but rather uses data that are generated from various agencies, entities and outside companies that are authorized and licensed to produce the data. FCT uses the data to evaluate certain criteria in the FCT grant applications. Data is also used by this program area in the development of the management plan for the project sites if the projects are selected and acquired in review of stewardship reports outlining how the sites are being managed to protect resources on the site, and to complete contracts, project plans and to prepare for closings. Data used by FCT derives from the Florida Natural Areas Inventory, Florida Fish and Wildlife Conservation Commission, Florida Department of Environmental Protection, Bureau of Water Quality Assessment, Division of Historical Resources, Federal Emergency Management Agency, local governments and private contractors. FCT utilizes various data sets including Strategic Habitat Conservation Area maps, Outstanding Florida Waters maps, Class I Water maps, Florida Master Site File information, 100 year floodplain maps, Coastal High Hazard Area maps, and ESAs. FCT also uses appraisals, appraisal reviews, surveys, ESAs, title commitments and policies for their acquisition process. The appraisals used must follow USPAP standards and are reviewed by FCT contracted

reviewers. This process (rule change needed) will be changed to follow the DEP standard appraisal and review procedures per the BA. The survey and ESA data have FCT guidelines to adhere to which follow the DEP standards. Title data must follow and be approved by the Office of the General Council (OGC) guidelines. FCT evaluates data by ensuring that project sites are located in or adjacent to the designated areas, and reviews records pertaining to the property. FCT reviews all appraisals, appraisal certifications and title data to analyze information to prepare negotiation strategies, contract preparation and acquisition. FCT also completes survey, ESA and title data reviews for completeness and preparation for closing or reimbursement.

The Bureau of Land Acquisition's Florida Communities Trust Application Cycle procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Acquisition Application Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Acquisition Conservation Easement (Less than Fee) procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Acquisition Joint procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Acquisition Project Plan procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Developing a Management Plan procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Stewardship Reporting Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

The Bureau of Land Acquisition's Florida Communities Trust Stewardship Site Visits procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Land Acquisition header.

BLA's Key QA/QC Personnel:

- Lynda Godfrey-Bureau Chief; Negotiations Supervisor; oversight of BLA QA/QC processes

- Judy Warrick-Operations Management Consultant Manager; (Closing Supervisor), Co-Contract manager, procurement contracting
- Donna Ayres-Operations Management Consultant II; (closing) Co-Contract manager, procurement contracting
- Daphne Thomas-Land Acquisition Agent; (closing) warrant requests, closing QA/QC, eminent domain case reconciliation; tax deed sales
- Judy Booth-Land Acquisition Agent; (closing) closing QA/QC
- Keith Clayton-Land Acquisition Agent; (closing) closing QA/QC
- LaShae Grice-Administrative Assistant II; (closing) post closing
- Amy Phillips-Sr. Acquisition Review Agent; (negotiations) eminent domain case reconciliation; negotiation of real estate contracts
- Laura Davis-Operations Management Consultant I; administrative QA/QC
- Sheree Butler-Administrative Assistant I; (closing) administrative QA/QC
- Jason Garner-Sr. Acquisition Review Agent; (negotiations) negotiation of real estate contracts
- Grant Gelhardt-Environmental Property Review Administrator; (FCT) reviews data for project evaluation, management plan development and annual stewardship report review
- Hank Vinson-Governmental Analyst II; (FCT) reviews data for project evaluation, management plan development and annual stewardship report review
- Cheri Albin-Planner IV; (FCT) reviews data for project evaluation, management plan development and annual stewardship report review
- Jerry Taber-Planner IV; (FCT) reviews data for project evaluation, management plan development and annual stewardship report review
- Denise Rach-Planner IV; (FCT) reviews data for project evaluation, management plan development and annual stewardship report review
- Delbert Harvey-Sr. Acquisition Review Agent; (FCT; however, located within BPLA) provides oversight for FCT acquisitions, negotiation strategy, contract preparation, project plan documentation and preparation and closing documentation procurement, reviews applications for guideline compliance.

Bureau of Appraisal

The Bureau of Appraisal supports the land acquisition, disposition and management activities of the Division by contracting with independent appraisers throughout the state for appraisal services. The purpose of these appraisals is to obtain an unbiased opinion of the overall value of a property to be purchased or sold, or the values of easements, leases, conservation easements, or special purpose properties, such as boat slips. The same appraisal services are also offered to other agencies outside the Division of State Lands. The bureau maintains a list of state certified appraisers who meet the requirements to perform appraisals for the Division and the BOT. This list is made available to counties, municipalities, water management districts and other governmental agencies for their use in selecting appraisers.

