

Florida Department of
**Business &
Professional
Regulation**

Division of Hotels and Restaurants *2014-2015 Annual Report*

Rick Scott
Governor

Ken Lawson
Secretary

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Ken Lawson, Secretary

Rick Scott, Governor

Dear Friends:

Fiscal Year 2014/2015 was an exciting time at the Department of Business and Professional Regulation. As Secretary, I have had the privilege of leading a dedicated team through making many improvements for our licensees and Florida's consumers.

As the head of this agency, it is my responsibility to help make Florida the best place for businesses to operate. I believe the way to make this happen is to use smart regulation, strong but fair enforcement and good lines of communication with our customers.

Smart regulation is regulation that helps businesses grow and protects Floridians, not regulation that makes life more difficult for businesses and professionals. Enforcing our rules and regulations is necessary, but this enforcement must be fair above all else and our licensees deserve a voice throughout the regulation and enforcement process. We value communication with our customers and rely on each of you to let us know what is working, what is not working and what we can do better.

We are committed to streamlining processes, eliminating cumbersome and unnecessary regulation and providing exceptional customer service. Feedback from our customers and partners will ensure we stay on track to make that happen. As always, thank you for working with us, and I look forward to the next Fiscal Year!

Sincerely,



Ken Lawson

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The Division of Hotels and Restaurants (division) is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida.¹ The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.² The mission of the division is to protect the health and safety of the public by providing the industry with quality inspections and fair regulation.

The division is organized into four main units:

- The Office of the Director;
- The Bureau of Sanitation and Safety Inspections;
- The Bureau of Field Services; and
- The Bureau of Elevator Safety.

During the past Fiscal Year, the division was authorized 307 positions to provide program services and an operating budget of \$21,317,546. During this period, the division:

- Operated its sixth full year of centralized public food service plan review in Tallahassee providing cost reductions and faster turnaround for its customers;
- Conducted a total of 127,817 public food service and lodging establishment inspections to ensure sanitation and safety standards (see tables on pages 11-13);
- Performed more than 98% of the statutorily required inspections for public food service and lodging establishments (see table on page 13), compared to 74% in 2005; and
- Cited a total of 828,516 violations of sanitary standards in public food service and lodging establishments (see tables on pages 14-20).

Additionally:

- The division's restaurant inspection program is the largest in the country to achieve five national standards of program excellence;
- The number of restaurant licenses has increased almost 16% since 2005, lodging licenses almost 9%, and elevator licenses almost 25%; and
- The number of plan reviews submitted annually has increased almost 18% since 2005.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

OFFICE OF THE DIRECTOR

Diann S. Worzalla, Director

The Office of the Director oversees the activities and operations of the division. The director manages the preparation of the division's annual legislative budget request; ensures that appropriated funds are properly disbursed; and is responsible for implementing legislative changes to Chapters 399 and 509, Florida Statutes, as well as promulgating rules and regulations pertaining to the division's programs. The director works closely with the department's legal staff regarding matters of enforcement and compliance, as well as emergency closures for establishments posing an immediate health or safety threat to the public.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Steven von Bodungen, Bureau Chief

During Fiscal Year 2014-2015, the Bureau of Sanitation and Safety Inspections accomplished 127,817 inspections of the 90,158 licensed food service and lodging establishments in Florida to ensure the health and safety of our residents and visitors. The bureau has seven district offices that are located in Miami, Margate, Fort Myers, Orlando, Tampa, Jacksonville and Panama City Beach. Each of the seven district offices is responsible for coordinating daily activities and scheduling inspections. Administrative enforcement cases are initiated by district offices to ensure compliance with the law. The division is authorized to assess fines up to \$1,000 per violation and to suspend or revoke an operator's license. In addition to routine safety and sanitation inspections, the bureau performs:

- Opening inspections for new establishments and changes of ownership;
- "Call-back" inspections on establishments cited for high priority violations with a specified time period to verify correction of deficiencies;
- Complaint investigations; and
- Foodborne illness investigations in coordination with the Florida Department of Health.

Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our staff of qualified trainers. This office conducts new employee orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

OPQ coordinates and provides technical training for division inspection staff as required by Section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by US Food and Drug Administration (FDA)-certified inspection/training officers on Risk-Based and Hazard Analysis and Critical Control Point inspections. Each inspector receives a minimum of 20 continuing education hours per year in food safety and sanitation. In Fiscal Year 2014-2015, OPQ facilitated 10,227 continuing education hours statewide.

OPQ staff is responsible for monitoring federal and state food code changes that affect the division and for making recommendations to management regarding rules and policies influenced by those changes. The technical coordinators also assist in the application of laws and rules, help resolve implementation issues for field staff and industry, and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. The coordinators address technical questions from the public regarding laws, rules and procedures, and field complaints prior to investigation by the district offices.

Office of Plan Review (OPR) oversees plan review for new or altered food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all reviews in Tallahassee Headquarters. OPR reviewed 5,837 plans for a total of \$875,500 collected in revenue. OPR has implemented various process improvements, cost reduction and avoidance strategies, including electronic plan review submission, thereby reducing postage and printing costs. Centralization also resolved numerous workload inequities and substantially improved customer service. Eligible restaurant license applicants are able to electronically submit their plans for immediate feedback and approval. Plan review centralization has resulted in a more efficient use of resources, greater consistency and responsiveness, and a time cost savings to applicants.

BUREAU OF FIELD SERVICES

James Cohee, Bureau Chief

The Bureau of Field Services supports the rest of the division to ensure achievement of the core mission. This bureau includes the division's Licensure and Compliance sections. In addition, the bureau is responsible for analyzing business processes and recommending ongoing improvement initiatives. This includes responsibility for designing, producing and maintaining most of the division's customized forms and other publications, including brochures, newsletters, statutes, rules and codes for use by the division's staff, licensees and the public. Additionally, staff develops the division's web content ensuring timely sharing of information.

Some staff members serve as technical coordinators for the division, providing assistance and information to the department's information technology division regarding the division's computer resources. The division's data stewards and knowledge champions reside in this unit and are responsible for creating and disseminating customized reports for the division's staff and the public. The Bureau of Field Services' Knowledge Champions are responsible for the development of and providing front line support for the division's mobile inspection application program. During the 2014-2015 Fiscal Year, the Bureau of Field Services received two Davis Productivity awards for innovations that resulted in significant increases in employee work efficiency and savings to the State of Florida.

Licensure Section

The Licensure Section processes licenses for public lodging and food service establishments and issues elevator Certificates of Operation. Staff enters new licenses and changes of ownership, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. They coordinate the division's annual license renewals for 90,158 public food and lodging establishments and 51,070 active elevators, escalators and other vertical conveyances. Staff members also work closely with the department's information technology unit to ensure the single licensing system supports the division's functions according to current business practices and legal requirements.

Compliance Section

The Compliance Section manages the administrative enforcement activity of the division. This office also coordinates indexing of enforcement cases and works with department legal staff to process emergency orders and formal hearings with the Division of Administrative Hearings within the Department of Management Services. The office has continued to emphasize compliance in keeping with the division's mission. This includes an informal, less adversarial, settlement process that concludes cases in a shorter time and reduces the need for litigation. Due to economic realities, the Compliance Section reduced fine penalties across-the-board by 20 percent in Fiscal Year 2010-2011 and decreased enforcement for minor offenders.

BUREAU OF ELEVATOR SAFETY

Michelle Comingore, Bureau Chief

The Bureau of Elevator Safety enforces Florida's elevator laws to ensure the safety of persons using vertical and horizontal transportation (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The program enforces the national standards of the American Society of Mechanical Engineers' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.3 and A18.1), the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes, and Chapter 30, Florida Building Code-Buildings. Other accompanying standards include the National Electrical Code, State Fire Marshal's Uniform Fire Safety Standards, National Fire Protection Association Life Safety Code, Americans with Disability Act and Florida Accessibility Code, and Chapter 61C-5, Florida Administrative Code.

