



Division of Hotels & Restaurants Annual Report 2017-18

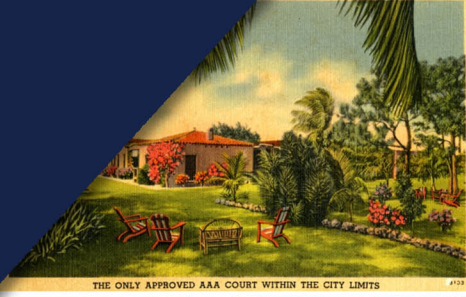
Rick Scott
Governor

Jonathan Zachem
Secretary

2601 Blair Stone Road
Tallahassee, Florida 32399



MIAMI, FLORIDA



THE ONLY APPROVED AAA COURT WITHIN THE CITY LIMITS



PALMS MOTOR COURT, centrally located in HISTORIC ST. AUGUSTINE, FLORIDA, where the Visitor may enjoy the most grand Motor Court Accommodation while enjoying Historic St. Augustine with its many Landmarks and ATTRACTIONS. Above view shows entrance from US 91 & AIA, where the OFFICE is open 8 hours daily. Our GUESTS SWIMMING POOL & CHILDREN'S PLAY GROUNDS with Umbrellas and Lounge Chairs is your invitation for a refreshing swim before heading in an AIR CONDITIONED Room where you can enjoy your private TELEVISION SHOW. It's truly, "Fun in Sun" in GUESTS' Swimming Pool. O. D. Wolfe, Owner, For Reservations Phone 924.



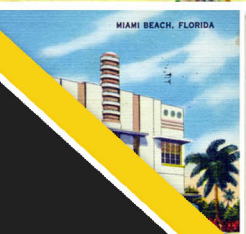
THE ARGOSY HOTEL



CAPE CORAL, FLORIDA



CAPE CORAL, FLORIDA
FRONT WONDERLAND



MIAMI BEACH, FLORIDA



D. L. 1 PONCE DE LEON SPRINGS HOTEL AND SWIMMING POOL, DE LEON SPRINGS, FLA.



Florida
dbpr
Department of Business
& Professional Regulation
www.MyFloridaLicense.com

105

Years of Food Safety
Division of Hotels & Restaurants



Table of Contents

Introduction	2
Division Organization	3
Regulatory Districts and Offices	6
Plan Review Statistics	7
Public Lodging and Food Service Licensing Statistics	8
Public Lodging and Food Service Inspection Statistics	12
Public Food Service Violation Totals	15
Public Lodging Violation Totals	20
Consumer Complaint Statistics	24
Compliance Statistics	25
Bureau of Elevator Safety Statistics	27

Jonathan Zachem, Secretary

Rick Scott, Governor

Greetings:

Soft sand, beautiful beaches, coastal food and waterfront accommodations await over 100 million visitors who travel to vacation in Florida each year. Whether you're dining in Key West or staying on the white sandy beaches of Pensacola, the Division of Hotels and Restaurants is here to serve. Licensing and inspecting public food service and lodging establishments for Florida's safety is the core value of the Division's mission.

This year brought many opportunities and challenges to the State of Florida. Hurricane Irma swept across most of the state in September 2017. After the storm, Division inspectors conducted disaster checklist inspections in affected areas. Industry outreach was key to helping businesses get back into operation safely.

Working in partnership with our industries is vital to helping businesses grow and operate for all visitors and residents to enjoy. We are committed to Florida's hospitality industry to license efficiently and regulate fairly. Together, we make the difference.

We value ongoing feedback from operators and consumers to continue streamlining processes, implementing regulations that make sense, and delivering world-class customer service. As you enjoy your next visit to a Florida hotel or restaurant, keep in mind that DBPR stands ready to serve you.

Sincerely,



Jonathan Zachem
Secretary

DIVISION OF HOTELS AND RESTAURANTS

The Division of Hotels and Restaurants (division) is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida.¹ 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 also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.²

The division is organized into four main units:

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

During the past Fiscal Year, the division was authorized 308 positions to provide program services and an operating budget of \$21,648,984. During this period, the division:

- Conducted a total of 95,562 public food service and lodging establishment inspections to ensure sanitation and safety standards (table 6, page 12);
- Performed more than 74% of the statutorily required inspections for public food service, 52% for transient lodging establishments and 28% for apartments (table 8, page 14);
- Cited a total of 671,255 violations of sanitary standards in public food service and lodging establishments (see tables on pages 15-22); and
- Identified 156,951 violations corrected on site and 33,135 violations where corrective action was taken during inspections demonstrating achievement of active managerial control of food safety findings.

OFFICE OF THE DIRECTOR

Rick Akin, Director

The Office of the Director oversees all operations and activities of the division. The Director manages the preparation of the division's annual legislative budget requests; 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 related 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.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Cathy Tucker, Bureau Chief

During Fiscal Year 2017-18, the Bureau of Sanitation and Safety Inspections (BSSI) accomplished 138,438 inspection activities of the 99,356 licensed food service and lodging establishments in Florida to ensure the health and safety of our residents and visitors. BSSI 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, BSSI performs:

- Opening inspections for new establishments and changes of ownership;
- "Call-back" inspections on establishments cited for high priority violations within a specified time period to verify correction of deficiencies;
- Complaint investigations;
- Foodborne illness investigations in coordination with the Florida Department of Health;
- Disaster inspections of public food service and public lodging establishments whenever necessary to respond to an emergency event or incident; and
- Temporary events.

In September 2017, Florida experienced Hurricane Irma across nearly the entire state. Once it was safe, the division conducted disaster checklist inspections in affected areas. Disaster inspections are an abbreviated version of routine inspections; checking for overall structure integrity, running water, whether or not a boil water notice is in effect, electricity, duration of power outages, wastewater system in operation, as well as temperature controls for potentially hazardous food. Division inspectors conducted over 15,000 disaster inspections during a 35 day period following Hurricane Irma. This outreach was key to helping businesses resume operations in a safe manner and protecting the health, safety and welfare.

Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our staff of qualified trainers. This office conducts new employee training 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 2017-18, OPQ facilitated 10,880 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 remodeled food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all reviews in Tallahassee Headquarters. OPR reviewed 6,361 plans in fiscal year 2017-18. The elimination of the plan review fee in May 2017 saved applicants \$955,050 in fiscal year 2017-18.

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

Christopher Carson, Bureau Chief

The Bureau of Field Services provides support to the rest of the division in order to ensure achievement of core mission. This includes operating the division's Licensure and Compliance sections, business analysis and technical coordination. Field Services manages the division's mobile inspection program, develops web content, creates and maintains most of the division's forms and publications and provides public reporting data.

Licensure Section

The Licensure Section processes licenses for public lodging, food service establishments, and elevators. 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. This office also coordinates the division's annual license renewals for 99,356 public food and lodging establishments and 54,266 active elevators, escalators and other vertical conveyances.

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.

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 transportation (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The use of unsafe and defective lifting devices presents a substantial possibility 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.

To ensure rider safety, bureau inspectors audit the quality of private elevator inspections and local contracted programs and inspect elevators to monitor compliance with state law and adopted codes. In addition to performing inspections, the bureau's ten certified elevator inspectors respond to reported accidents and complaints, educate owners about their responsibility to have annual safety inspections, and work to eliminate code violations in their respective regions. During Fiscal Year 2017-18, these inspectors conducted 1,482 inspections.

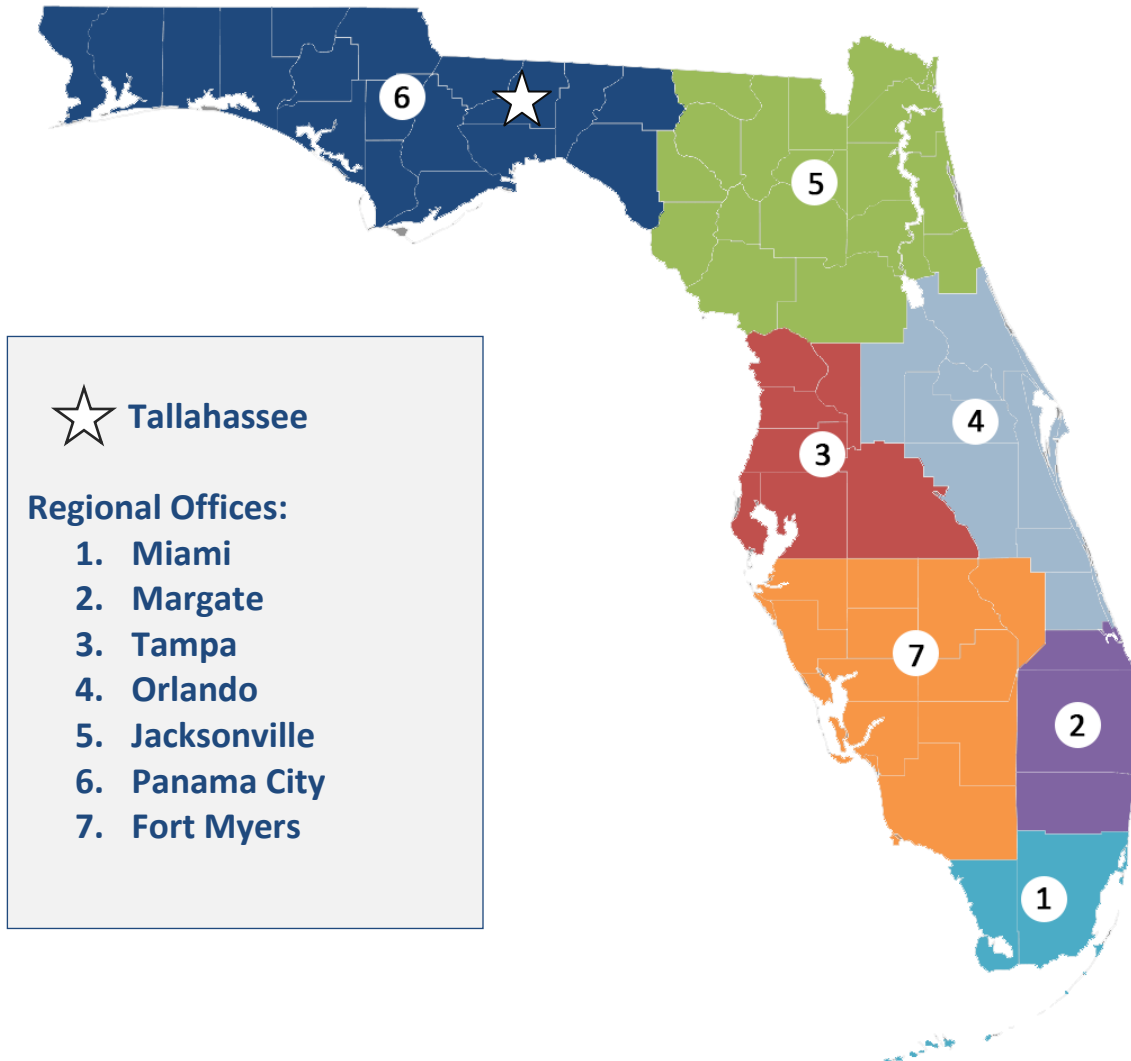
The program enforces the national standards of the American Society of Mechanical Engineers' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.3 and A18.1), the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes, Chapter 61C-5, Florida Administrative Code, and Chapter 30, Florida Building Code-Buildings. Other accompanying standards include the National Electrical Code and Florida Accessibility Code.