QA/QC Function:

The Bureau of Appraisal ensures that appraisal products received from the contractors meet the requirements of the Supplemental Appraisal Standards for Board of Trustees Land (Supplemental Standards), the Uniform Standards for Professional Appraisal Practice (USPAP), and when federal funding is involved, the Uniform Appraisal Standards for Federal Land Acquisitions (UASFLA). Each contract for appraisal services specifies the appropriate standards to be followed, and the contract appraiser provides a certification within each report that the appraisal has met the applicable standards. All staff appraisers are familiar with the requirements of the Supplemental Standards; each staff appraiser attends regular, biennial training on USPAP. Further, after a property has been appraised for acquisition purposes and the appraised value meets a specific threshold value, it is additionally reviewed by a contract review appraiser for conformity with USPAP. All products are ultimately approved by the Bureau.

The Bureau of Appraisal's Appraisal Process procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Appraisal header.

BA's Key QA/QC Personnel:

- Mike Herran-Bureau Chief
- Wayne Griffin-Appraiser Administrator
- Jay Scott-Senior Appraiser
- Jon Mitchell-Penot-Senior Appraiser
- Clay Courson-Senior Appraiser
- Robert Checkai-MAI, Senior Appraiser

Bureau of Surveying and Mapping

The Bureau of Surveying and Mapping is responsible for maintaining a repository of land records, determining the location of land and water boundaries, protecting the State's interest in land by clearly delineating and defending the boundaries of state-owned lands, issuing opinions of title and defending the State's title and ownership interests in property vested in the BOT

BSM is arranged into five work groups (program areas): Land Acquisition, GIS, Title and Land Records, Land Management, and Public Land & Geodetic Survey.

- The Land Acquisition program area of BSM performs survey and mapping services for Preservation 2000/Florida Forever and other agency programs. This program area also performs reviews for the acquisition and sale of state lands.

QA/QC Function:

The Land Acquisition portion of BSM oversees the review of land surveys, appraisal maps and legal descriptions for land acquisition purposes. Though generation of these products is at times completed in-house, they are usually provided to the Division of State Lands by private sector consultants under contract. Reviews of products for accuracy, correctness and completeness, against contractual (task assignment) scope provisions and applicable statutes and rules most commonly found in Chapter 177, F.S., and Chapter 5J-17, F.A.C., are performed in-house or by private contractor under contract with the State for this review service. Contracts contain verbiage which holds the consultant responsible for the products and services:

“The CONTRACTOR shall perform the services in a proper and satisfactory manner as determined by the DEPARTMENT. Any and all equipment, products or materials necessary to perform this Contract shall be supplied by the CONTRACTOR, unless otherwise specified herein.”

BSM staff checks and verifies surveys and related products. Designated staff acts as contract managers and assign tasks to contractors for services. All tasks are reviewed and approved via separation of duties and involve another staff member, in addition to a separate funding authority. Products and services are reviewed for accuracy and completeness by internal staff and in some cases by separate contract consultant review staff.

Surveys are used for the acquisition and management of land. Acquisition surveys and products are matters of due diligence for land acquisition. Management surveys are typically prepared for land managers which police/enforce boundaries.

The Bureau of Surveying and Mapping’s Appraisal Mapping procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping’s Overall Process Survey/ Appraisal Map procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping’s Closing Section Requests procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

- The GIS program area maintains a public lands inventory. Chapter 253.0325, F.S initiated ongoing computerized information systems program to modernize state lands records and documents that relate to lands to which title is vested in the BOT. The program includes four components, all automated under BTLDS, including a mapping component to generate and store maps of state-owned parcels. BSM’s GIS and Land Records Mapping group is responsible for mapping all parcels described in each of the over 76,000 land record documents containing land descriptions in the BTLDS database. The mapped parcels are stored in a GIS Geo-database and linked to the BTLDS oracle data to enable sophisticated spatial or Structured Query Language (SQL) queries.

QA/QC Function:

The GIS and Land Records Mapping program area of BSM generates GIS spatial and attribute data derived from land transaction documents archived in the Division's Title and Land Records program area. The GIS group maps parcels of land described in deeds, leases, easements and other documents involving the BOT. The parcel data are maintained in a GIS map layer available both internally and to the public within the BTLDS Web Map. The program area researches county tax parcel data provided by the Department of Revenue (DOR), county clerk web portals, land surveys, aerial photography, United States Geological Survey (USGS) quad maps, data archived in BTLDS, data archived in DSL sponsored LAnd Boundary Information System (LABINS) and other sources to correctly generate GIS parcel data. Monthly production metrics are published in the Web Map.

A double blind QA/QC process has been developed to run on representative populations by county. A random selection of 4% of parcels mapped in a county are re-mapped and compared to the original boundary polygons. Distances between vertices of the original and re-mapped polygon are recorded and used to measure relative accuracies. QA/QC statistics are published in the BTLDS Web Map metadata.