The bureau issues Certificates of Operation for elevators and other vertical conveyances; issues construction and alteration permits; verifies service maintenance contract agreements; licenses registered elevator companies; and issues professional credentials for Certified Elevator Technicians, Certified Elevator Inspectors, and Certificates of Competency. It also registers providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators, and coordinates annual renewals of Certificates of Operation and licensed credentials for professions with the division's Licensure Section. The bureau also manages local program contracts, authorized by statute, with the cities of Miami and Miami Beach, Miami-Dade

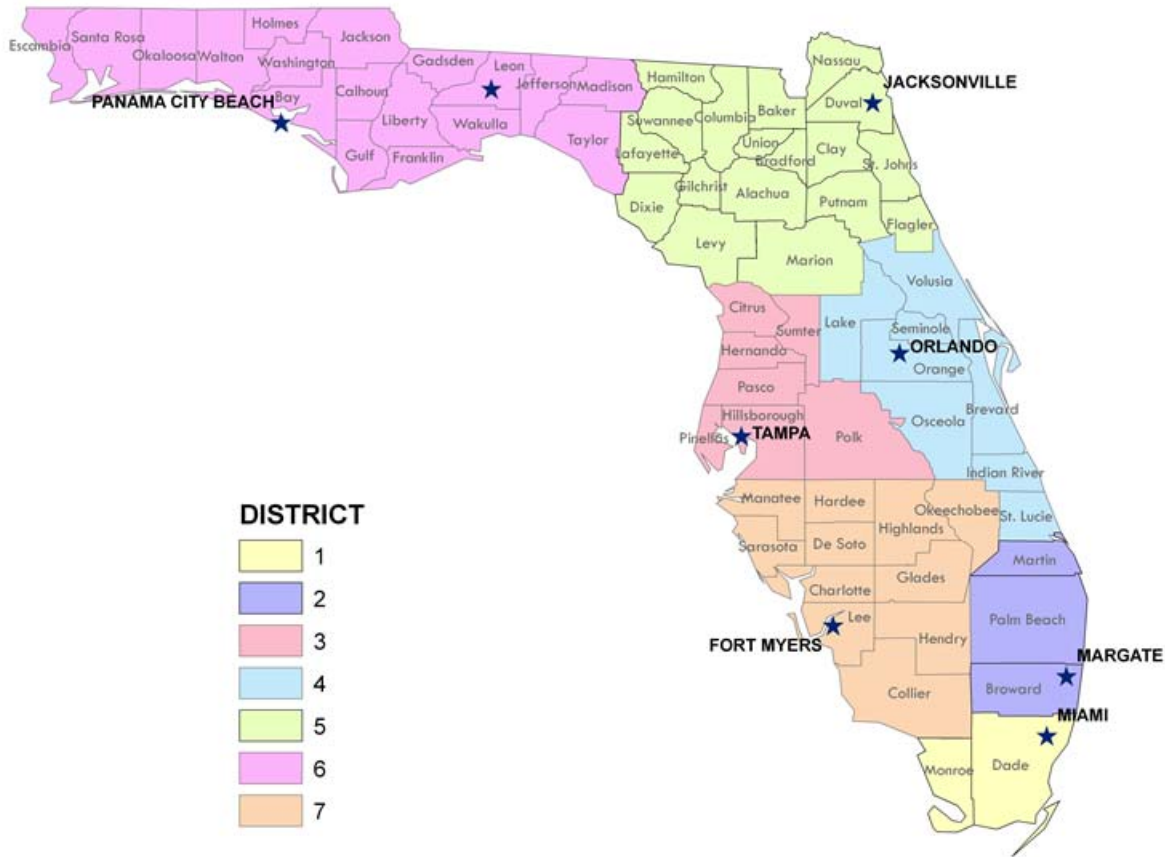
County, Broward County and Reedy Creek Improvement District to ensure that the programs adhere to state standards.

To assure rider safety, bureau inspectors monitor the quality of private elevator inspections and local contracted programs. In addition to performing inspections, the bureau's ten Certified Elevator Inspectors respond to complaints, educate owners about their responsibility to have annual safety inspections and work to eliminate code violations in their respective regions. During Fiscal Year 2014-2015, these inspectors conducted 3,168 monitoring inspections.

Florida's elevator safety program achieved 98.56 percent compliance for Certificate of Operation licenses. This high level of compliance was achieved through the efforts of field and office staff by a combination of site visits, written notices and, in rare instances, administrative fines. Securing compliance of over 98 percent of all vertical and horizontal transportation devices in Florida benefits and positively impacts not only citizens but also visitors of Florida. The use of unsafe and defective lifting devices imposes a substantial probability of serious injury and exposes elevator personnel as well as the public to unsafe and hazardous conditions. Ensuring the safety of life and limb, and protecting the health and welfare of the riding public and elevator personnel is the core mission of the Bureau of Elevator Safety.

The bureau's oversight role for over 52,000 conveyances and five contracted jurisdictions continues to increase due to ongoing growth in new elevator construction and registration of new elevator workers and companies within the state.

REGULATORY DISTRICTS AND OFFICES



Public Lodging and Food Service Establishment Licensing

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2014-2015

District	New/ Conversion	Closed	Remodel	Total	Fees
1	685	73	120	878	\$131,700.00
2	632	97	122	851	\$127,650.00
3	732	91	155	978	\$146,700.00
4	943	145	233	1321	\$198,150.00
5	525	63	104	692	\$103,800.00
6	367	68	80	515	\$77,250.00
7	470	65	67	602	\$90,300.00
Total	4354	602	881	5837	\$875,550.00

Table 2: Number of Variances Processed—FY 2014-2015

DISTRICT	No. of Variances		Total
	Routine	Emergency	
1	7	10	17
2	3	10	13
3	4	5	9
4	20	19	39
5	9	6	15
6	1	4	5
7	1	4	5
Total	45	58	103

Figure 1: Historical Comparison of Plan Reviews Received



Public Lodging and Food Service Establishment Licensing

Table

3: Public Lodging and Food Service Establishment License Accounts—End of FY 2014-2015

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	395	254	244	371	201	144	165	1,774
Motels	265	347	492	547	345	322	333	2,651
Nontransient Apartments	5,367	3,821	2,777	2,244	1,479	1,069	859	17,616
Transient Apartments	207	246	178	96	38	19	142	926
Bed and Breakfasts	59	23	32	39	66	27	13	259
Vacation Rentals - Condos								
Single	402	40	233	1,296	149	282	121	2,523
Group	74	73	86	251	48	172	199	903
Collective	83	19	90	128	51	315	150	836
Vacation Rentals - Dwellings								
Single	569	193	3,473	6,204	128	466	390	11,423
Group	24	10	21	33	8	18	21	135
Collective	104	64	182	270	60	237	218	1,135
Vacation Rentals – Timeshare Projects								
Single	0	0	0	1	0	0	0	1
Group	0	0	0	9	0	1	0	10
Collective	0	0	0	0	0	0	0	0
SUBTOTAL	7,549	5,090	7,808	11,489	2,573	3,072	2,611	40,192
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	5,575	6,697	6,589	7,927	4,512	3,210	4,627	39,137
Permanent Nonseating	955	952	917	1,229	579	302	517	5,451
Theme Park Food Carts	0	1	5	18	7	0	0	31
Catering	167	177	117	211	98	55	87	912
Hot Dog Carts	141	79	121	130	92	35	51	649
Mobile Food Dispensing Vehicles	465	306	579	634	328	273	256	2,841
Vending Machines	9	48	247	385	183	4	69	945
SUBTOTAL	7,312	8,260	8,575	10,534	5,799	3,879	5,607	49,966
GRAND TOTAL	14,861	13,350	16,383	22,023	8,372	6,951	8,218	90,158