Florida's elevator safety program achieved 95.47 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 administrative fines. Securing compliance of over 95 percent of all vertical and horizontal transportation devices in Florida benefits and positively impacts both citizens and visitors of Florida.

The bureau issues certificate of operation licenses for elevators and other vertical conveyances, construction and alteration permits, and licenses for certified elevator inspectors, registered elevator companies, certificates of competency and certified elevator technicians. It also registers providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators and coordinates with the division's Licensure Section for annual license renewals of certificates of operation and licenses for professions. 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.

The bureau's oversight role for 54,266 conveyances and five contracted jurisdictions continues to increase due to ongoing growth in new elevator construction and registration of new elevator personnel and companies within the state.

REGULATORY DISTRICTS AND OFFICES



Plan Review

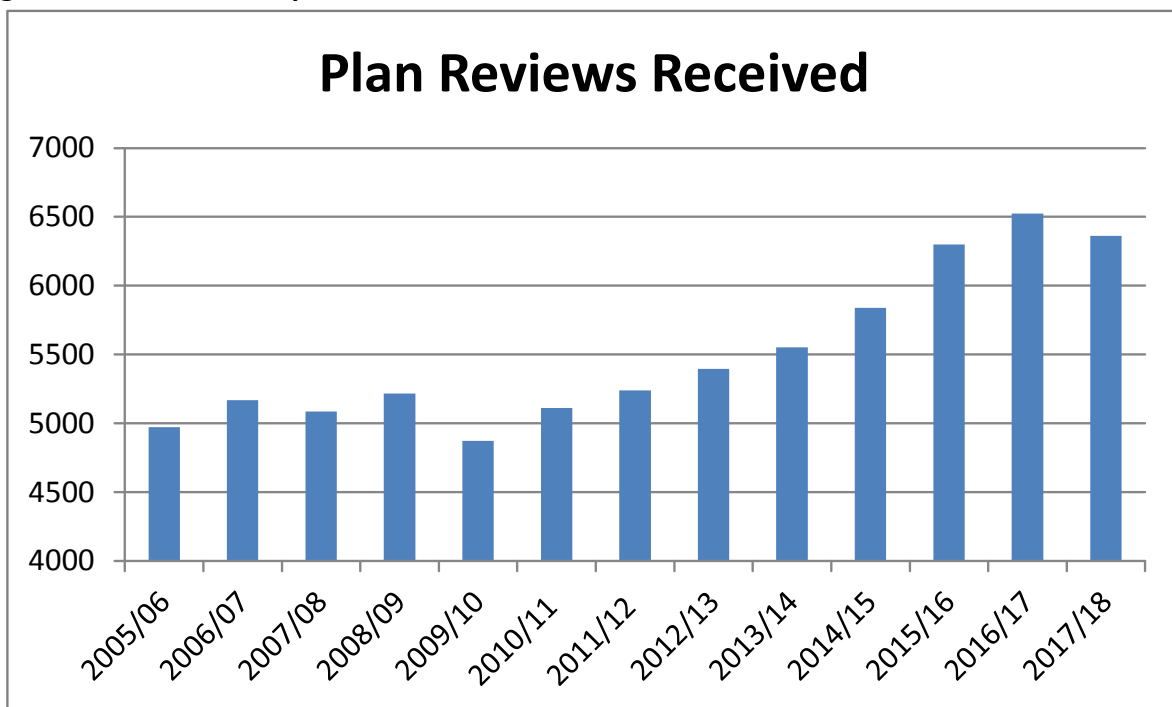
Table 1: Number of Plan Reviews by Type—FY 2017-18

District	New	Change Owner	Remodel	Total
1	738	69	95	902
2	653	123	117	893
3	872	138	227	1,237
4	1061	171	236	1,467
5	531	107	153	792
6	357	64	62	483
7	421	73	93	587
Total	4,633	745	983	6,361

Table 2: Number of Variances Processed—FY 2017-18

District	Routine	Emergency	Total
1	5	12	17
2	5	14	19
3	3	11	14
4	12	14	26
5	1	6	7
6	1	5	6
7	2	4	6
Total	29	66	95

Figure 1: Historical Comparison of Plan Reviews Received



SOURCE: Plan Review Database

Public Lodging and Food Service Establishments

Licensing

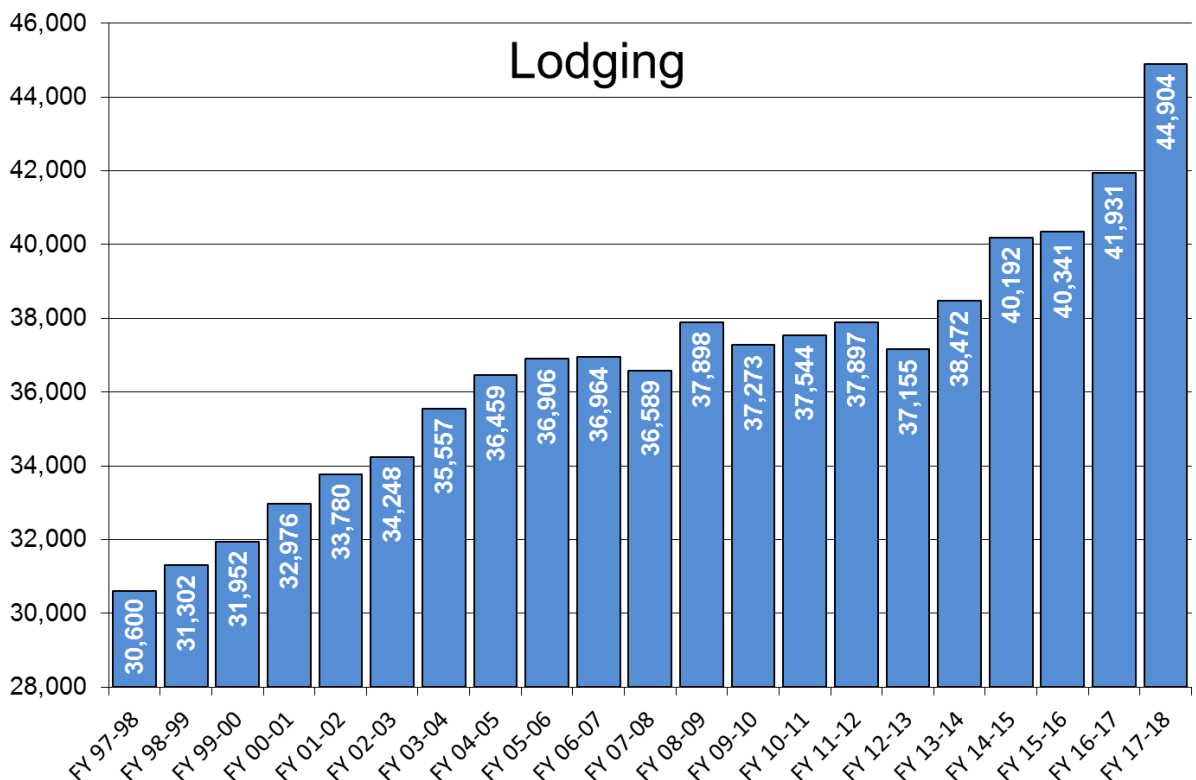
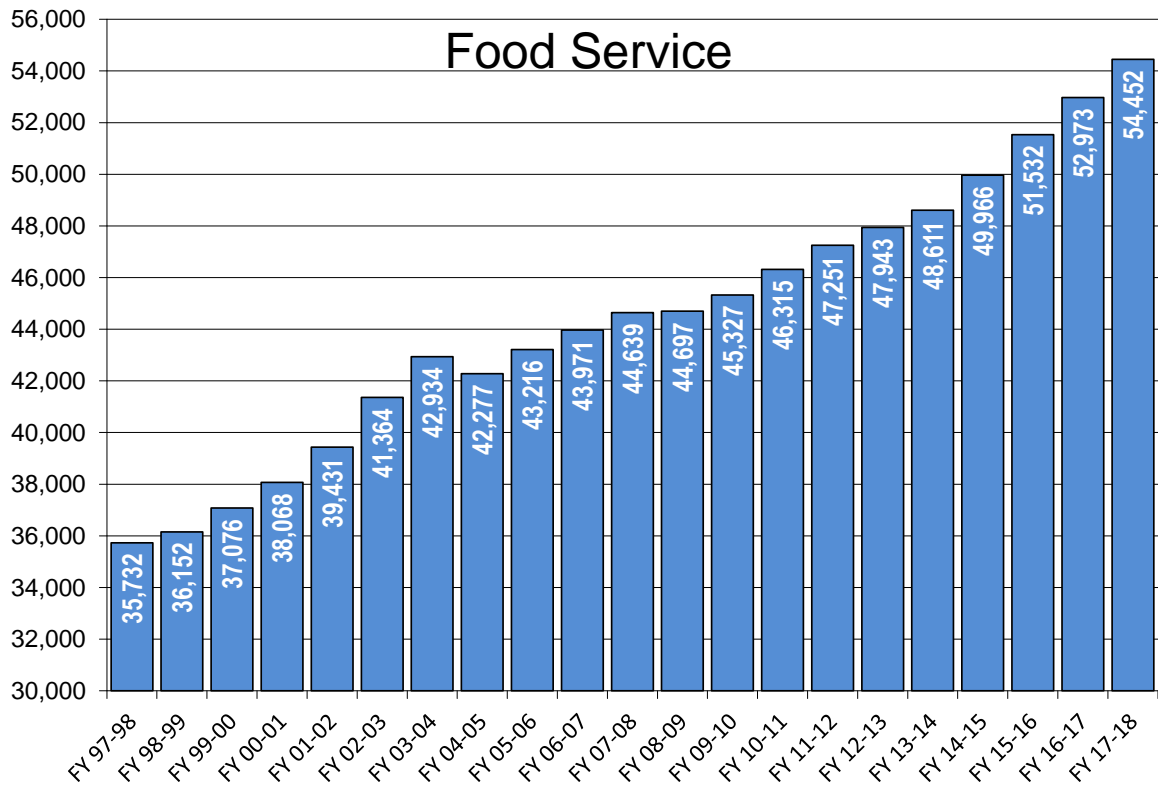
Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2017-18