QA/QC is performed on data referenced in user comments or feedback. Users are encouraged to notify the GIS Program area if an error is discovered or suspected in the polygon data. GIS technicians check the accuracy of all data referenced in this manner and make corrections as required.

QA/QC is also performed during the normal course of plotting new polygons against existing data. If errors are observed in existing data, corrections are made as required to plotting the new polygon data.

The double blind QA/QC process utilized produces statistics that point out trends to allow for the focus of editing or revisions be placed on areas of most concern, thereby maximizing the existing limited resources available to produce the most QA/QC results.

The GIS program area has utilized spatial and attribute data generated by this project to populate a statewide GIS map layer containing over 211,296 polygons depicting parcels described in BOT land transactions dating from 1845 to the present. The polygons are linked to BTLDS document images and data, and represent a spatial and temporal index to the documents archived in the Division of State Lands' title archives. Using GIS spatial analysis techniques, this portion of BSM can query polygon data to answer an array of questions relating to BOT land transactions and ownership including size, geometry, location, relative location of other lands or features, temporal analysis and summaries of attributes within a specific geographic area.

- The Title and Land Records program area of BSM provides presentation, reproduction, research and general administration of the land records of the BOT. It also provides maintenance of existing records; the processing of new incoming records, which

includes preparation for scanning into BTLDS; research; and filling of orders relating to copies of the various records, including public records requests.

QA/QC Function:

This program area of BSM utilizes internet accessed data and services, such as historic aerial photographs, government surveys and official records, from many county property appraiser offices, county clerk's offices, and aerial photograph sites (ex. from UF and DOT), as well as documents that are maintained in the Title and Land Records program area files to assess current issues and contextualize new information. Staff member meetings and in-house mapping utilize bureau talent and expertise when regarding any new data submitted. The program area assigns tasks to title companies for basic title related services. Contractors are required to prepare products in accordance with statute, specifically Section 253.03(8)(a),(b) and (c) F.S., which corresponds to BSM's contract with FSU (Florida Resources and Environmental Analysis Center, FREAC) to compile and distribute the Public Land Inventory with payment subject to Department review and approval. Contracts specify responsibilities and services required of the contractor such as the minimum detail requirements for reports, data and/or instruments provided by the contractor, identity of the program manager or other contract supervisor, and description of the duration and conditions under which the contract shall be fulfilled.

Records staff review and compile historic and current documents and mapping data for integration into the BTLDS and land records vault. After review, records staff prepares the documents for scanning into the BTLDS database. After scanning, staff performs QA/QC of BTLDS land inventory property management data for BOT owned lands as well as linking newly scanned acquisition, management and conveyance documents to the land inventory. Scanned documents are used as the basis for creation and updating of the BTLDS property management inventory component. Records staff also reconciles BTLDS data with the Public Lands Inventory (PLI) tax parcels and with FLAIR for land acquisitions.

The Title Research staff provides accurate and timely title determinations of the BOT's ownership interest in environmental resource applications for projects within the State for the district permitting offices and water management districts. Research staff completes determinations as well as conducting state land ownership research at the request of the Cabinet and Legislative offices, tax assessors and property appraisers, law enforcement agencies, private and state attorneys, other offices within DEP, other agencies, governmental entities, corporations, surveyors and the general public.

Research staff is assigned specific counties so that new ownership queries are continually evaluated by review with previous determinations and valid new information is incorporated into the program area files. Determinations are reviewed by supervisors to verify accuracy and consistency and have additional work completed when necessary. Completed determination reports are scanned into Oculus for creation of an automated storage database for future retrieval of reports and images.

The Bureau of Surveying and Mapping's Records Package Scan and Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping's Conveyance Documents Scan and Review procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping's Application to Clear Title procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping's Title Determination procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping's Records Research procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

- BSM's land management program area provides surveys and maps of state owned lands that have not been surveyed or mapped in the past in order to resolve boundary issues. This program area also uses land surveys and legal descriptions, most of which are provided by private sector consultants under contract for land management purposes. This program area also contracts out for review of surveys and legal descriptions. Surveys are used for the management of land and are typically prepared for land managers which police/enforce boundaries.

The land management branch of BSM is also involved with providing water level and Ordinary High Water information for lakes, streams and rivers. The water level data is used to calculate stage duration curves for percentages relating to the height or elevation of the surface of the water body. Water level data is then used in conjunction with data observed in the field from naturally occurring indicators of water levels to establish boundaries of the limits of state ownership. The data is used for permitting purposes and in cases involving litigation. Information is collected from gages that are maintained by the state's water management districts and the U.S. Geological Survey.