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2015

Table 4: Temporary Food Service Event Licenses Issued — FY 2014-2015

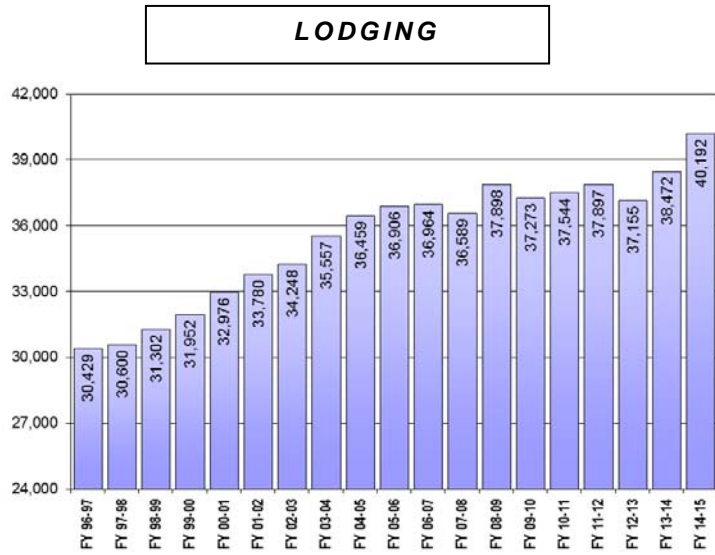
License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	544	283	252	584	264	223	29	2,194
4-30 day license	458	285	569	542	380	168	336	2,738
Annual license	55	74	45	81	18	28	27	328
Already Licensed – Annual	159	385	129	193	135	84	59	1,145
Already Licensed – Permanent	166	254	99	124	282	211	51	1,187
Already Licensed - DACS	5	79	29	10	33	41	17	258
Total	1,431	1,365	1,123	1,534	1,112	765	518	7,849

SOURCE: DBPR Versa: Regulation Single Licensing System 08.20.2015

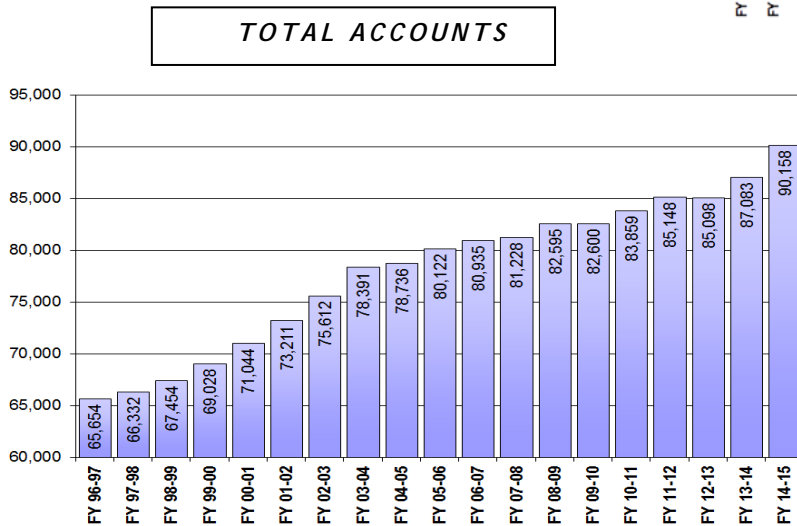
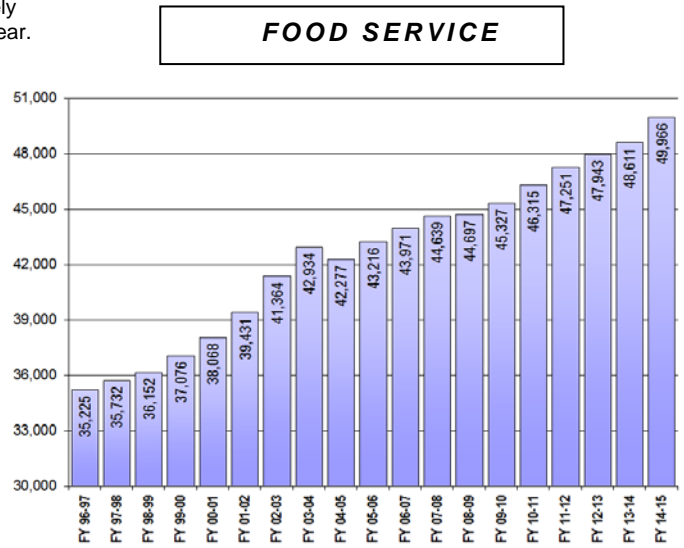
NOTE: Vendors with a DBPR or Department of Agriculture and Consumer Services (DACs) food service license may operate under their existing license when they have a satisfactory on-site inspection.

Public Lodging and Food Service Establishment Licensing

Figure 2: Historical Comparison of Total Number of Public Lodging and Food Service Accounts



Beginning in 2008, the division started annually administratively closing vacation rental accounts that were expired over one year.



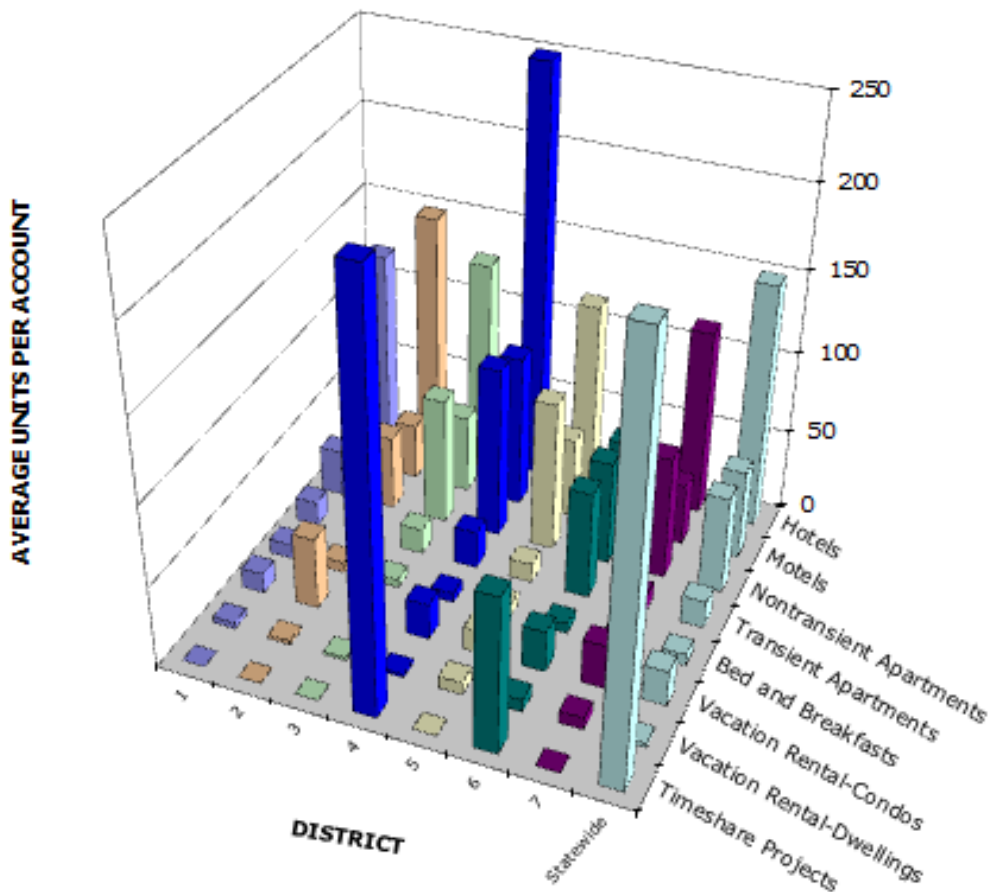
Public Lodging and Food Service Establishment Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2014-2015