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	476	274	272	402	216	161	179	1,980
Motels	249	331	478	527	330	312	329	2,556
Nontransient Apartments	5,546	3,951	2,878	2,353	1,525	1,103	904	18,260
Transient Apartments	221	239	174	82	36	19	149	920
Bed and Breakfasts	59	24	31	43	67	26	10	260
Vacation Rentals - Condos								
Single	1,263	202	378	1,256	196	408	270	3,973
Group	151	86	81	247	38	171	206	980
Collective	140	38	100	147	72	389	193	1,079
Vacation Rentals - Dwellings								
Single	831	927	3,197	6,229	265	734	723	12,906
Group	36	54	34	68	9	28	39	268
Collective	129	166	254	429	88	312	322	1,700
Vacation Rentals – Timeshare Projects								
Single	1	1	1	1	0	0	0	4
Group	1	0	0	12	0	1	0	14
Collective	0	0	0	0	3	0	0	3
SUBTOTAL	9,103	6,293	7,878	11,796	2,845	3,664	3,324	44,903
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	5,992	7,218	7,166	8,655	4,865	3,383	4,968	42,247
Permanent Nonseating	1,025	992	901	1,231	588	304	538	5,579
Theme Park Food Carts	0	1	5	18	6	0	0	30
Catering	216	254	201	240	113	69	90	1,183
Hot Dog Carts	120	62	101	134	77	37	44	575
Mobile Food Dispensing Vehicles	763	454	751	893	499	359	399	4,118
Vending Machines	16	45	116	327	140	18	58	720
SUBTOTAL	8,132	9,026	9,241	11,498	6,288	4,170	6,097	54,452
GRAND TOTAL	17,235	15,319	17,119	23,294	9,133	7,834	9,421	99,355

SOURCE: DBPR Versa: Regulation Single Licensing System 07/01/2018

Licensing

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



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

Licensing

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

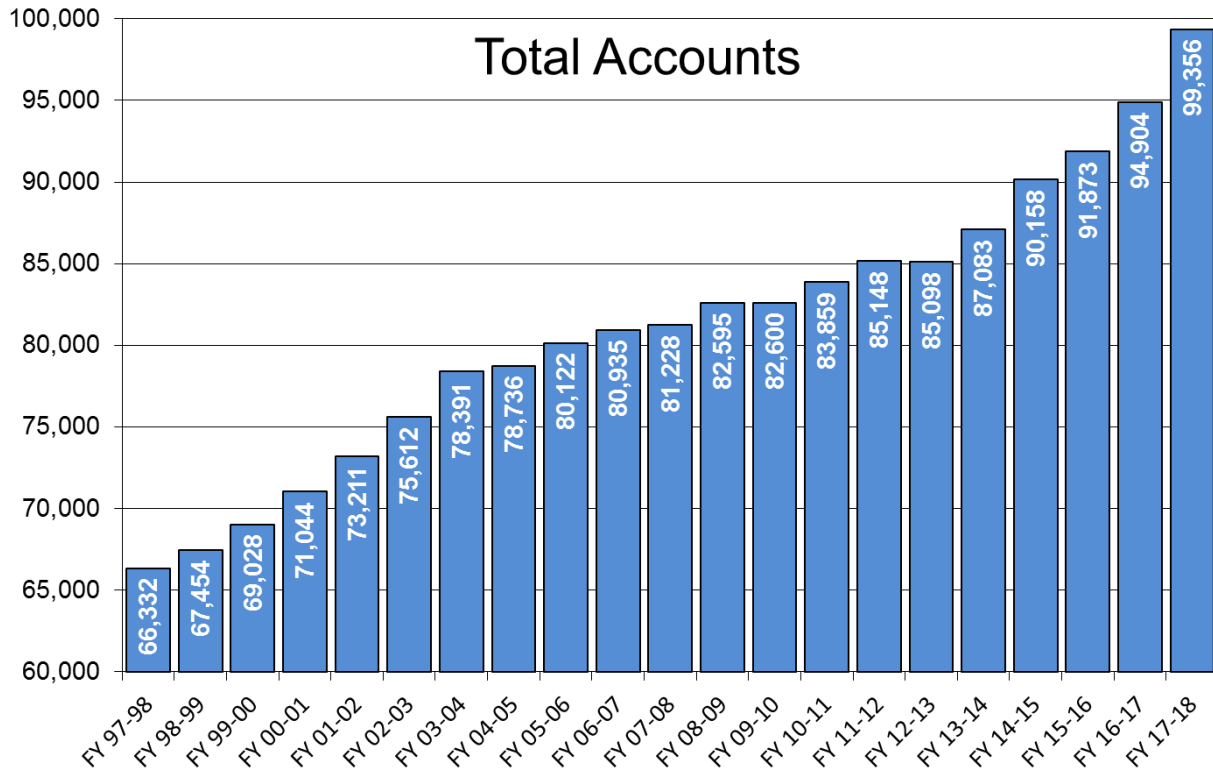


Table 4: Temporary Food Service Event Licenses Issued — FY 2017-18

LICENSE TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	257	127	124	239	102	46	36	931
4-30 day license	361	248	542	438	290	169	299	2,347
Annual license	92	133	56	78	18	7	40	424
Already Licensed – Annual	96	95	121	105	66	38	49	570
Already Licensed – Permanent	127	219	166	109	134	71	29	855
Already Licensed - DACS	13	4	60	0	9	18	1	105
Total	946	826	1,069	968	619	349	454	5,232