QA/QC Function:

All surveys, maps and legal descriptions are reviewed by staff, or by separate contract consultant review staff, for accuracy, correctness and completeness against contractual scope provisions and applicable statutes and rules most commonly found in Chapter 177, F.S., and Chapter 5J-17, F.A.C. All tasks are reviewed and approved via separation of duties and involve another staff member, in addition to a separate funding authority. Further, contracts contain verbiage which holds the contract consultant responsible for the products and services:

“The CONTRACTOR shall perform the services in a proper and satisfactory manner as determined by the DEPARTMENT. Any and all equipment, products or materials necessary to perform this Contract shall be supplied by the CONTRACTOR, unless otherwise specified herein.”

The U.S. Geological Survey QA/QC guidelines may be found at the following site:

<http://wwwrcamnl.wr.usgs.gov/sws/SWTraining/FlashFandR/Index.html>

The water management districts routinely inspect the gauges and new levels are run to them about every three years. There are base gauges and reference gauges at the sites so that independent readings can be made.

The Bureau of Surveying and Mapping's BOT Ownership and Boundary Determination procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping's Determination of Safe Upland Line procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

- The Public Land and Geodetic Survey program area of BSM is responsible for providing survey and geographic data for LABINS. This group also provides for the collection of digital and graphical data for the U.S. Geological Survey Mapping Program, as well as providing water level and meteorological collection and geodetic control data for the state. The same program area of the bureau performs identification, restoration and preservation of the controlling corner monuments established during the original cadastral surveys related to the Restoration of Corners Act (F.S. 177 Part III). Responsibilities also include locating the mean high water line as recognized in the State Constitution as the boundary between state sovereignty land and uplands subject to private ownership for the Coastal Mapping Act (F.S. 177 Part II) and providing liaison and technical assistance through a cooperative agreement between the DEP and the National Ocean Service/National Geodetic Survey and the public.

QA/QC Function:

All horizontal and vertical control surveys performed by BSM require QA/QC on observed data as required, must also meet the National Geodetic Survey (NGS) specifications and be checked by federally developed software, TRANSLEV and WINDESC. The horizontal and vertical control surveys are evaluated by leveling which involves closure checks and multiple benchmarks. Field applications for vertical control are automatically accepted or denied by internal instrumentation software provided by NGS for the automatic electronic leveling units. Staff ensures that NGS specifications are followed in field collections of data and office computations. Horizontal control evaluation employs mathematical equations on mathematical closures as well as ties to existing control points. Horizontal control data is obtained utilizing GPS (Ashtech Solutions office software version 2.7), and calculations are performed until

required accuracies are attained. The horizontal and vertical control survey data is published through the NGS and state agencies.

The Public Land and Geodetic branch of BSM is responsible for the construction and maintenance of tide and meteorological stations throughout the state. These stations contain sensors that capture the following data: water level, wind speed, wind direction, air temperature, humidity, air pressure, rainfall, conductivity, water temperature, dissolved oxygen and pH. The sensors are calibrated by the manufacturers at the time of purchase. QA/QC is performed on the sensors in the field bi-monthly or monthly, depending on the type of sensor. During monitoring, when measurements are found to be an “out of range” reading and the sensor is deemed out of range, it is re-calibrated by BSM or replaced by sending it back to the manufacturer for re-calibration or replacement. BSM is currently providing the data digitally and are sharing the data via website: <http://www.fldep-stevens.com/>.

BSM is providing digital water level data used to model the flow of water and pollutants, determine tidal datums, determine mean high water line boundary determinations, and navigation by the boating community.

All Mean High Water surveys are filed pursuant to Chapter 177, Part II, F.S. and are checked by staff for compliance with that applicable statute and National Ocean Service (NOS) specifications. Mean High Water Elevations displayed on the LABINS website (www.labins.org) are checked based on the scientific information that is supplied by the National Oceanic and Atmospheric Administration, National Ocean Service. Corner records that are filed are reviewed for compliance pursuant to Chapter 177, Part III, F.S. The Mean High Water elevations and surveys, Erosion Control Line surveys and Certified Corner records are published for private and public distribution. BSM acts as the public repository for Mean High Water surveys and Certified Corner records, pursuant to Chapter 177, Parts II & III, F.S. After Erosion Control surveys are approved by BSM, they are recorded in the official records of the applicable county or counties.

The Bureau of Surveying and Mapping's Horizontal and Vertical procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

The Bureau of Surveying and Mapping's Mean High Water procedure flowchart can be viewed at the following link: <http://depnet/stland/Flowcharts/default.htm> under the Bureau of Surveying and Mapping header.