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	46,752	37,755	30,929	94,567	23,171	14,170	18,850	266,194
Motels	12,068	11,823	23,340	51,093	17,056	17,969	12,457	145,806
Nontransient Apartments	153,379	173,995	215,840	235,408	136,046	67,897	64,545	1,047,110
Transient Apartments	3,122	4,196	2,736	2,205	438	1,249	1,483	15,429
Bed and Breakfasts	524	148	156	223	483	161	81	1,776
Vacation Rental-Condos	6,784	5,799	6,450	36,814	3,461	19,302	12,577	91,187
Vacation Rental-Dwellings	2,516	620	6,923	11,402	1,448	5,313	4,621	32,843
Timeshare Projects	0	0	0	3,667	0	95	0	3,762
TOTAL	225,145	234,336	286,374	435,379	182,103	126,156	114,614	1,604,107

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2015

Figure 3: Average Number of Public Lodging Units per Account—End of FY 2014-2015



Public Lodging and Food Service Establishment Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2014-2015

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,181	11,415	541	2	4	13,143
2	1,116	13,575	1,133	4	0	15,828
3	1,236	13,483	1,073	5	0	15,797
4	1,575	19,519	1,173	59	1	22,327
5	921	8,624	860	33	1	10,439
6	598	6,351	591	7	2	7,549
7	715	10,711	640	0	2	12,068
TOTAL	7,342	83,678	6,011	110	10	97,151

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	504	6,629	192	0	0	7,325
2	409	4,853	201	1	0	5,464
3	346	4,167	408	0	0	4,921
4	325	4,435	479	5	0	5,244
5	218	2,567	214	5	0	3,004
6	101	2,003	283	1	0	2,388
7	98	2,103	118	0	1	2,320
TOTAL	2,001	26,757	1,895	12	1	30,666

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,685	18,044	733	2	4	20,468
2	1,525	18,428	1,334	5	0	21,292
3	1,582	17,650	1,481	5	0	20,718
4	1,900	23,954	1,652	64	1	27,571
5	1,139	11,191	1,074	38	1	13,443
6	699	8,354	874	8	2	9,937
7	813	12,814	758	0	3	14,388
TOTAL	9,343	110,435	7,906	122	11	127,817

SOURCE: DBPR Versa:Regulation Single Licensing System 07.04.2015

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishment Inspections

Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2014-2015

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	53	4,036	275	1	1	4,366
2	100	4,430	531	0	0	5,061
3	157	4,410	478	1	0	5,046
4	45	5,731	585	21	0	6,382
5	119	2,716	520	36	1	3,392
6	20	2,503	345	7	0	2,875
7	33	3,002	246	0	0	3,281
TOTAL	527	26,828	2,980	66	2	30,403

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	5	661	47	0	0	713
2	50	498	80	0	0	628
3	39	360	163	0	0	562
4	34	443	211	5	0	693
5	13	450	135	5	0	603
6	3	293	220	0	0	516
7	2	279	45	0	0	326
TOTAL	146	2,984	901	10	0	4,041

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	58	4,697	322	1	1	5,079
2	150	4,928	611	0	0	5,689
3	196	4,770	641	1	0	5,608
4	79	6,174	796	26	0	7,075
5	132	3,166	655	41	1	3,995
6	23	2,796	565	7	0	3,391
7	35	3,281	291	0	0	3,607
TOTAL	673	29,812	3,881	76	2	34,444

SOURCE: DBPR Versa:Regulation Single Licensing System 07.04.2015

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishment Inspections

Table 8: Public Lodging and Food Service Establishment Inspection Frequency and Performance—FY 2014-2015

- **Apartments 98.37% met inspection requirement (target 100%)**
- **Lodging (non apartments) 98.62% met inspection requirement (target 100%)**
- **Food Establishments 98.20% met inspection requirement (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	49,988	4,685	18,543	73,216
Percent Change Since Last Fiscal Year	2.84%	0.26%	0.46%	2.06%
Annual Food Service inspections Required per License	See Table 8A			
Annual Lodging Inspections Required per License		2	1	
Estimated Number of Annual Inspections Required	84,549	9,370	18,543	112,462
Number Active Licenses Inspected Once	13,014	83	17,073	30,170
Number Active Licenses Inspected Twice	29,023	3,492	1,097	33,612
Number Active Licenses Inspected 3 Times	6,381	874	105	7,360
Number Active Licenses Inspected 4 or More Times	1,043	214	16	1,273
Number Active Licenses Not Inspected This Period	769	14	289	1,072
Percent Active Licenses Inspected Once	26.03%	1.77%	92.07%	41.21%
Percent Active Licenses Inspected Twice	58.06%	74.54%	5.92%	45.91%
Percent Active Licenses Inspected 3 Times	12.77%	18.66%	0.57%	10.05%
Percent Active Licenses Inspected 4 or More Times	2.09%	4.57%	0.09%	1.74%
Percent Active Licenses Not Inspected This Period	1.54%	0.30%	1.56%	1.46%
Number Active Licenses that Met or Exceeded Annual Requirement	49,086	4,647	18,288	72,021
Percent Active Licenses that Met or Exceeded Annual Requirement	98.20%	99.19%	98.62%	98.37%

SOURCE: DBPR Versa: Regulation Single Licensing System 07.06.2015

Note:*Other than apartments and vacation rentals. For purpose of this table, the term “lodging” includes hotels, motels and bed & breakfast inns. Vacation rentals are inspected in response to complaints and are not included above. All data for this table was collected on 7/06/2015. The number of active licenses is slightly different from Table 3 because of license processing accomplished since compiling the data for that table.

Table 8A: Public Food Service Risk Level Inspection Requirements

Risk-Based Category	Description	Inspections Required	License Count
Level 1	Temporary public food service establishments, Vending machines, Public food service establishments that: <ul style="list-style-type: none"> • Do not cook raw animal food; or • Cook raw animal food, but do not cool any cooked/heated foods 	1	15,592
Level 2	Public food service establishments that: <ul style="list-style-type: none"> • Cook raw animal food and cool any cooked/heated food; or • Conduct a special process as defined in 3-502.11 or 3-502.12, 2009 FDA Food Code; or • Serve a raw or undercooked animal food that requires a consumer advisory 	2	34,262
Level 3	Public food service establishments that: <ul style="list-style-type: none"> • Have a history of non-compliance (the division has taken three or more disciplinary actions over a two-year period) or • Serve a highly susceptible population (HSP) 	3	103
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness	4	31

Note: A public food service establishment’s inspection requirement is determined by its Risk Level.

Public Lodging and Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2014-2015

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS							
01A Food obtained from approved source	196	0	0	0	196	0.03%	0.002
01B Food safe and unadulterated; sound condition	9,294	134	14	0	9,442	1.23%	0.101
01C Shellstock tags; commingling	0	2,874	97	0	2,971	0.39%	0.032
01D Parasite destruction for raw/undercooked fish	1,370	64	0	0	1,434	0.19%	0.015
02A Consumer advisory on raw/undercooked oysters	0	452	0	0	452	0.06%	0.005
02B Consumer advisory on raw/undercooked animal foods	11	2,739	0	0	2,750	0.36%	0.029
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	957	16,940	0	0	17,897	2.32%	0.191
03A Receiving and holding PH/TCS foods cold	25,481	1	65	0	25,547	3.32%	0.272
03B Receiving and holding PH/TCS foods hot	6,402	0	0	0	6,402	0.83%	0.068
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	249	142	3	0	394	0.05%	0.004
03D Cooling PH/TCS foods; proper cooling methods	3,003	4,907	0	0	7,910	1.03%	0.084
03E Reheating PH/TCS foods for hot holding	566	0	4	0	570	0.07%	0.006
03F Time as a Public Health Control	2,619	1,857	1	0	4,477	0.58%	0.048
03G Reduced oxygen packaging (ROP) and other Special Processes	161	72	0	0	233	0.03%	0.002
07 Unwrapped or PH/TCS food not re-served	113	0	0	0	113	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	21,146	6	917	0	22,069	2.86%	0.235
08B Food protection during preparation, storage and display	2,415	666	30,742	0	33,823	4.39%	0.361
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	3,196	78	423	0	3,697	0.48%	0.039
11 Employee health knowledge; ill/symptomatic employee present	87	5,639	20	0	5,746	0.75%	0.061
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	17,037	1,398	0	0	18,435	2.39%	0.197
12B Employee eating, drinking, tasting food, smoking	0	1	15,239	0	15,240	1.98%	0.163