SOURCE: DBPR Versa:Regulation Single Licensing System 07.01.2018

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 Establishments

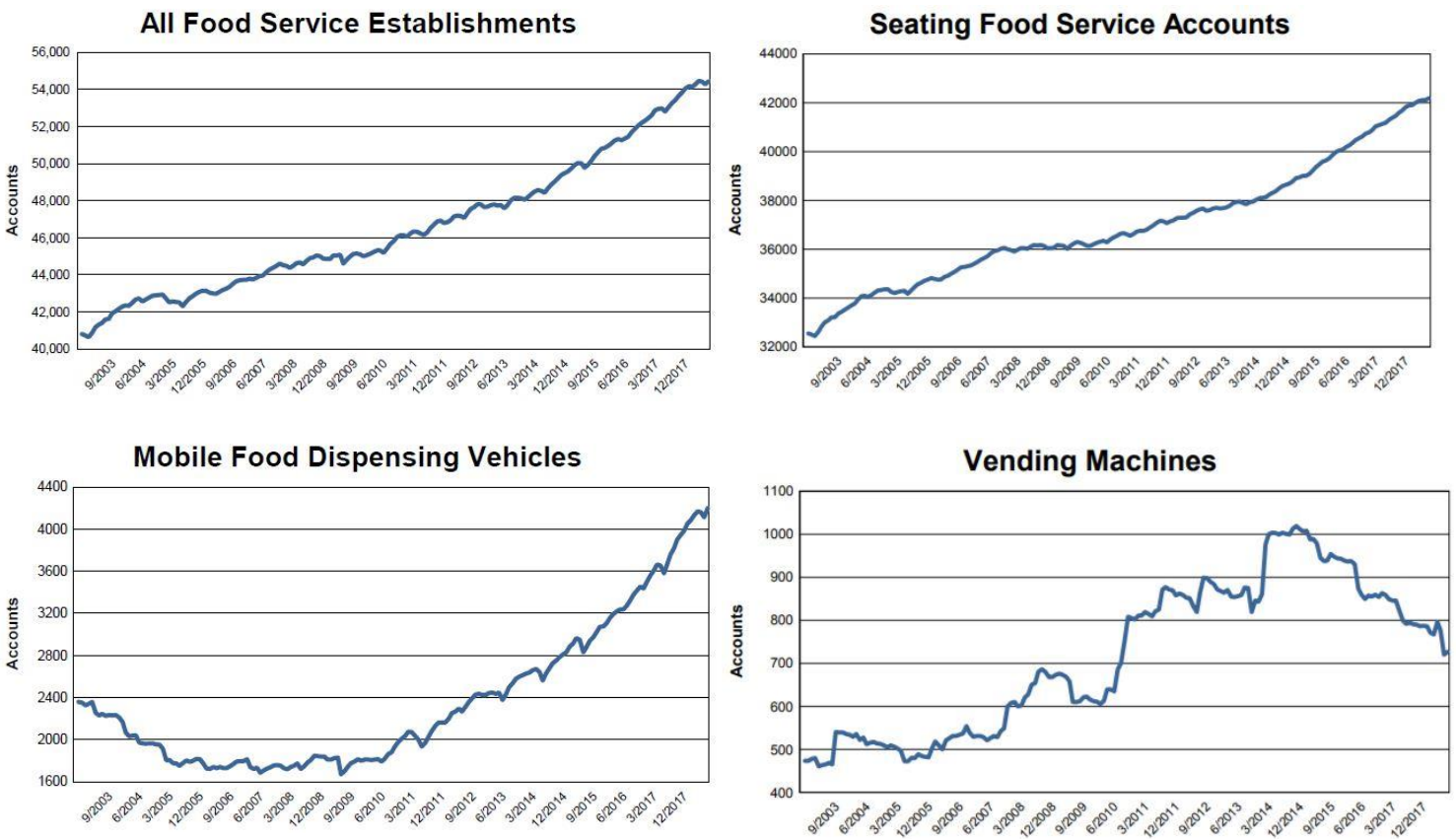
Licensing

Table 5: Public Lodging Units by Type and District—End of FY 2017-18

ESTABLISHMENT TYPE	1	2	3	4	5	6	7	TOTAL
Hotels	54,678	41,327	34,263	99,818	24,570	16,098	20,610	283,451
Motels	11,833	11,466	22,838	50,039	15,657	17,556	12,103	142,666
Nontransient Apartments	170,287	190,044	229,189	256,027	143,558	71,795	69,717	1,101,971
Transient Apartments	4,164	4,262	3,055	1,083	486	1,445	1,811	15,663
Bed and Breakfasts	516	151	178	232	486	149	65	1,771
Vacation Rental-Condos	9,015	7,183	6,538	37,563	4,172	20,540	12,548	93,617
Vacation Rental-Dwellings	3,325	2,192	7,625	14,085	1,224	6,805	6,272	37,455
Vacation Rental-Timeshare Projects	39	92	22	4,264	53	95	0	4,569
TOTAL	253,857	256,717	303,708	463,111	190,206	134,483	123,126	1,725,208

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2018

Figure 3 / 4: License Account History – All Food Service and Mobile Food Vehicles 2003-2018



Public Lodging and Food Service Establishments

Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2017-18

Public Food Service - Initial Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	1,201	1,162	1,366	1,696	868	587	725	7,605
02. Routine	8,302	12,366	12,016	15,336	7,625	3,722	6,719	66,086
03. Complaint Full	732	1,406	1,542	1,621	1,201	744	870	8,116
04. Complaint Partial	26	27	3	63	25	2	1	147
Subtotal: Food	10,261	14,961	14,927	18,716	9,719	5,055	8,315	81,954

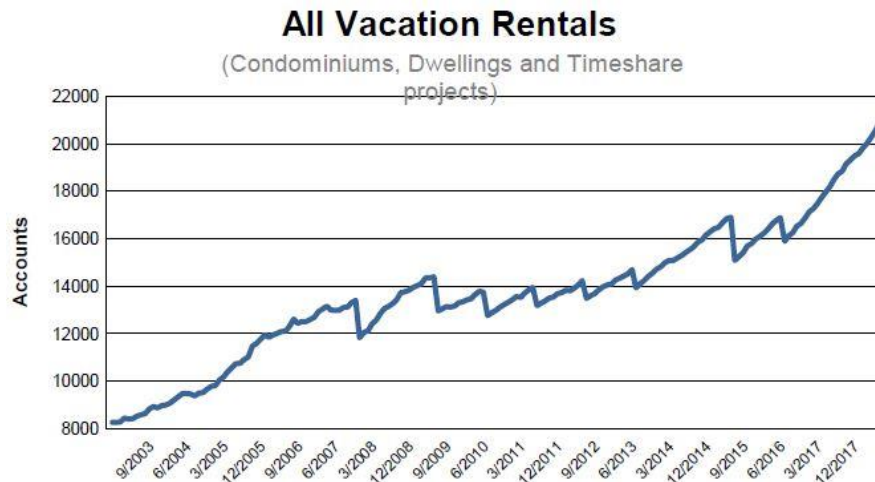
Public Lodging - Initial Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	335	292	259	287	150	101	91	1,515
02. Routine	1,702	1,473	1,398	2,007	1,320	513	1,251	9,664
03. Complaint Full	254	225	458	676	325	338	142	2,418
04. Complaint Partial	0	0	1	8	1	1	0	11
Subtotal: Lodging	2,291	1,990	2,116	2,978	1,796	953	1,484	13,608

Total - Initial Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	1,536	1,454	1,625	1,983	1,018	688	816	9,120
02. Routine	10,004	13,839	13,414	17,343	8,945	4,235	7,970	75,750
03. Complaint Full	986	1,631	2,000	2,297	1,526	1,082	1,012	10,534
04. Complaint Partial	26	27	4	71	26	3	1	158
Subtotal	12,552	16,951	17,043	21,694	11,515	6,008	9,799	95,562

SOURCE: DBPR Versa:Regulation Single Licensing System 07.01.2018

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. For an accounting of temporary events, see Table 4.

Figure 5: License Account History – All Vacation Rentals 2003-2018



Public Lodging and Food Service Establishments

Inspections

Table 7: Food and Lodging Callback Inspections Performed—FY 2017-18

Public Food Service - Callback Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	101	217	227	101	165	32	36	879
02. Routine	4,195	5,375	6,046	6,987	4,211	2,456	3,187	32,457
03. Complaint Full	561	845	1,149	1,205	945	722	615	6,042
04. Complaint Partial	10	2	0	53	10	4	1	80
Subtotal: Food	4,867	6,439	7,422	8,346	5,331	3,214	3,839	39,458

Public Lodging - Callback Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	15	38	35	10	17	25	7	147
02. Routine	349	244	177	376	198	164	214	1,722
03. Complaint Full	106	92	258	518	231	260	72	1,537
04. Complaint Partial	0	0	0	10	0	2	0	12
Subtotal: Lodging	470	374	470	914	446	451	293	3,418

Total - Callback Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	116	255	262	196	182	57	43	1,026
02. Routine	4,544	5,619	6,223	7,363	4,409	2,620	3,401	34,179
03. Complaint Full	667	937	1,407	1,723	1,185	982	687	7,579
04. Complaint Partial	10	2	2	63	10	6	1	92
Subtotal	5,337	6,813	7,892	9,260	5,777	3,665	4,132	42,876

All - Inspections by District								
	1	2	3	4	5	6	7	TOTALS
Total Inspections	17,889	23,764	24,935	30,954	17,292	9,673	13,931	138,438

SOURCE: DBPR Versa:Regulation Single Licensing System 07.01.2018

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. For an accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishments

Inspections

Table 8: Inspection Frequency and Performance—FY 2017-18

MEASURE	FOOD SERVICE	LODGING*	APARTMENTS	TOTAL
Active Licenses Requiring Inspection	54,452	4,796	19,180	78,428
Percent Change Since Last Fiscal Year	2.76%	0.42%	1.45%	2.29%
Estimated Number of Annual Inspections Required	89,505	9,343	19,180	118,028
Number Active Licenses Inspected Once	28,834	1,973	5,131	35,938
Number Active Licenses Inspected Twice	21,849	2,025	272	24,146
Number Active Licenses Inspected 3 Times	2,194	258	39	2,491
Number Active Licenses Inspected 4 or More Times	372	133	14	519
Number Active Licenses Not Inspected This Period	1,203	407	13,724	15,334
Percent Active Licenses Inspected Once	52.95%	41.14%	26.75%	45.82%
Percent Active Licenses Inspected Twice	40.13%	42.22%	1.42%	30.79%
Percent Active Licenses Inspected 3 Times	4.03%	5.38%	0.20%	3.18%
Percent Active Licenses Inspected 4 or More Times	0.68%	2.77%	0.07%	0.66%
Percent Active Licenses Not Inspected This Period	2.21%	8.49%	71.55%	19.55%
Number Active Licenses that Met or Exceeded Annual Requirement	40,643	2,528	5,456	48,627
Percent Active Licenses that Met or Exceeded Annual Requirement	74.64%	52.71%	28.45%	62.00%

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2018

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. 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	16,145
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	37,843
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	408
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness.	4	56

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2018

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

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments—FY 2017-18

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01A Food obtained from approved source	139	0	0	0	139	0.02%	0.002
01B Food safe and unadulterated; sound condition	11,425	30	12	0	11,467	1.78%	0.140
01C Shellstock tags; commingling	0	2,131	44	0	2,175	0.34%	0.027
01D Parasite destruction for raw/undercooked fish	954	28	0	0	982	0.15%	0.012
02A Consumer advisory on raw/undercooked oysters	0	342	0	0	342	0.05%	0.004
02B Consumer advisory on raw/undercooked animal foods	10	2,664	0	0	2,674	0.42%	0.033
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	1,370	13,237	0	0	14,607	2.27%	0.179
03A Receiving and holding PH/TCS foods cold	20,873	2	56	0	20,931	3.25%	0.256
03B Receiving and holding PH/TCS foods hot	6,029	0	0	0	6,029	0.94%	0.074
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	209	191	0	0	400	0.06%	0.005
03D Cooling PH/TCS foods; proper cooling methods	3,267	2,957	0	0	6,224	0.97%	0.076
03E Reheating PH/TCS foods for hot holding	540	0	0	0	540	0.08%	0.007
03F Time as a Public Health Control	2,913	1,501	1	0	4,415	0.69%	0.054
03G Reduced oxygen packaging (ROP) and other Special Processes	232	32	0	0	264	0.04%	0.003
07 Unwrapped or PH/TCS food not re-served	131	0	0	0	131	0.02%	0.002
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	17,192	6	661	0	17,859	2.78%	0.218
08B Food protection during preparation, storage and display	1,644	456	26,659	0	28,759	4.47%	0.352
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	1,821	40	157	0	2,018	0.31%	0.025