BSM's Key QA/QC Personnel:

- Terry Wilkinson-Bureau Chief; oversees QA/QC for bureau
- Nick Campanile- Professional Land Surveyor Manager; (Program Area Supervisor), manages land acquisition program area and public land and geodetic survey program area

- Steve Kellogg-Professional Land Surveyor Supervisor II; (Land Acquisition Program area Supervisor), reviews task assignments under contract, surveying & mapping products and invoices
- Rod Maddox-Professional Land Surveyor Manager (Program area Supervisor); completes final review of contracted assignments, invoices, title determinations, preparation, review and execution of certain title instruments and oversees Title and Land Records program area
- Sandra Harris-Planning Manager; supervises title research component, administration of completed title reports, title determination letters and miscellaneous information scanned into Oculus for storage and future retrieval in court cases and permitting issues
- Karen McMillan-Planning Manager; oversees land records document administration, BTLDS land property inventory component, reconciliation of BTLDS data with the Public Lands Inventory (PLI) tax parcels and with the FLAIR for land acquisitions
- Richard Malloy-Professional Land Surveyor Supervisor II; (Program area Supervisor), oversees reviews of contracted task assignments, surveying and mapping products, invoices, water boundary issues
- Sim Smith-Professional Land Surveyor Supervisor II; (Program area Supervisor), supervises field crew operations and compliance to NGS specifications
- Randy Harrell-Professional Land Surveyor II; supervises field crew operations and compliance to NGS specifications; responsible for verifying proper operation and maintenance of sensors
- Randy Wegner-Assistant Florida Geodetic Advisor; performs checks for adherence to NGS specifications
- David Newcomer-Florida Geodetic Advisor; involved with NGS specifications
- Pat McGhin-Engineer Specialist II; field crew coordinator, involved with onsite preparation and supervision of field crew operations
- Lamar Evers-Professional Land Surveyor II; supervises review and repository duties for Mean High Water surveys and Certified Corner Records, checks Erosion Control surveys, approves procedures for Mean High Water surveys
- Tim Patterson-Professional Land Surveyor Supervisor II; division GIS coordinator, program area supervisor

Training

All DSL personnel are properly trained to perform their duties. Supervisors periodically assess staff performance to ensure conformance with the policies and procedures of the unit. Though many of DSL's members hold varied types of degrees and education, as well as various certifications and licenses, only certain types of training are actually required for employment within DSL. DSL's training requirements include:

DO

- None

OES

- The ESA reviewer is trained in the applicable ASTM E 1527-05 standard which corresponds with Phase I ESAs.

BPLA

- The Uplands' groups' procedures training tools can be viewed at the bottom of the following page: <http://depnet/stland/Flowcharts/default.htm>. Double click on, "BPLA Uplands Program area."
- The Asset Management group utilizes the "Asset Management Procedures Manual" as a training tool.

BLA

- Land Acquisition Agents must have knowledge of real estate principles. BLA procedures manuals are available as training and refresher tools.

BA

- The Bureau of Appraisal requires that its appraisers have and maintain state appraisal certifications or appraiser trainee status. To maintain the state appraisal certification and trainee status, 30 hours of continuing education must be taken biennially. The Bureau Chief ensures and oversees that completion of the continued education is accomplished by the appropriate individuals within the bureau. Educational course material options are approved by the Florida Real Estate Appraisal Board, Department of Business and Professional Regulation. Also, staff appraisers attend update classes regarding the Uniform Standards of Professional Appraisal Practice, which are standards and requirements which must be met by contract appraisers for DEP state appraisal assignments.

BSM

- Professional Land Surveyors are required to have a license which must be renewed every two years. In addition, the Surveyor must take 24 hours of Continuing Education Credits (CEC) every two years before the license can be renewed, with at least six of those hours being an approved provider's course or seminar on Florida's minimum technical standards or Florida's laws affecting the practice of surveying and mapping. Training manuals are provided by the educational provider. A BSM supervisor oversees and ensures that each Division surveyor completes the CEC in a timely manner, and the documentation to support the CEC completion is maintained by the supervisor for five years, as well as the Board of Professional Surveyors and Mappers within the Department of Agriculture.
- All Professional Surveyors and Mappers are required to be licensed pursuant to Chapter 472 FS and Rule 5J17 FAC.

- Land management surveyors in BSM must also be certified to operate watercraft and trailers per DEP Directive 620, which is renewed every five years. This certification involves the corresponding training manuals. This group must also be versed and trained in the newest releases of Autodesk and ESRI mapping software which comes with corresponding manuals that are used to train surveyor staff. A supervisor both ensures that the surveyors receive the training, and maintains all certificates of completion.
- The Title and Land Records group have procedure manuals for BTLDS and individual procedures for Records Management.
- The GIS and Document Management Program Area requires ongoing training in the use of GIS, AutoCAD and other mapping software to stay current with the continuous stream of new software, version releases and upgrades.