Continued on next page

Public Lodging and Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2014-2015
(continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS							
22 Food-contact surfaces clean and sanitized	6,902	49,765	9,694	0	66,361	8.61%	0.708
31A Handwash sink(s) installed, accessible, not used for other purposes	0	23,314	0	0	23,314	3.03%	0.249
31B Handwashing supplies and handwash sign provided	0	21,382	10,728	0	32,110	4.17%	0.342
32 Bathrooms	0	152	6,868	0	7,020	0.91%	0.075
41 Chemicals/toxic substances	13,996	6,846	467	0	21,309	2.77%	0.227
53A Food manager certification; knowledge/active managerial control (except employee health)	0	9,476	0	0	9,476	1.23%	0.101
53B State approved food handler training; employee duty specific training/knowledge	0	16,305	0	0	16,305	2.12%	0.174
Subtotal: 1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS	115,201	165,210	75,282	0	355,693	46.17%	3.793
2. GOOD RETAIL PRACTICES							
02 Original container; properly labeled, date marking, shell stock tags							
02D Food items properly labeled; original container	0	266	11,856	0	12,122	1.57%	0.129
03 Food at proper temperature (manually entered/scanned)							
04 Facilities to maintain PH/TCS foods at the proper temperature	0	68	0	0	68	0.01%	0.001
05 Food and food equipment thermometers provided and accurate	27	6,133	9,108	0	15,268	1.98%	0.163
06 PH/TCS foods properly thawed	0	0	4,548	0	4,548	0.59%	0.048
10 In use food dispensing utensils properly stored	429	0	21,083	0	21,512	2.79%	0.229
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)							
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	253	11,332	0	11,585	1.50%	0.124
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	1,426	9,007	56,683	0	67,116	8.71%	0.716
16 Dishwashing facilities; chemical test kit(s); gauges	65	9,586	10,533	0	20,184	2.62%	0.215
20 Sanitizing concentration or temperature (manually entered/scanned)							

Continued on next page

Public Lodging and Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2014-2015
(continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES							
20A Sanitizing concentration							
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	26,061	0	26,061	3.38%	0.278
23 Non-food contact surfaces clean	6	0	43,455	0	43,461	5.64%	0.463
24 Storage/handling of clean equipment, utensils; air drying	0	1	16,185	0	16,186	2.10%	0.173
25 Single-service and single-use items	44	20	16,622	0	16,686	2.17%	0.178
27 Water source safe, hot (100F) and cold under pressure	55	8,163	447	0	8,665	1.12%	0.092
28 Sewage and waste water disposed properly	466	69	515	0	1,050	0.14%	0.011
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	8,672	1,203	10,994	0	20,869	2.71%	0.223
31 Toilet and handwashing facilities, number, convenient, designed, installed							
33 Garbage and refuse, premises maintained	0	0	9,749	0	9,749	1.27%	0.104
35A No presence or breeding of insects/rodents/pests; no live animals	8,347	167	2,901	0	11,415	1.48%	0.122
35B Outer openings protected from insects/pests, rodent proof	0	0	5,738	0	5,738	0.74%	0.061
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	61,940	0	61,940	8.04%	0.660
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	8,756	0	8,756	1.14%	0.093
40 Employee personal belongings	0	0	6,176	0	6,176	0.80%	0.066
42 Cleaning and maintenance equipment	0	0	6,740	0	6,740	0.87%	0.072
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	2	144	45	0	191	0.02%	0.002
50 Current license, properly displayed	2,906	0	2,764	0	5,670	0.74%	0.060
51 Other conditions sanitary and safe operation	0	1,057	11,486	112	12,543	1.63%	0.135
52 Misrepresentation; misbranding	0	233	23	0	256	0.03%	0.003
54 Florida Clean Indoor Air Act Compliance	0	0	34	0	34	0.00%	0.000
55 Automatic Gratuity Notice	0	0	11	0	11	0.00%	0.000
Subtotal: 2. GOOD RETAIL PRACTICES	22,445	36,370	355,785	112	414,600	53.81%	4.422

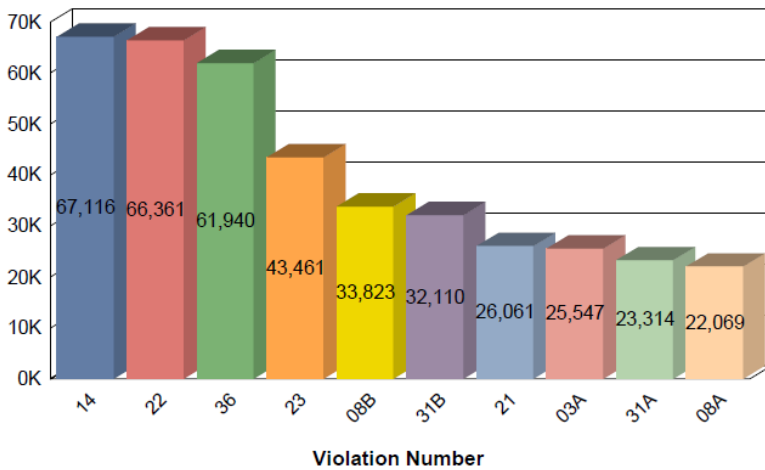
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Public Lodging and Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2014-2015
(continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY							
35B-02 Doors required to swing in the direction of egress travel	0	0	138	0	138	0.02%	0.001
45 Fire extinguishing equipment	0	0	0	1,187	0	0.00%	0.013
46 Exits not blocked or locked	0	0	0	706	0	0.00%	0.008
47 Electrical wiring/outlets in good repair	0	0	0	183	0	0.00%	0.002
48 Gas appliances; boiler certificate current/posted	0	0	0	709	0	0.00%	0.008
49 Flammable/combustible materials	0	0	0	127	0	0.00%	0.001
Subtotal: 3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	0	0	138	2,912	138	0.02%	0.033
GRAND TOTAL	137,646	201,580	431,205	3,024	770,430		8.215
Average per Inspection:	1.468	2.149	4.598	0.032	8.215		

Top 10 Violations



Top 10 Food Violations

- 14 Food Contact Surfaces Maintained
- 22 *Food Contact Surfaces Clean and Sanitized
- 36 Floors, Walls, Ceilings, Attached equipment clean
- 23 Non-food Contact Surfaces Clean
- 08B *Food Protection
- 31B *Handwashing Supplies and Signs
- 21 Wiping Cloths
- 03A *Cold food at proper temperature
- 31A *Handwashing sink(s) installed, accessible, properly used
- 08A Separating raw animal foods from: each other, RTE foods and unwashed produce

*Violations with a * are high priority*

Public Lodging and Food Service Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2014-2015