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments—FY 2017-18 *Continued...*

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
11 Employee health knowledge; ill/symptomatic employee present	44	2,180	12	0	2,236	0.35%	0.027
12A Hands clean and washed properly; use of hand antiseptic if	9,840	994	0	0	10,834	1.68%	0.132
12B Employee eating, drinking, tasting food, smoking	0	0	13,076	0	13,076	2.03%	0.160
22 Food-contact surfaces clean and sanitized	6,399	41,632	7,375	0	55,406	8.62%	0.677
31A Handwash sink(s) installed, accessible, not used for other purposes	0	19,394	0	0	19,394	3.02%	0.237
31B Handwashing supplies and handwash sign provided	0	17,277	7,454	0	24,731	3.85%	0.302
32 Bathrooms	0	128	5,841	0	5,969	0.93%	0.073
41 Chemicals/toxic substances	10,359	6,318	229	0	16,906	2.63%	0.207
53A Food manager certification; knowledge/active managerial control (except employee health)	0	8,304	0	0	8,304	1.29%	0.101
53B State approved food handler training; employee duty specific training/knowledge	0	14,092	0	0	14,092	2.19%	0.172
Subtotal: 1. Foodborne Illness Risk Factors and Public Health Interventions	95,391	133,936	61,577	0	290,904	45.24%	3.556
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
02D Food items properly labeled; original container	0	449	8,469	0	8,918	1.39%	0.109
03 Food at proper temperature (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
04 Facilities to maintain PH/TCS foods at the proper temperature	0	35	0	0	35	0.01%	0.000
05 Food and food equipment thermometers provided and accurate	9	4,703	5,541	0	10,253	1.59%	0.125
06 PH/TCS foods properly thawed	0	0	3,742	0	3,742	0.58%	0.046
08 Food protection/cross-contamination (manually entered/scanned)	0	0	0	0	0	0.00%	0.000

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments—FY 2017-18 *Continued...*

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
10 In use food dispensing utensils properly stored	347	0	18,854	0	19,201	2.99%	0.235
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	0	9,708	0	9,708	1.51%	0.119
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	780	357	49,083	0	50,220	7.81%	0.614
16 Dishwashing facilities; chemical test kit(s); gauges	29	3,106	9,926	0	13,061	2.03%	0.160
21 Wiping cloths; clean and soiled linens; laundry facilities	0	7,859	19,220	0	27,079	4.21%	0.331
23 Non-food contact surfaces clean	10	0	37,771	0	37,781	5.88%	0.462
24 Storage/handling of clean equipment, utensils; air drying	0	2	13,739	0	13,741	2.14%	0.168
25 Single-service and single-use items	9	8	12,149	0	12,166	1.89%	0.149
27 Water source safe, hot (100F) and cold under pressure	88	6,249	448	0	6,785	1.06%	0.083
28 Sewage and waste water disposed properly	625	34	289	0	948	0.15%	0.012
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	8,062	651	12,456	0	21,169	3.29%	0.259
31 Toilet and handwashing facilities, number, convenient, designed, installed	0	0	0	0	0	0.00%	0.000
33 Garbage and refuse; premises maintained	0	0	9,873	0	9,873	1.54%	0.121
34 Outside storage area clean, enclosure properly constructed	0	0	0	0	0	0.00%	0.000
35A No presence or breeding of insects/rodents/pests; no live animals	7,335	144	2,434	0	9,913	1.54%	0.121
35B Outer openings protected from insects/pests, rodent proof	0	0	6,076	0	6,076	0.94%	0.074

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments—FY 2017-18 *Continued...*

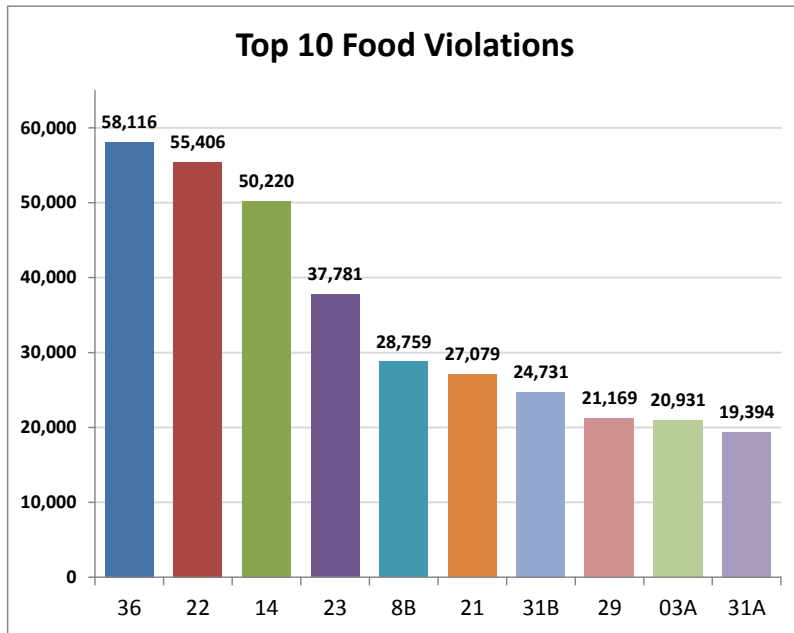
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	58,116	0	58,116	9.04%	0.710
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	5,820	0	5,820	0.91%	0.071
39 Rooms and equipment - vented as required	0	0	0	0	0	0.00%	0.000
40 Employee personal belongings	0	0	7,549	0	7,549	1.17%	0.092
42 Cleaning and maintenance equipment	0	0	6,112	0	6,112	0.95%	0.075
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	0	85	33	0	118	0.02%	0.001
50 Current license, properly displayed	617	0	2,417	0	3,034	0.47%	0.037
51 Other conditions sanitary and safe operation	0	1,039	8,971	25	10,035	1.56%	0.123
52 Misrepresentation; misbranding	0	381	53	0	434	0.07%	0.005
54 Florida Clean Indoor Air Act Compliance	0	0	14	0	14	0.00%	0.000
55 Automatic Gratuity Notice	0	0	4	0	4	0.00%	0.000
Subtotal: 2. Food Violations - Good Retail Practices	17,911	25,102	308,867	25	351,905	54.72%	4.301
Fire Violations - For Reporting Purposes Only							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
35B-02 Doors required to swing in the direction of egress travel	0	0	236	0	236	0.04%	0.003
45 Fire extinguishing equipment	0	0	0	942	0	0.00%	0.000
46 Exits not blocked or locked	0	0	0	650	0	0.00%	0.000
47 Electrical wiring/outlets in good repair	0	0	0	186	0	0.00%	0.000
48 Gas appliances; boiler certificate current/posted	0	0	0	552	0	0.00%	0.000

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments—FY 2017-18 *Continued...*

Fire Violations - For Reporting Purposes Only							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
49 Flammable/combustible materials	0	0	0	122	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	236	2,452	236	0.04%	0.003
Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	113,302	159,038	370,680	2,477	643,045	100.00%	7.860
Average Per Inspection	1.38	1.94	4.53	0.03	7.86		
Number of Inspections:	81,817						



Top 10 Food Violations	
36	Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented
22	Food-contact surfaces clean and sanitized
14	Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located
23	Non-food contact surfaces clean
8B	Food protection during preparation, storage and display
21	Wiping cloths; clean and soiled linens; laundry facilities
31B	Handwashing supplies and handwash sign provided
29	Plumbing installed and maintained; mop sink; water filters; backflow prevention
03A	Receiving and holding PH/TCS foods cold
31A	Handwash sink(s) installed, accessible, not used for other purposes

Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments—FY 2017-2018

Lodging Violations							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
05 Safety: Hearing impaired smoke detectors	738	0	0	0	738	2.62%	0.055
08 Safety: Boiler, boiler room	72	0	0	0	72	0.26%	0.005
09 Safety: Lighting: public, guest rooms	0	0	99	0	99	0.35%	0.007
10 Safety: Adequate heating	7	0	0	0	7	0.02%	0.001
11 Safety: Appliances properly installed; maintained	0	0	548	0	548	1.94%	0.041
12-04 Safety: Balcony: railing with greater than 4 inch opening	0	0	0	0	0	0.00%	0.000
13 Safety: Building repair	0	0	5,575	0	5,575	19.76%	0.413
14 Safety: Proper locking devices	127	0	0	0	127	0.45%	0.009
15 Sanitation: Bathrooms: public, guest, supplies	0	0	946	0	946	3.35%	0.070
16 Sanitation: Water source safe; hot/cold provided	88	0	0	0	88	0.31%	0.007
17 Sanitation: Bedding: bed linens, towels	0	0	1,354	0	1,354	4.80%	0.100
19 Sanitation: Plumbing	1,911	60	311	0	2,282	8.09%	0.169
20 Sanitation: Ventilation	0	0	317	0	317	1.12%	0.024
21 Sanitation: Toxics: storage, use	224	529	0	0	753	2.67%	0.056
22 Sanitation: Ice protection	982	0	0	0	982	3.48%	0.073
23 Sanitation: Glassware; tableware; utensils sanitized	349	18	184	0	551	1.95%	0.041
24 Sanitation: Vermin control	1,669	0	0	0	1,669	5.92%	0.124
25 Sanitation: Premises maintained	0	0	3,473	0	3,473	12.31%	0.258
26 Sanitation: Garbage and refuse disposal	0	0	4,800	0	4,800	17.02%	0.356
27 Sanitation: Sewage and waste water disposal	60	0	26	0	86	0.30%	0.006
32 Consumer Protection: Security deposit	0	0	2	0	2	0.01%	0.000