Recommendations

To further improve the division's quality of production and achievement, the following are general recommendations DSL may want to employ for the future viability and success of its missions:

- Establish a written protocol for each database entry staff throughout the division's bureaus, so that inaccuracies and mistakes are discovered and resolved prior to user operation of the database systems.
- After the completion of the database integration that has been undertaken by the Division, establish a uniform QA/QC protocol for all data entry personnel.

Appendix A

Acronyms Used within this Document

Glossary of Acronyms Used within this Document

AG	Attorney General's Office
APIS	Acquisition Process Information System
ARC	Acquisition and Restoration Council
BA	Bureau of Appraisal
BLA	Bureau of Land Acquisition
BOT	Board of Trustees (of the Internal Improvement Trust Fund)
BPLA	Bureau of Public Land Administration
BSM	Bureau of Surveying and Mapping
BTLDs	Board of Trustees Land Document System
CAD	Computer Aided Drafting
DEP	Department of Environmental Protection
DO	Director's Office
DOR	Department of Revenue
DSL	Division of State Lands
ESA	Environmental Site Assessment
FAC	Florida Administrative Code
FCT	Florida Communities Trust
FCO	Fixed Capital Outlay
FDEP	Florida Department of Environmental Protection
FEMA	Federal Emergency Management Agency
FLAIR	Florida's Accounting Information Resource
FNAI	Florida Natural Areas Inventory
FS	Florida Statutes
GIS	Geographic Information Systems

ILMS	Integrated Land Management System
LABINS	Land Boundary Information System
NGS	National Geodetic Survey
NOS	National Ocean Service
OES	Office of Environmental Services
OGC	Office of General Council
OGT	Office of Greenways and Trails
PLI	Public Lands Inventory
PMDC	Performance Measures Data Collection
QA	Quality Assurance
QAO	Quality Assurance Officer
QA/QC	Quality Assurance/ Quality Control
SQL	Structured Query Language
SUPRS	Submerged and Upland Public Revenue System
TIITF	Board of Trustees Internal Improvement Fund
QMP	Quality Management Plan
UASFLA	Uniform Appraisal Standards for Federal Land Acquisitions
USGS	United States Geologic Survey
USPAP	Uniform Standards for Professional Appraisal Practices
WMD	Water Management District

Appendix B

FNAI Procedures

**FNAI PROCEDURES FOR PROCESSING OF
ELEMENT OCCURRENCE RECORDS (EORS)
(An In-house Guide)**

Produced by the Biotics Data Committee composed of Glenn Woodsum, Sally Jue, Linda Chafin, Katy NeSmith, and Carolyn Kindell

RESPONSIBILITY FOR EOR PROCESSING

Data Management Staff is responsible for monitoring the flow of the process. They will notify Senior Scientists of any procedural problems or systematic errors, and update all pertinent staff with any changes in the procedure. After staff is notified via e-mail or a memo, the changes will be recorded in the FNAI Operations Manual (in revision).

Project Managers are responsible for the processing of all EORs associated with Special Projects. Special Projects will require a prior commitment of staff time for EOR processing, which must be coordinated with the staff member and his/her supervisor.

Senior Scientists and/or Program area Leaders from each program area are responsible for all EORs of their program area type (plant, animal, or natural community) that are not part of a Special Project. Senior Scientists and Program area Leaders can, of course, delegate tasks to staff members within their program area (or outside their program area if agreed upon by the appropriate supervisor) but they are ultimately responsible for ensuring that the work required to complete all the steps in the processing of an EOR is done in a timely manner. This will involve reviewing finished EOR data packets and communicating with Data Management Staff to assure that there are no backlogs, bottlenecks, or other problems causing delays. This will also involve correcting any problems, and assigning the necessary tasks to staff members to make sure that the EORs are progressing in accordance with office and/or program area schedules (as per office-wide calendar).

All Scientists and Scientific-support staff are responsible for working on every step of the process described below, as directed by their supervisors or as per their job objectives (particular staff members will not be assigned specific tasks as part of this procedure; supervisors will be responsible for coordinating and assigning tasks to appropriate staff).

THE EOR PROCESSING STEPS

EOR Entry for new EORs

1. Assemble the EO source materials

Gather all the source documents (hard-copy and/or digital) you will need for mapping of the EO and (later) entry of the associated text fields. These materials could include a field form, published or unpublished report, printed program areas of spreadsheets or attribute tables, digital shapefile, field notes, copy of a quad map, etc. Attach a copy of the EOR cover sheet form as the first page in each EO source packet. Fill in the element name on the EOR cover sheet. Check the box for New EOR on the cover sheet and indicate whether or not this is to be a sub-EO and, if so, give the EO_ID and EO_number of the parent EOR (if not known at the time you create the EO then you will have to come back to fill in this field).