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS							
02 Safety: Fire hazards	1,689	0	0	0	1,689	2.91%	0.056
05 Safety: Hearing impaired smoke detectors	925	0	0	0	925	1.59%	0.031
08 Safety: Boiler, boiler room	150	0	0	0	150	0.26%	0.005
09 Safety: Lighting: public, guest rooms	0	0	189	0	189	0.33%	0.006
10 Safety: Adequate heating	7	0	0	0	7	0.01%	0.000
11 Safety: Appliances properly installed; maintained	0	0	739	0	739	1.27%	0.025
12-04 Safety: Balcony: railing with greater than 4 inch opening	3,954	0	0	0	4	0.01%	0.132
13 Safety: Building repair	0	0	9,753	0	9,753	16.79%	0.325
14 Safety: Proper locking devices	218	0	0	0	218	0.38%	0.007
15 Sanitation: Bathrooms: public, guest, supplies	0	0	1,487	0	1,487	2.56%	0.050
16 Sanitation: Water source safe; hot/cold provided	109	0	0	0	109	0.19%	0.004
17 Sanitation: Bedding: bed linens, towels	0	0	1,535	0	1,535	2.64%	0.051
19 Sanitation: Plumbing	4,936	80	498	0	5,514	9.49%	0.184
20 Sanitation: Ventilation	0	0	397	0	397	0.68%	0.013
21 Sanitation: Toxics: storage, use	236	632	0	0	868	1.49%	0.029
22 Sanitation: Ice protection	1,292	0	0	0	1,292	2.22%	0.043
23 Sanitation: Glassware; tableware; utensils sanitized	486	26	262	0	774	1.33%	0.026
24 Sanitation: Vermin control	2,084	0	0	0	2,084	3.59%	0.069
25 Sanitation: Premises maintained	0	0	8,969	0	8,969	15.44%	0.299
26 Sanitation: Garbage and refuse disposal	0	0	11,045	0	11,045	19.01%	0.368
27 Sanitation: Sewage and waste water disposal	81	0	51	0	132	0.23%	0.004
33 Consumer Protection: Unethical business practices; overbooking	1	0	0	0	1	0.00%	0.000
34 Consumer Protection: Licensee: criminal conduct	2	0	0	0	2	0.00%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	5	0	5	0.01%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	492	0	492	0.85%	0.016
37 Consumer Protection: Guest register	0	0	41	0	41	0.07%	0.001
38 General: Current license: displayed, available upon request	2,213	0	1,580	0	3,793	6.53%	0.126
39 General: Housekeeping	0	0	1,850	0	1,850	3.18%	0.062
40 General: Other conditions: safe, sanitary	36	0	37	1	73	0.13%	0.002
Subtotal: 1. LODGING VIOLATIONS	18,419	738	38,930	1	58,087	100.00%	1.936

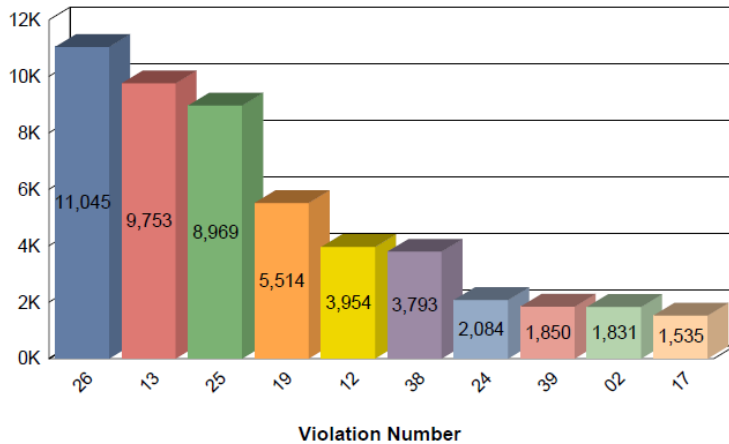
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Public Lodging and Food Service Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2014-2015
(Continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY							
01 Safety: Fire extinguishers	0	0	0	1,480	0	0.00%	0.049
02 Safety: Fire hazards	0	0	0	142	0	0.00%	0.005
03 Safety: Fire Sprinkler system	0	0	0	21	0	0.00%	0.001
04 Safety: Smoke detectors; fire alarm systems	0	0	0	1,091	0	0.00%	0.036
05 Safety: Hearing impaired smoke detectors	0	0	0	87	0	0.00%	0.003
06 Safety: Exits obstructed	0	0	0	124	0	0.00%	0.004
07 Safety: Electrical wiring in good repair	0	0	0	113	0	0.00%	0.004
08-03 Safety: Boiler certificate	0	0	0	620	0	0.00%	0.021
11 Safety: Appliances properly installed; maintained	0	0	0	18	0	0.00%	0.001
Subtotal: 2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	0	0	0	3,696	0	0.00%	0.123
Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
GRAND TOTAL	18,419	738	38,930	3,697	58,086		1.936
Average per Inspection:		0.614	0.025	1.297	0.123	1.936	

Top 10 Violations



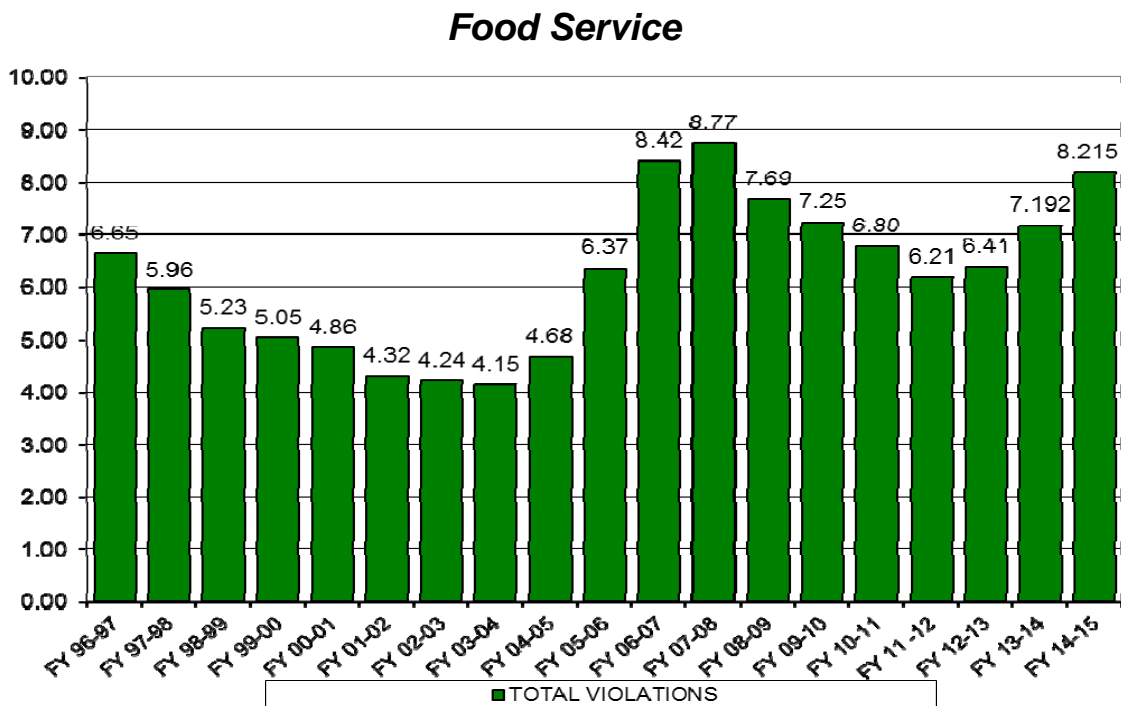
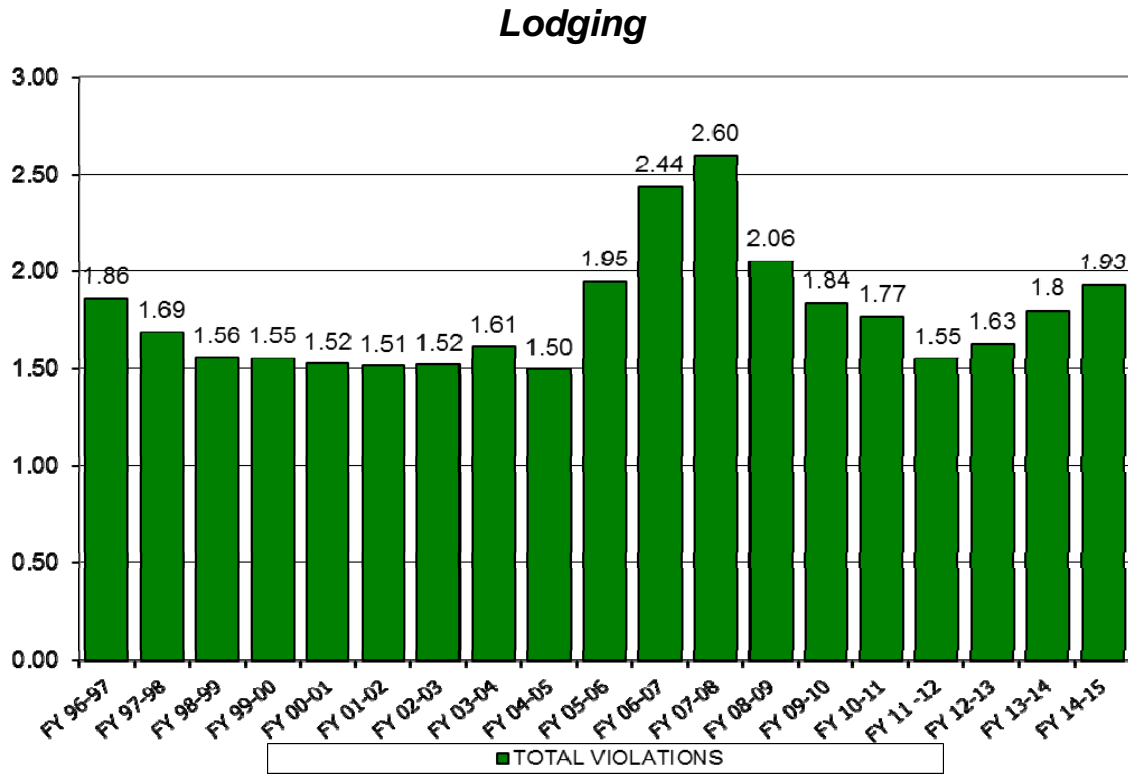
Top 10 Lodging Violations