Public Lodging and Food Service Establishments

Lodging Violations

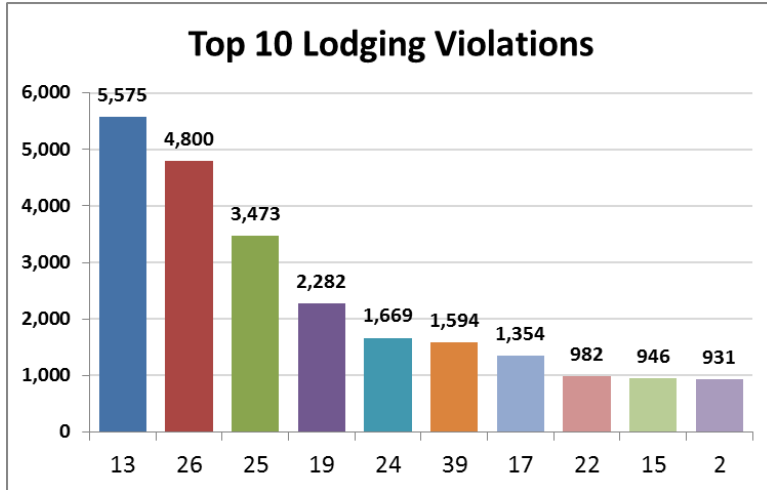
Table 10: Violations Found in Public Lodging Establishments—FY 2017-2018 *Continued...*

Lodging Violations							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	1	0	1	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	296	0	296	1.05%	0.022
37 Consumer Protection: Guest register	0	0	29	0	29	0.10%	0.002
38 General: Current license: displayed, available upon request	608	0	313	0	921	3.26%	0.068
39 General: Housekeeping	0	0	1,594	0	1,594	5.65%	0.118
40 General: Other conditions: safe, sanitary	24	0	11	1	36	0.13%	0.003
Subtotal: 1. Lodging Violations	6,859	607	19,879	1	27,346	96.94%	2.028
Fire Violations - For Reporting Purposes Only							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01 Safety: Fire extinguishers	0	0	0	614	614	2.18%	0.046
02 Safety: Fire hazards	864	0	0	67	931	3.30%	0.069
03 Safety: Fire Sprinkler system	0	0	0	9	9	0.03%	0.001
04 Safety: Smoke detectors; fire alarm systems	0	0	0	656	656	2.33%	0.049
05 Safety: Hearing impaired smoke detectors	0	0	0	37	37	0.13%	0.003
06 Safety: Exits obstructed	0	0	0	100	100	0.35%	0.007
07 Safety: Electrical wiring in good repair	0	0	0	69	69	0.24%	0.005
08-03 Safety: Boiler certificate	0	0	0	437	437	1.55%	0.032
11 Safety: Appliances properly installed; maintained	0	0	0	7	7	0.02%	0.001
Subtotal: 2. Fire Violations (Reporting Only)	864	0	0	1,996	864	3.06%	0.064

Lodging Violations

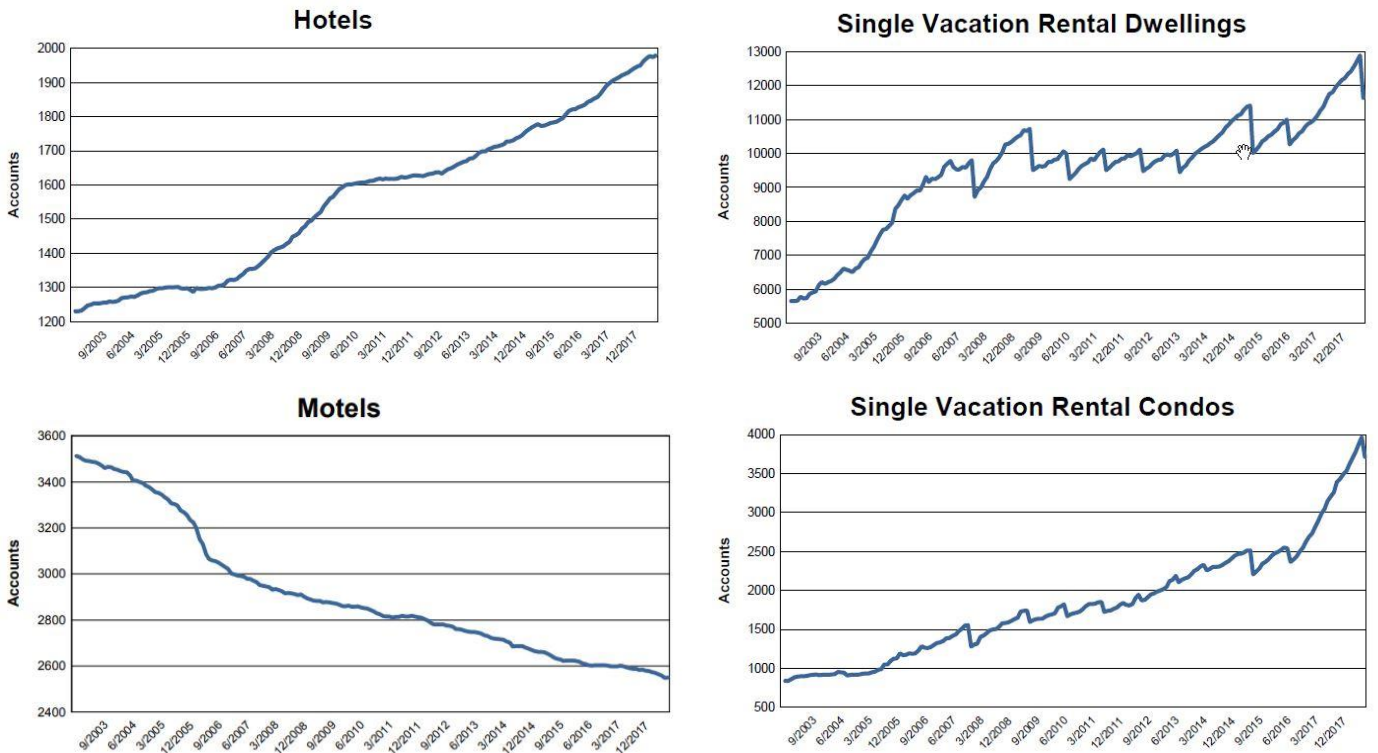
Table 10: Violations Found in Public Lodging Establishments—FY 2017-2018 *Continued...*

Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	7,723	607	19,879	1,997	28,210	100.00%	2.092
Average Per Inspection	0.57	0.05	1.47	0.15	2.09		
Number of Inspections:	13,483						



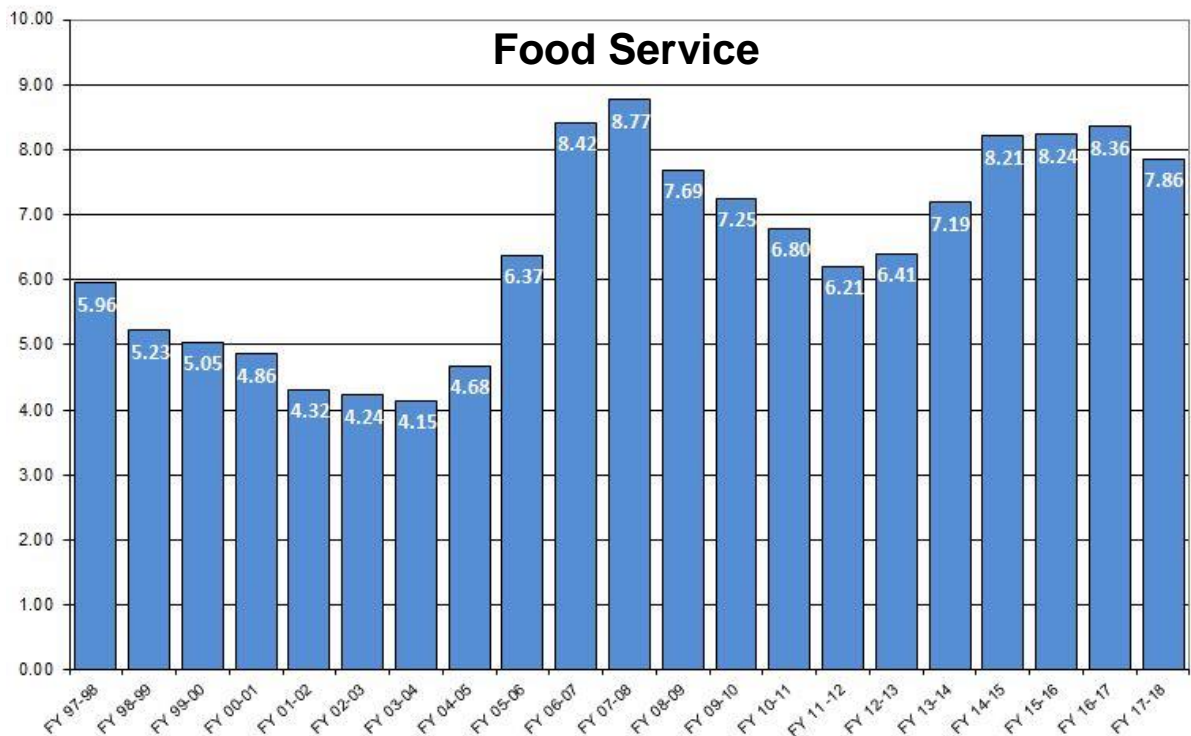
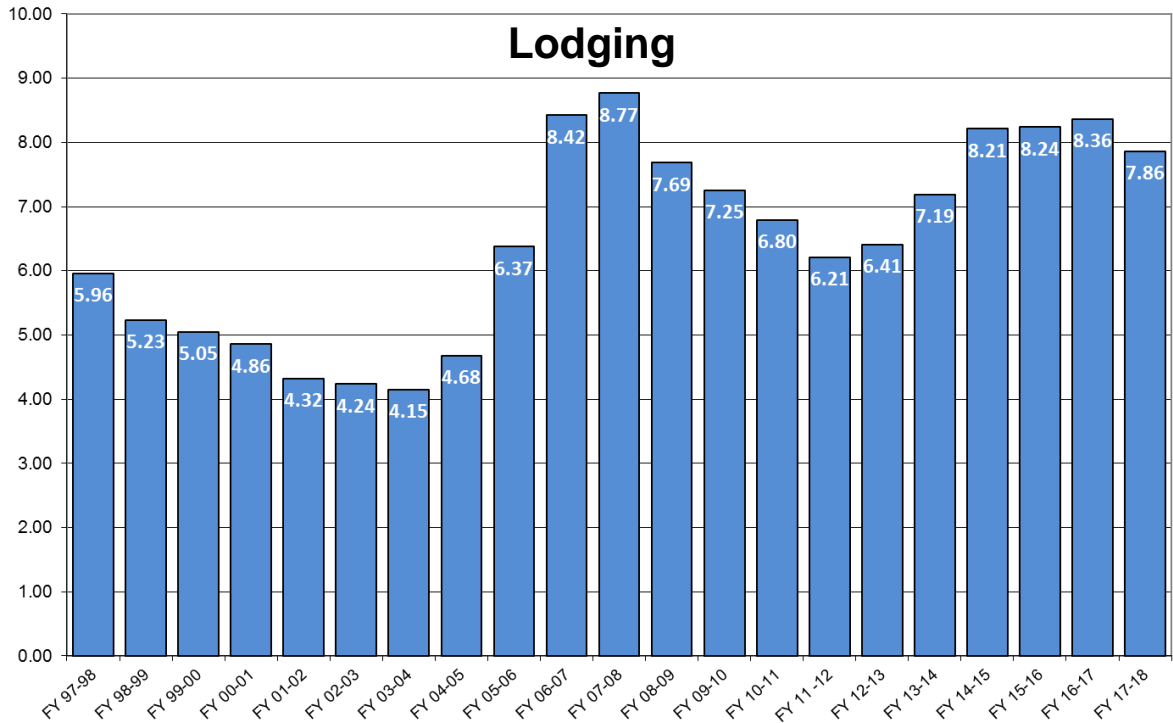
Top 10 Lodging Violations	
13	Building repair
26	Garbage and refuse disposal
25	Premises maintained
19	Plumbing
24	Vermin control
39	Housekeeping
17	Bedding: bed linens, towels
22	Ice protection
15	Bathrooms: public, guest, supplies
2	Fire hazards