2. Map the EO source(s)

- Enter Biotics Mapper and proceed to Input/Edit mode for creation and placement of source features for the EOR. Details of feature making are not presented here. For each EOR, add the element code (from the “create source feature” window) to the cover sheet.
- If you define multiple source features that will comprise a single EO representation, enter the total number of features on the cover sheet. For multiple source features it is a good idea while mapping to enter a descriptive source feature label to assist in later checking of the data.
- If a copy theme is used for the source feature shapes, enter the path to the file on the cover sheet.
- Check the box for “Defer calculation of spatial attributes” if you plan to map several EOs during your current session. Enter data as appropriate in the Identifiers and Mapping tabs for each of your source features.
- If your EO will be made from a single source feature you may check the box for “Create EO Representation from Source Feature” in the create source feature window. For a compound EO (multiple source features) leave this box unchecked for each source feature.

3. Generate the EO representation

- If your EO will be made from a single source feature and you checked the box for “Create EO Representation from Source Feature” in the create source feature window, Mapper will automatically proceed to generate the EO rep when you finish the source feature.
- For a compound EO (multiple source features) you must use the “chain tool” followed by a selection of all of the related source features for the EO. This will initiate the generation of the EO rep.
- Record on the EOR cover sheet the EO number and EO_ID assigned by Biotics.

- Record your initials and the date of mapping on the EOR cover sheet.
- Exit the Input/Edit mode when you have finished all of the source feature and EO creation activities for your session. At this time you should specify that deferred spatial attributes should be calculated.

4. Enter the EO tabular data

Tabular data for the EO are now entered directly into the computer as opposed to being transcribed to a hard-copy form. We will also refer to this direct entry process as transcription.

- Launch the Tracker application and enter the view mode for “Element occurrences”.
- Use the find button or menu item to select an EOR for which you want to add tabular data. The simplest method is probably to enter the EO_ID on the Code/ID tab (find element occurrence window) as recorded on the EOR cover sheet when the EO representation was created.
- When the record is found, click on the “Details” button, then proceed through the various tabs in the EO window to enter the data fields appropriate to the EOR. For help with filling out EOR fields in Biotics Tracker, please refer to the FNAI data content and standards document (in preparation) or use Biotics’ on-line help system (click on the “?” button when your cursor is in the desired EOR field to bring up the help screen).
- When you have completed tabular data entry, set the Data QC status field on the Version /QC tab to “Incomplete”. Then on the EOR cover sheet check the corresponding box for setting QC status, enter your initials as the data transcriber, and add the date of entry.

5. Print the EOR data and assemble QC package

- Using one of the Crystal Reports programs for EO proofing (EO_Proof_ID, EO_Proof_WL_id, EO_Proof_WL_name), obtain a printed copy of the EOR.
- Assemble the final EOR QC package by inserting the proof report after the EOR cover sheet and before any of the supporting source materials (field forms or notes, hand-drawn maps, copies of quads, etc.).
- Deliver the finished QC package to an FNAI scientist different from the one who originally processed the data, or place it in the QC1 staging area for the appropriate type of EOR (Plant, Animal, Natural Community, or Special Project) and the Data Manager will assign QC responsibility. Until the GMF is reorganized, the QC staging area is in Data Manager’s office.

6. QC1 – mapping QC (must be performed by someone other than the original mapper)

- With Biotics Mapper running, the EO.Reps (Polygons) theme active, and an EOR QC package (headed by an EOR cover sheet) in hand, use the “Zoom by” tool or the Query (“hammer”) button to go to the vicinity of the EOR you want to QC. Select the Query Active Theme(s) button and draw a rectangle around a portion of the view that includes the EOR to check. If multiple EO reps are presented in a “Query Element Occurrences” window, select the appropriate one and click on “Details”.
- Verify that the EO rep is for the correct element and that the Shape_ID (EO rep feature ID) matches the one recorded on the EOR cover sheet. This will seem circular if these were used to select the EO rep in the first place, but other methods can be used to query the EO rep and in those instances these checks will be necessary.
- Make sure that the number of source features in the EO rep matches the data on the EOR cover sheet.
- Click on a source feature in the Query Element Occurrence window, then the “Details” button, and verify that the conceptual feature type, locational uncertainty type and distance class, and mapping attributes agree with what you would expect based on the source data included in the EOR data packet.
 - Use the “View shape” button to check the digitizing of the source features and verify that each source feature is consistent with the source data.
 - If there is a problem with any of the source features set the QC status on the General tab to “FAILED” and note the reason(s) for failure in the Remarks field
- Repeat the above step for all of the source features
- After all of the source features have been checked, move to the “Spatial Attr” Tab in the query element occurrence window and verify that the spatial attributes have been calculated. If you see that spatial attributes have not been calculated for this EOR, notify Data Management staff who will make sure that these attributes are calculated. Note also whether or not any attributes for site or MA are consistent with source data.
- Examine the shape of the EO representation and verify that it makes logical sense given the nature of the source feature(s) and supporting data.