- 26 Garbage and Refuse Disposal
- 13 Building Repair
- 25 Premises Maintained
- 19 Plumbing
- 12 *Balcony, Railing Safety
- 38 *Current License Displayed
- 24 *Vermin Control
- 39 Housekeeping
- 2 *Fire Hazards
- 17 Sanitation: Bedding: Bed linens, towels

*Violations with a * are high priority*

Public Lodging and Food Service Establishment Violations

Figure 4: Historical Comparison of Average Number of Violations per Inspection



Public Lodging and Food Service Establishment Consumer Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2014-2015

DISPOSITION	DISTRICT								TOTAL
	Other	1	2	3	4	5	6	7	
Confirmed	2	28	36	46	11	8	13	8	152
Handled by Phone	1	0	0	0	1	5	0	0	7
Not Observed	2	86	290	155	204	265	100	152	1,254
Other	6	82	170	106	132	57	76	62	691
Total	11	196	496	307	348	335	189	222	2,104

SOURCE: DBPR Versa: Regulation Single Licensing System 8.19.2015

Table 12: Consumer Complaint Activity—FY 2014-2015

DISPOSITION	DISTRICT								TOTAL
	Other	1	2	3	4	5	6	7	
Food Service									
Confirmed	9	54	200	196	89	230	168	60	1,006
Handled by Phone	8	0	8	2	25	32	9	0	84
Not Observed	20	160	459	447	468	481	272	275	2,582
Other	33	189	103	265	465	186	100	128	1,469
Subtotal	70	403	770	910	1,047	929	549	463	5,141
Lodging-Apartments									
Confirmed	0	14	10	40	12	23	24	4	127
Handled by Phone	0	0	1	1	2	2	6	0	12
Not Observed	0	29	39	41	30	43	29	11	222
Other	1	66	8	59	25	12	17	6	194
Subtotal	1	109	58	141	69	80	76	21	555
Lodging-Hotels, Motels and Bed & Breakfasts									
Confirmed	1	13	29	87	49	54	103	17	353
Handled by Phone	0	0	1	0	2	3	2	0	8
Not Observed	0	46	106	135	195	72	90	58	702
Other	0	31	15	76	150	37	25	22	356
Subtotal	1	90	151	298	396	166	220	97	1,419
Lodging-Vacation Rentals									
Confirmed	0	0	0	4	2	0	6	2	14
Handled by Phone	0	0	0	0	1	0	0	0	1
Not Observed	0	4	3	4	32	0	12	1	56
Other	0	6	0	1	12	3	6	1	29
Subtotal	0	10	3	9	47	3	24	4	100
Grand Total	72	612	982	1,358	1,559	1,178	869	585	7,215

SOURCE: DBPR Versa: Regulation Single Licensing System 8.19.2015

NOTE: Confirmed and Not Observed denotes that the division followed up with an inspection. Disposition "Other" includes all other follow-ups other than phone calls, including letters, e-mails, referrals to other agencies, and—most commonly—not recorded, possibly due to an open investigation.

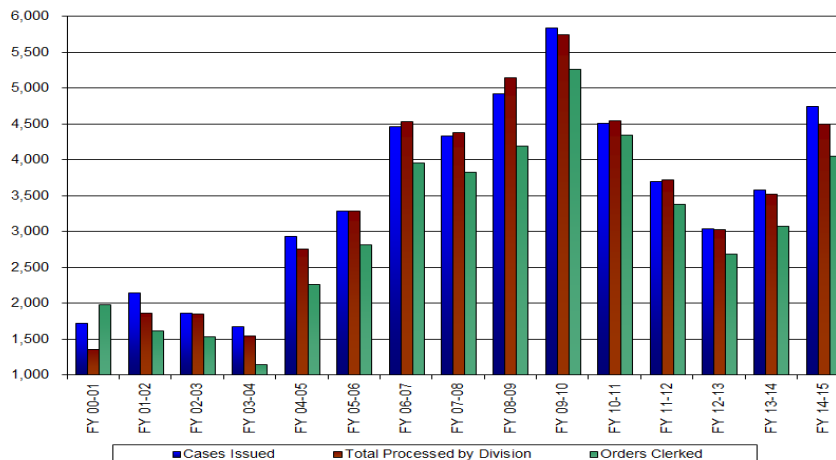
Compliance

Table 13: Public Food and Lodging Compliance Activity—FY 2014-2015

	Food Service	Lodging	Elevators	Total
Cases issued	4,010	574	170	4,754
1st offender	3,108	496	153	3,757
2nd offender	694	60	14	768
3rd offender	162	13	1	176
4th or higher offender	46	5	2	53
Settlement Officers				
Settled	2,789	289	78	3,156
Dismissed/Closed	293	149	0	442
Final Orders on Waiver	537	99	0	636
Sent to Office of General Counsel	239	22	13	274
Total processed by division	3,858	559	91	4,508
Office of General Counsel				
Informal Hearings	170	9	4	183
Formal Hearings	7	1	0	8
Dismissed/Closed	30	9	9	48
Stipulation & Consent Orders	3	0	0	3
Agency Clerk				
Orders Clerked	3,552	407	94	4,053
Actions				
Suspensions	51	0	0	51
Revocations	1	0	0	1
Fines assessed	\$1,686,955	\$128,570	\$30,300	\$1,845,825
Average fine assessed	\$483	\$327	\$326	\$388
Median fine assessed	\$400	\$200	\$250	\$320
Lowest fine assessed	\$75	\$100	\$150	\$75
Highest fine assessed	\$5,600	\$3,500	\$1,000	\$5,600
Most frequent fine assessed	\$400	\$200	\$250	\$400
Fines collected	\$1,503,251	\$110,186	\$32,650	\$1,646,087

