



State of Florida
Public Service Commission
AMENDED INTERNAL AFFAIRS AGENDA
Thursday – April 24, 2025
9:30 AM
Room 105 – Gerald L. Gunter Building

1. Draft Efficiency Team Plan (Attachment 1)
2. Legislative Update
3. General Counsel's Report
4. Executive Director's report
5. Other Matters

BB/aml

OUTSIDE PERSONS WISHING TO ADDRESS THE COMMISSION ON
ANY OF THE AGENDAED ITEMS SHOULD CONTACT THE
OFFICE OF THE EXECUTIVE DIRECTOR AT (850) 413-6463.



Florida Public Service Commission Efficiency Team Plan

Draft

PURPOSE

A Florida Public Service Commission (FPSC) efficiency team is established to foster a commitment to continuous improvement in the efficiency and effectiveness of agency operations and in the quality of service the agency provides to the regulated community and Florida's citizens. As a legislative agency, the FPSC is establishing an efficiency team recognizing the current efforts to increase efficiency on the state and federal levels as well as the good measures outlined in the Executive Office of the Governor's Executive Order number 25-44.

SCOPE

The scope of the FPSC efficiency team's activities will focus on internal operational challenges, process improvements, enhanced transparency and documented support for Commission decisions, increased communications, and cross-functional coordination.

GOALS

The primary goals for the FPSC efficiency team will be to:

- Identify and reduce waste or redundancy;
- Utilize technology to promote efficiency and maximize productivity;
- Improve service delivery and responsiveness;
- Better align staff resources with agency priorities;
- Promote transparency and measureable outcomes;
- Recommend administrative or legislative reforms which would promote efficiency, productivity; and
- Support innovation and continuous improvement;

OVERVIEW

Recent legislative efforts have focused on a need to increase government efficiency at both the federal and state levels. During the 2025 legislative session, the Florida legislature is considering house and senate bills that would create a commission of government efficiency.

The Executive Office of the Governor issued Executive Order number 25-44 on February 24, 2025 directing each state agency to establish a government efficiency team whose purpose is to employ innovative technology to identify and eliminate unnecessary and oftentimes frivolous spending, to maximize governmental efficiency and productivity.

Specifically, agency government efficiency teams are responsible for:

1. Utilizing advanced technology, such as artificial intelligence, as part of an ongoing effort to identify and eliminate unnecessary spending, programs, or contracts within the agency;
2. Identifying any pending or funded federal grant awards (within the agency) that are inconsistent with the policies of the state and should be returned to the American taxpayer in furtherance of the President's DOGE efforts; and
3. Recommending administrative or legislative reforms to promote efficiency, maximize productivity, and eliminate waste in state and local government, including recommendations to leverage modern technology and to eliminate the duplication of services, reduce fees, and cut overhead.

The FPSC, as a legislative agency, recognizes the positive measures outlined in both the Executive Order and the current legislative efforts and is committed to continuous innovation and maximizing efficiency and productivity.

FORM AND STRUCTURE

The FPSC efficiency team will consist of a cross-functional group of leaders and managers, representative of the agency. The form of the team will include:

- A Commissioner as determined by the Chairman
- Members of the Executive Director's team
- Legislative staff
- Division Directors representative of both the FPSCs Administrative and Technical units as determined by the Executive Director and/or Chairman
- General Counsel or designee

GOVERNANCE/SCHEDULE

The Chairman or designee along with the Executive Director or designee provides strategic direction and support for the FPSC efficiency team. The Chairman will designate a team lead to coordinate meetings receive suggestions and develop topic outlines.

As part of leadership's commitment to continuous improvement, an *Agency Efficiency and Effectiveness Suggestion Form* will be posted on the FPSC intranet. All FPSC employees will be encouraged to provide ideas and suggestions for improving agency efficiency and effectiveness.

The FPSC efficiency team will convene no less than annually to review employee suggestions received, if any, identify potential opportunities, and develop projects for consideration and prioritization.

The FPSC efficiency team's direction for addressing opportunities for efficiency and effectiveness, the team will meet with the Inspector General annually during the Office of Inspector General (OIG) risk assessment process to provide a summary of efforts and provide input for consideration in the development of the OIG Annual Audit Plan.

REVIEW AND SUNSET PROVISION

To ensure continued relevance and alignment with FPSC priorities, the efficiency team will be reviewed annually at the direction of the Chairman and Executive leadership to evaluate continued value to agency operations. Based on the results of this review, leadership may:

- Continue to function as established;
- Adjust the scope, structure, or membership of the team;
- Integrate the team's function into permanent Division structures or existing processes;
- Sunset the team if its objectives have been achieved or if alternative mechanisms for process improvement are deemed to be more effective.