If at any point in this process the data do not match your expectations based on the information on the EOR cover sheet or the data in the EOR source materials, confer with the person responsible for mapping and attempt to resolve any differences of opinion or interpretation before completing the QC process.

- When all of the above checks have been performed, proceed to the QC/General tab of the Query Element Occurrence window. If all checks were successful set the Quality Control Status to “PASSED”. If any checks were unsuccessful and were not able to be resolved after consultation with the original mapper, set the QC status to “FAILED” and note the reason(s) for failure in the quality control Remarks field. In both cases enter your name (using the form “last name, FI. MI.”) and date on which you performed the mapping QC.

At this point you may 1) continue on with QC2 (Tracker data QC), or 2) return the EOR packet to the EOR staging area in the “Ready for QC2” file (for EORs with QC=PASSED) or the “QC failed” folder.

NOTE – if you intend to proceed directly to Tracker QC you may want to save one or more of the EORs you have been working on to a working list (BIOTICS menu “Save Working List...” item). This will facilitate finding the EORs quickly (with the List menu “Open List...” item) after you open Tracker.

7. QC2 – Tracker QC

QC of the text fields associated with an EOR has necessarily changed considerably since the days when data were rewritten (transcribed) to a hard copy form prior to computer entry. Now EO information is typed directly into the computer based on the contents of various source materials, typically field report forms, field notes, published reports, or other scientific literature. The job of the QC2 checker is thus primarily to ensure that the data as entered conform to FNAI and/or NatureServe data entry standards, are free of typographical or grammatical errors, and are logically consistent within the set of fields comprising the EOR and with the source material. In the absence of transcription forms, there may not be any hard copy text against which the reviewer can perform a word-for-word type of comparison.

The ‘QC2’ part of the EOR procedure really consists of three steps: proofing, updating Tracker with the corrected data, and setting the ‘Data QCStatus’ field to a value of “Passed”. It is very important that the ‘QC’ field be updated on the paper copy and in Tracker, as this field will be used to determine if an EOR is complete and ready for dissemination to the public.

- First check the EO_proof_report printout to verify that all of the required fields have been entered. These fields are highlighted with white text on a black background on the proof report. If all fields are present, check the box on the EOR cover sheet. If not, return the data package to the transcriber for completion.
- Check contents in EO data program areas for logical consistency, consistency with data from the source materials, spelling, punctuation, grammar, and data content and format standards. This is not necessary for the Locators, Sources, and Spatial data program areas, which are either entered automatically by Biotics or have been previously QCed in Mapper.
 - For all EORs, data program areas include Identifiers, Site/Directions, Rep. Detail, Rep. Extent, Survey Information, EO Rank, Description, Protection, MA/Ownership, Additional Topics, Documentation, Version/QC, and Extensible Data. Natural community EORs also include program areas for Rel. to Std, EO Rank Factors, Environment, Composition, Structure, and Inventory.
- Mark changes directly on the EO_proof printout, using red pencil.
- To make corrections arising from your proofreading of the EO record, first open Biotics Tracker, select the Element Occurrence View mode, then find the EOR(s) you want to revise. The best methods are probably to use the Find menu or Find button, along with

the EO_ID as recorded on the EOR cover sheet for the EO, or to open a previously saved working list containing a set of EORs to QC.

- Locate the tab(s) containing the data to revise and make the corrections. As you make a correction make a small red check mark next to the revision notes on the proof report.
- When all corrections are complete, proceed to the “Version/QC” tab and set the “Data QC Status” field to “Passed”. Enter your name (using the form “last name, FI. MI.”) into the “Data QC By” field.

8. Final QC and disposition of the EOR

- When the mapping and data QC processes are complete, deliver the finished EOR data packet to the senior scientist or program area leader responsible for your project or type of data.
- Senior scientist or program area leader only – review the finished EOR data packet as you want, then place the packet in the “completed EORs” file (currently in Glenn’s office). This review is simply to enable you to keep in touch with the data being generated within your discipline and can be as detailed as you wish.
- Data management staff – perform a final QC on the data packet, initial and date the EOR cover sheet, then place the EOR packet in the “to-be-filed” file. This is a process-oriented QC, not another content QC. It will allow data management staff to monitor overall data flow and to ensure that standard procedures are being followed.