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2015

Figure 5: Historical Comparison of Compliance Activity



Bureau of Elevator Safety

Table 14: Elevator Accounts – as of August 1, 2015 Expiration

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	10,812	98.68%	145	1.32%	10,957	367	126	82	11,532
Hydraulic Passenger	33,718	98.80%	408	1.20%	34,126	467	344	237	35,174
Traction Freight	365	97.86%	8	2.14%	373	1	42	49	465
Hydraulic Freight	613	99.03%	6	0.97%	619	2	32	33	686
Hand Power Passenger	1	100.00%	0	0.00%	1	0	0	2	3
Hand Power Freight	2	100.00%	0	0.00%	2	0	10	4	16
Moving Walk	48	100.00%	0	0.00%	48	0	0	0	48
Inclined Lift	21	100.00%	0	0.00%	21	1	0	0	22
Limited Use Limited Application	324	96.14%	13	3.86%	337	8	21	10	376
Dumbwaiter	386	98.22%	7	1.78%	393	7	244	46	690
Escalator	1,119	95.07%	58	4.93%	1,177	53	47	10	1,287
Sidewalk Elevator	1	100.00%	0	0.00%	1	0	4	0	5
Material Lift, Dumbwaiter, ATD	6	85.71%	1	14.29%	7	2	1	0	10
Special Purpose Personnel Elevator	83	94.32%	5	5.68%	88	0	10	0	98
Inclined Stairway Chair Lift	53	100.00%	0	0.00%	53	2	13	1	69
Inclined & Vertical Wheelchair Lift	2,785	97.14%	82	2.86%	2,867	88	178	65	3,198
Total	50,337	98.56%	733	1.44%	51,070	998	1,072	539	53,679

SOURCE: DBPR Versa: Regulation Single Licensing System 07.04.2015

Figure 6: Historical Comparison of Total Active Elevator Accounts and Licensing Compliance

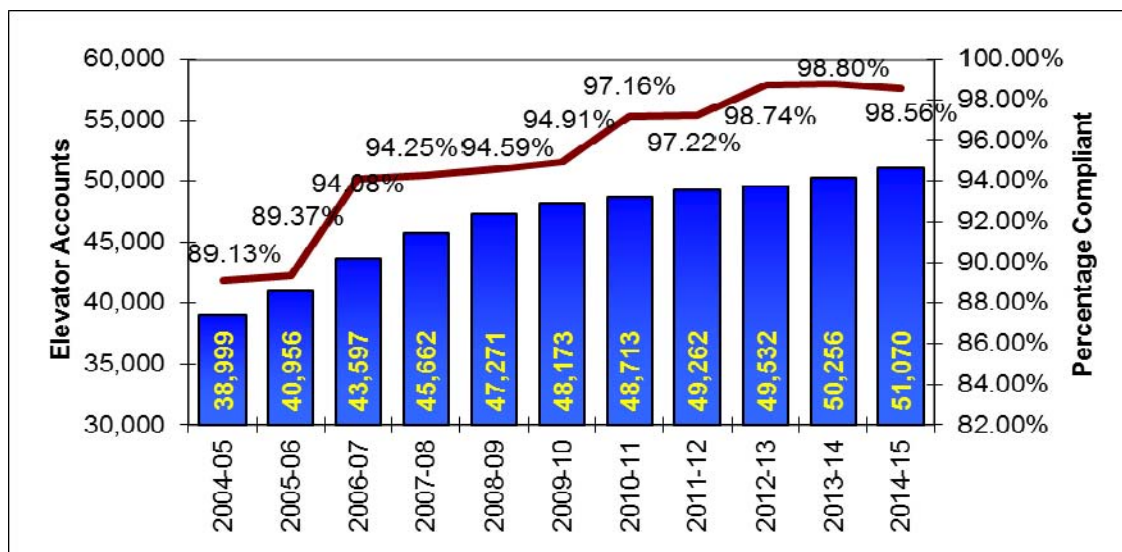


Table 15: Elevator Professional Credential Accounts

LICENSE TYPE	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Registered Elevator Companies	215	216	252	286	268	300	288	286	275
Certified Elevator Inspectors	305	286	295	354	355	364	360	351	332
Certified Elevator Technicians*	910	797	784	1,130	1,337	1,589	1,562	1,525	1,645
Certificates of Competency	1,583	1,548	1,637	1,871	1,956	1,916	1,734	1,763	1,810

SOURCE: Extracts and reports 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010, 7/30/2011, 8/1/2012, 7/27/13, 7/26/14, 7/4/15

Bureau of Elevator Safety

Table 16: Elevator Inspections Performed by Inspection Type–FY 2014-2015

Inspection Type	FAILED	PASSED	TOTAL
Accident	0	2	2
Alteration/Acceptance	41	1,481	1,522
Complaint	204	96	300
Construction	487	122	609
Contract Monitoring	332	1,597	1,929
Industry Oversight/Audit	520	719	1,239
Initial Acceptance	20	1,050	1,070
Routine	13,327	34,939	48,266
Temporary Operation Inspection	36	293	329
Total	14,967	40,299	55,266

Figure 7: Historical Comparison of Elevator Inspections

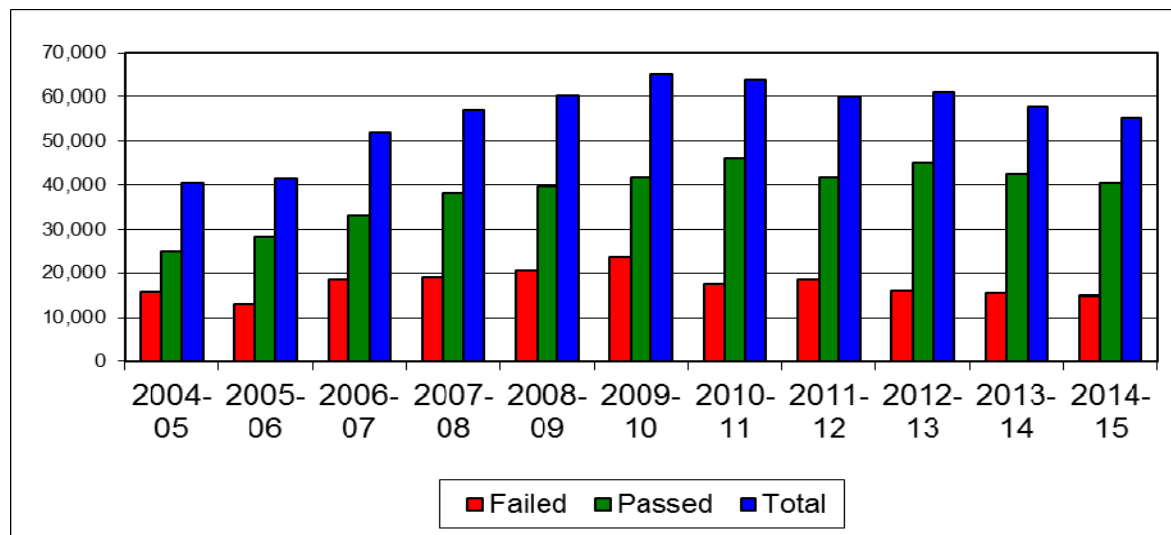


Table 17: Historical Comparison of Elevator Accidents

Elevator Type	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	Total	% Total
Dumbwaiter	0	2	4	1	1	1	0	1	0	10	0.2%
Escalator	433	413	301	218	236	224	267	183	297	2,572	57.1%
Hydraulic Freight	7	10	3	3	5	0	2	3	2	35	0.8%
Hydraulic Passenger	31	30	31	46	44	33	32	18	19	284	6.3%
Inclined Lift	0	0	1	2	1	0	1	0	1	6	0.1%
Inclined Wheel	0	0	1	2	0	0	1	0	0	4	0.1%
Limited Use Limited Application	0	0	0	0	0	1	1	1	0	3	0.1%
Moving Walk	54	46	25	58	91	91	1	64	136	566	12.6%
Special Purpose Personnel	0	1	0	0	0	0	116	0	0	117	2.6%
Traction Freight	4	4	3	1	1	1	0	0	0	14	0.3%
Traction Passenger	34	37	45	53	36	51	42	32	42	372	8.3%
Total	563	543	414	384	415	402	463	302	497	4,502	100.0%