Figure 6: License Account History – Lodging 2003-2018



Violations

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



Public Lodging and Food Service Establishments

Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2017-2018

DISPOSITION	OTHER	DISTRICT							TOTAL
		1	2	3	4	5	6	7	
Confirmed *	0	10	26	128	1	12	13	3	193
Handled by Phone	0	0	1	0	0	0	0	0	1
Not Observed	0	71	113	288	101	325	127	204	1,229
Other	5	105	342	34	284	19	89	33	911
Subtotal	5	186	482	450	386	356	229	240	2,334

SOURCE: DBPR Versa: Regulation Single Licensing System 8.7.2018

*Disposition based on inspection violations, not epidemiological outcomes

Table 12: Consumer Complaint Activity— FY 2017-2018

DISPOSITION	OTHER	DISTRICT							TOTAL
		1	2	3	4	5	6	7	
Food Service									
Confirmed	6	105	264	387	67	266	235	142	1,472
Handled by Phone	0	1	7	4	11	16	0	0	39
Not Observed	20	295	650	741	773	644	356	394	3,873
Other	36	316	157	233	700	173	86	114	1,814
Subtotal	62	716	1,078	1,365	1,551	1,099	677	650	7,198
Lodging - Apartments									
Confirmed	0	25	22	33	11	32	35	11	169
Handled by Phone	0	0	2	0	1	1	2	0	6
Not Observed	0	32	32	42	55	62	41	9	273
Other	1	33	23	12	64	12	5	6	156
Subtotal	1	90	79	87	131	107	83	26	604
Lodging - Hotels, Motels and Bed & Breakfasts									
Confirmed	0	22	41	96	21	96	106	29	411
Handled by Phone	0	0	1	1	2	2	1	0	7
Not Observed	0	65	104	167	301	144	122	68	971
Other	0	53	20	39	251	19	13	14	408
Subtotal	0	140	164	303	575	261	242	111	1,797

SOURCE: DBPR Versa: Regulation Single Licensing System 8.9.2018.

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

Complaints

Table 12: Consumer Complaint Activity— FY 2017-2018

DISPOSITION	OTHER	DISTRICT							TOTAL
		1	2	3	4	5	6	7	
Lodging – Vacation Rentals									
Confirmed	0	0	3	3	4	0	11	2	23
Handled by Phone	0	0	0	0	0	0	0	0	0
Handled by Compliance	91	0	0	0	0	0	0	0	91
Not Observed	0	4	2	11	40	1	22	5	85
Other	2	1	1	1	27	1	9	4	45
Subtotal	93	5	6	15	70	2	42	11	244

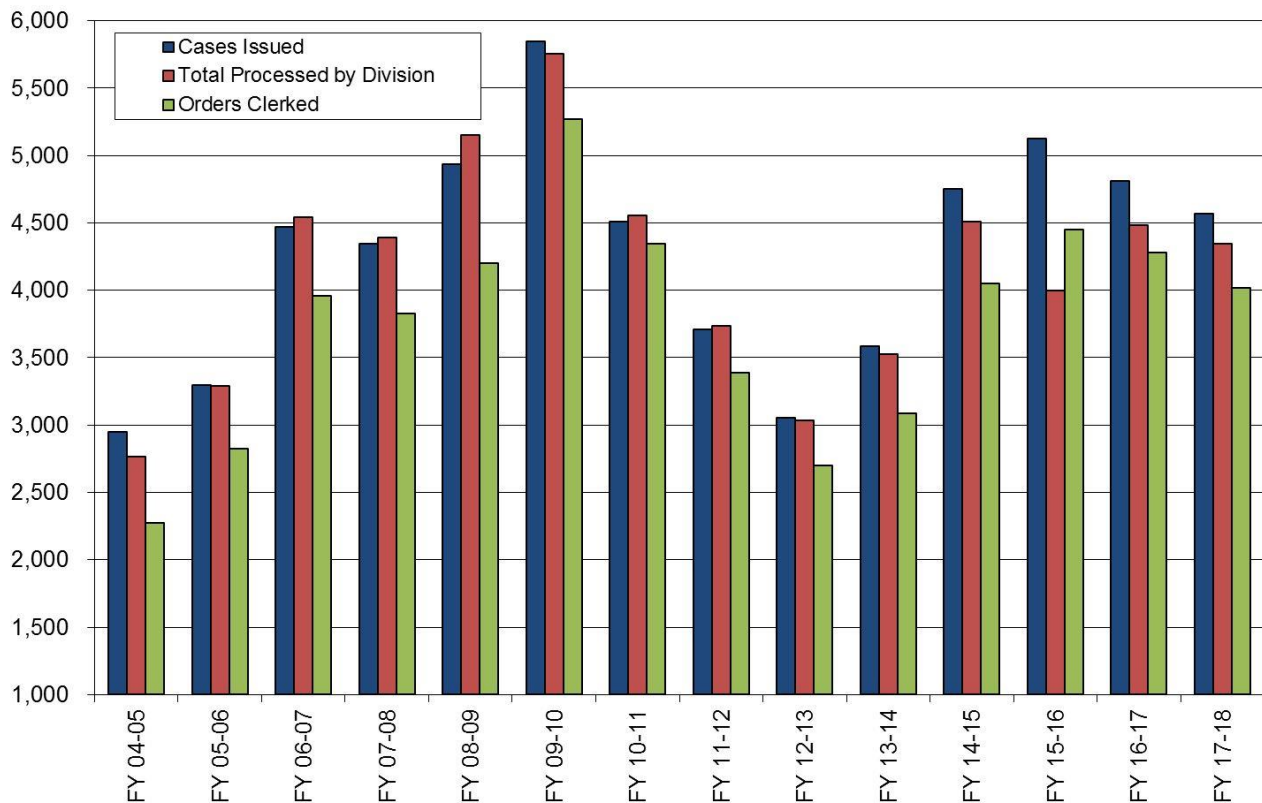
GRAND TOTAL	161	1,137	1,809	2,220	2,713	1,825	1,273	1,038	12,177
--------------------	------------	--------------	--------------	--------------	--------------	--------------	--------------	--------------	---------------

SOURCE: DBPR Versa: Regulation Single Licensing System 8.8.2018 and Office of Compliance.

