



Registered Service Agent Program

Description

The Registered Service Agency (RSA) Program is responsible for registering Service Agencies and licensing their employees (Service Agents) who, for hire or payment, install and/or repair commercial weighing and measuring devices. There are currently over 800 Service Agencies registered and nearly 4,000 Service Agents licensed. A Device Repairman Registration Program was created in 1974; until that time, only the State or a county could place devices into service and businesses were experiencing costly delays in deploying new devices. The current RSA law became effective in 2000 and added requirements for Agents to take an exam before receiving a license, and for the RSA Agency Service to possess certified standards.

Activities

The Program is responsible for registering and educating RSAs and licensing their Service Agents who perform technical maintenance services for commercial weighing and measuring device owners/users. Service Agents having made corrective repairs and, having verified device performance, may place the device into service and notify the local weights and measures office of the corrective repairs.

Local officials then re-inspect the device at the next convenient time without necessitating the device and its owner's business transactions remaining unavailable for service.

Device Enforcement staff, both state and county, take actions to ensure RSAs and Agents comply with their legal responsibilities, including the requirement to use suitable and sufficient standards during calibrations.

Program Importance

The Program, through its licensing functions, allows for a licensee to place a device into service without the county weights and measures official needing to test the device before it can be used. By utilizing a RSA to place a device into service a business is able to have a device repaired or have a new device installed and immediately begin using it. County weights and measures officials then verify the accuracy of the device after it has been installed. This saves the business money by being able to utilize the device sooner and allows the county additional time to verify the device, thus making their inspection schedule more efficient.

Budget

The Program is funded entirely by registration and license fees paid by the Agencies and Agents. Sixty percent of the Program revenues are distributed to county departments of weights and measures.

Staffing

Program staff performs oversight work as needed. County officials provide much of the local oversight, including validating the accuracy of RSA repairs.

Forecast

New weighing and measuring devices come into the marketplace regularly. Many are not approved for commercial use, but as they appear simple to use this encourages unlicensed persons install them. A vigilant enforcement program is necessary to prevent these unapproved devices from entering the marketplace and to reduce the number of unlicensed Service Agents.

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