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

Figure 7: Historical Comparison of Compliance Activity



Compliance**Table 13: Compliance Activity—FY 2017-18**

COMPLIANCE ACTIVITY	FOOD SERVICE	LODGING	ELEVATORS	TOTAL
Cases issued	3,381	217	971	4,569
1st offender	2,601	173	697	3,471
2nd offender	576	37	202	815
3rd offender	153	7	52	212
4th or higher offender	51	0	20	71
Settlement Officers				
Settled	2,537	99	291	2,927
Dismissed/Closed	237	68	0	305
Final Orders on Waiver	236	44	571	851
Sent to Office of General Counsel	249	13	1	263
Total processed by division	3,259	224	863	4,346
Office of General Counsel				
Informal Hearings	115	4	31	150
Formal Hearings	0	0	0	0
Dismissed/Closed	26	2	0	28
Stipulation & Consent Orders	10	0	0	10
Agency Clerk				
Orders Clerked	2,957	161	900	4,018
Actions				
Suspensions	75	0	0	75
Revocations	1	0	0	1
Fines assessed	\$1,116,935	\$53,700	\$289,850	\$1,510,485
Average fine assessed	\$407	\$353	\$330	\$387
Median fine assessed	\$400	\$200	\$250	\$320
Lowest fine assessed	\$50	\$100	\$100	\$50
Highest fine assessed	\$4,000	\$2,400	\$1,000	\$4,000
Most frequent fine assessed	\$400	\$200	\$250	\$400
Fines collected	\$1,105,407	\$49,460	\$312,914	\$1,467,781

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2018

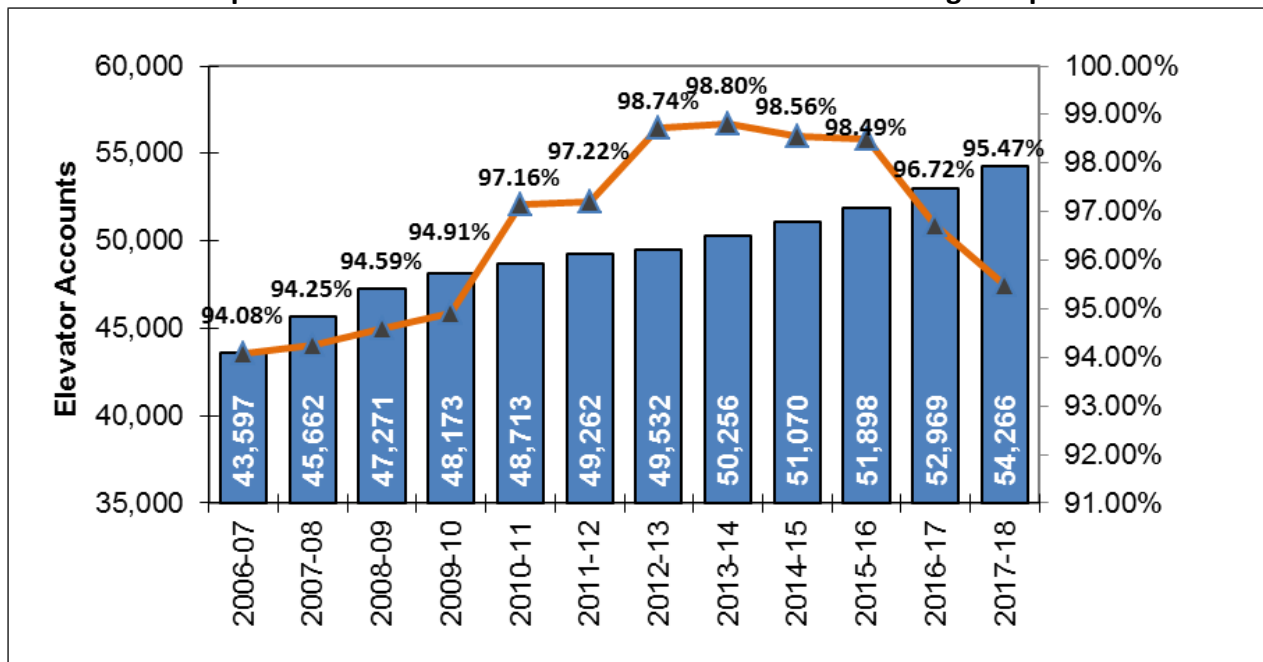
Elevators

Table 14: Elevator Accounts

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	11,855	96.09%	482	3.91%	12,337	633	121	83	13,174
Hydraulic Passenger	34,227	96.07%	1,400	3.93%	35,627	580	336	233	36,776
Traction Freight	344	93.99%	22	6.01%	366	27	46	42	481
Hydraulic Freight	628	95.73%	28	4.27%	656	10	32	33	731
Hand Power Passenger	2	100.00%	0	0.00%	2	2	0	1	5
Hand Power Freight	2	100.00%	0	0.00%	2	0	8	5	15
Moving Walk	47	97.92%	1	2.08%	48	0	0	0	48
Inclined Lift	27	81.82%	6	18.18%	33	5	0	0	38
Limited Use Limited Application	359	91.35%	34	8.65%	393	18	18	10	439
Dumbwaiter	337	89.63%	39	10.37%	376	7	258	46	687
Escalator	1,135	92.96%	86	7.04%	1,221	15	63	12	1,311
Sidewalk Elevator	1	100.00%	0	0.00%	1	0	4	0	5
Material Lift, Dumbwaiter, ATD	8	88.89%	1	11.11%	9	3	1	0	13
Special Purpose Personnel Elevator	74	85.06%	13	14.94%	87	3	18	0	108
Inclined Stairway Chair Lift	52	89.66%	6	10.34%	58	6	13	0	77
Inclined & Vertical Wheelchair Lift	2,710	88.88%	339	11.12%	3,049	118	250	89	3,506
Rack and Pinion/Screw Column	1	100.00%	0	0.00%	1	0	0	0	1
Total	51,809	95.47%	2,457	4.53%	54,266	1,427	1,168	554	57,415

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2018

Figure 8: Historical Comparison of Total Active Elevator Accounts and Licensing Compliance



Elevators

Table 15: Elevator Professional Credential Accounts

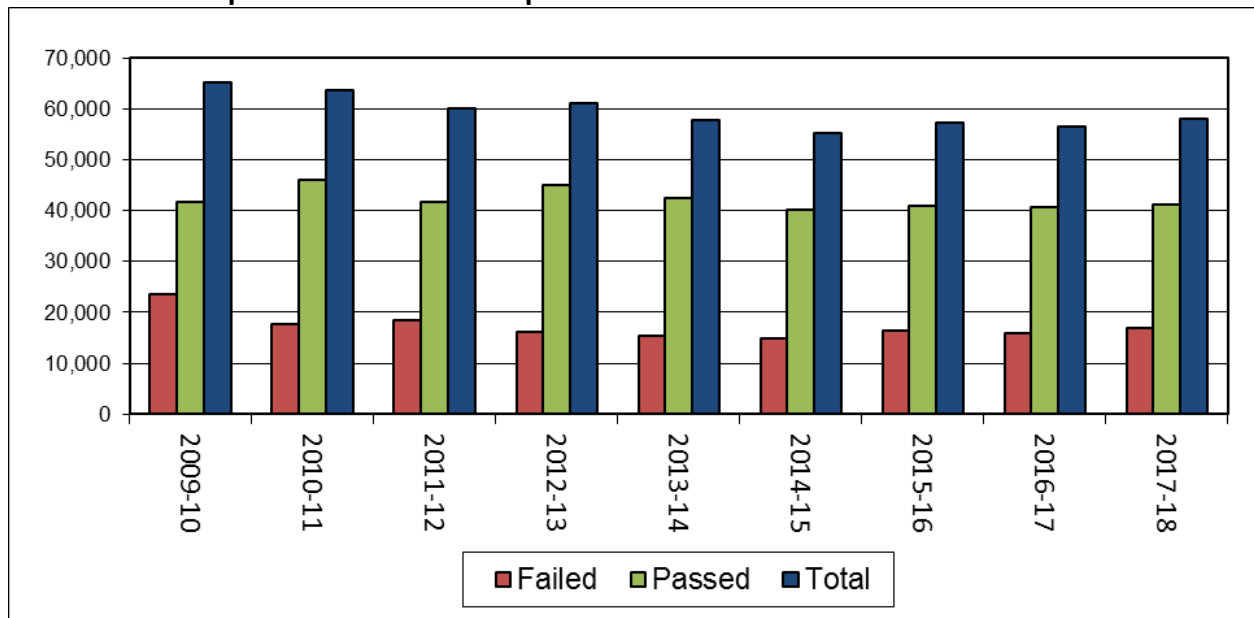
LICENSE TYPE	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Registered Elevator Companies	286	268	300	288	286	275	302	332	356
Certified Elevator Inspectors	354	355	364	360	351	332	350	379	417
Certified Elevator Technicians	1,130	1,337	1,589	1,562	1,525	1,645	1,650	1,636	1,601
Certificates of Competency	1,871	1,956	1,916	1,734	1,763	1,810	1,797	1,797	1,868

SOURCE: Extracts and reports from 2009-2018

Table 16: Elevator Inspections Performed by Inspection Type—FY 2017-18

INSPECTION TYPE	Failed	Passed	Total
Accident	13	30	43
Alteration/Acceptance	57	1,482	1,539
Callback	1,505	9,702	11,207
Complaint	219	127	346
Construction	729	129	858
Compliance Monitoring	219	218	437
Industry Oversight/Audit	221	422	643
Initial Acceptance	14	1,484	1,498
Routine	13,885	27,171	41,056
Temporary Operation Inspection	28	497	525
Two Stop	10	3	13
Total	16,900	41,265	58,165

Figure 9: Historical Comparison of Elevator Inspections



Elevators**Table 17: Historical Comparison of Elevator Accidents**

ELEVATOR TYPE	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	Total	% Total
Dumbwaiter	0	0	1	0	0	0	0	0	0	1	0.0%
Escalator	219	236	234	268	183	298	288	257	342	2,325	58.1%
Hydraulic Freight	3	5	0	2	3	2	2	3	2	22	0.5%
Hydraulic Passenger	46	44	33	31	20	19	18	10	36	257	6.4%
Inclined Lift (stair)	0	0	0	0	0	1	0	0	0	1	0.0%
Inclined Wheel	2	0	0	1	0	0	0	1	1	5	0.1%
Limited Use	0	0	1	1	1	0	0	0	0	3	0.1%
Moving Walk	58	91	91	116	64	136	187	87	140	970	24.2%
Special Purpose	0	0	0	0	0	0	0	1	0	1	0.0%
Traction Freight	0	0	1	0	0	0	0	0	1	2	0.0%
Traction Passenger	54	37	51	44	30	42	35	42	81	416	10.4%
Total	382	413	412	463	301	498	530	401	603	4,003	100.0%

SOURCE: Versa Regulation: 2009-2018