



2018/19

ANNUAL REPORT

DIVISION OF HOTELS & RESTAURANTS

Ron DeSantis

Governor

Halsey Beshears

Secretary

2601 Blair Stone Road

Tallahassee, Florida 32399

Halsey Beshears, Secretary

Ron DeSantis, Governor

Dear Friends:

Fiscal Year 2018–19 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.

I continue to be amazed at the resiliency and tenacity of Floridians. Hurricane Michael was the first Category 5 hurricane to strike the contiguous United States since Andrew in 1992. After the storm, Division inspectors conducted disaster checklist inspections in affected areas throughout the panhandle. Industry communication and outreach was vital to helping business return to operation safely and regain a sense of normalcy.

Working in partnership with our industries is vital to helping businesses grow and operate for all visitors and residents to enjoy. The division is committed to eliminating regulations and processes that do not serve the public's health, safety and welfare. We welcome feedback from operators and consumers on ways that we may streamline business processes and improve regulations to be sensible and supportive of continued growth in the food service and lodging industries.

As always, we value our customers and remain committed to keeping Florida the greatest vacation destination for years to come.

Sincerely,



Halsey Beshears

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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 \$21,991,903. During this period, the division:

- Conducted a total of 115,428 public food service and lodging establishment inspections to ensure sanitation and safety standards (tables 6 -7, page 10-11);
- Performed more than 89% of the statutorily required inspections for public food service, 78% for transient lodging establishments and 64% for apartments (table 8, page 12);
- Cited a total of 712,607 violations of sanitary standards in public food service and lodging establishments (see tables on pages 13-20); and
- Identified 180,580 violations that were corrected on site and 38,461 violations where corrective action was taken during inspections, demonstrating achievement of active managerial control of food safety findings.

OFFICE OF THE DIRECTOR

Steven von Bodungen, 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 2018-19, the Bureau of Sanitation and Safety Inspections (BSSI) accomplished 163,324 inspection activities of the 102,977 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 food service event inspections.

In October of 2018, Florida experienced Hurricane Michael in the Florida Panhandle. Hurricane Michael was a Category 5 hurricane that made direct impact on Mexico Beach, Florida. Once conditions were safe, the division conducted disaster inspections in affected areas. Disaster inspections are an abbreviated version of routine inspections that check for basic operational elements including: overall structural integrity, potable water availability, wastewater system functionality, power outages and power availability, and temperature controls for potentially hazardous food. Division inspectors conducted over 1,015 disaster inspections during a 28-day period following Hurricane Michael.

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 2018-19, OPQ facilitated 7,686 continuing education hours statewide.

The division will be adopting the 2017 FDA Food Code and OPQ staff is responsible for integrating 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 6,600 plans in fiscal year 2018-19.

OPR has implemented a process of identifying complete plan review applications and then expediting those applications. The anticipated faster turnaround time aligns with the department's mission of licensing efficiently.

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 process 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 102,977 public food and lodging establishments and 55,398 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 Haynes, 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.

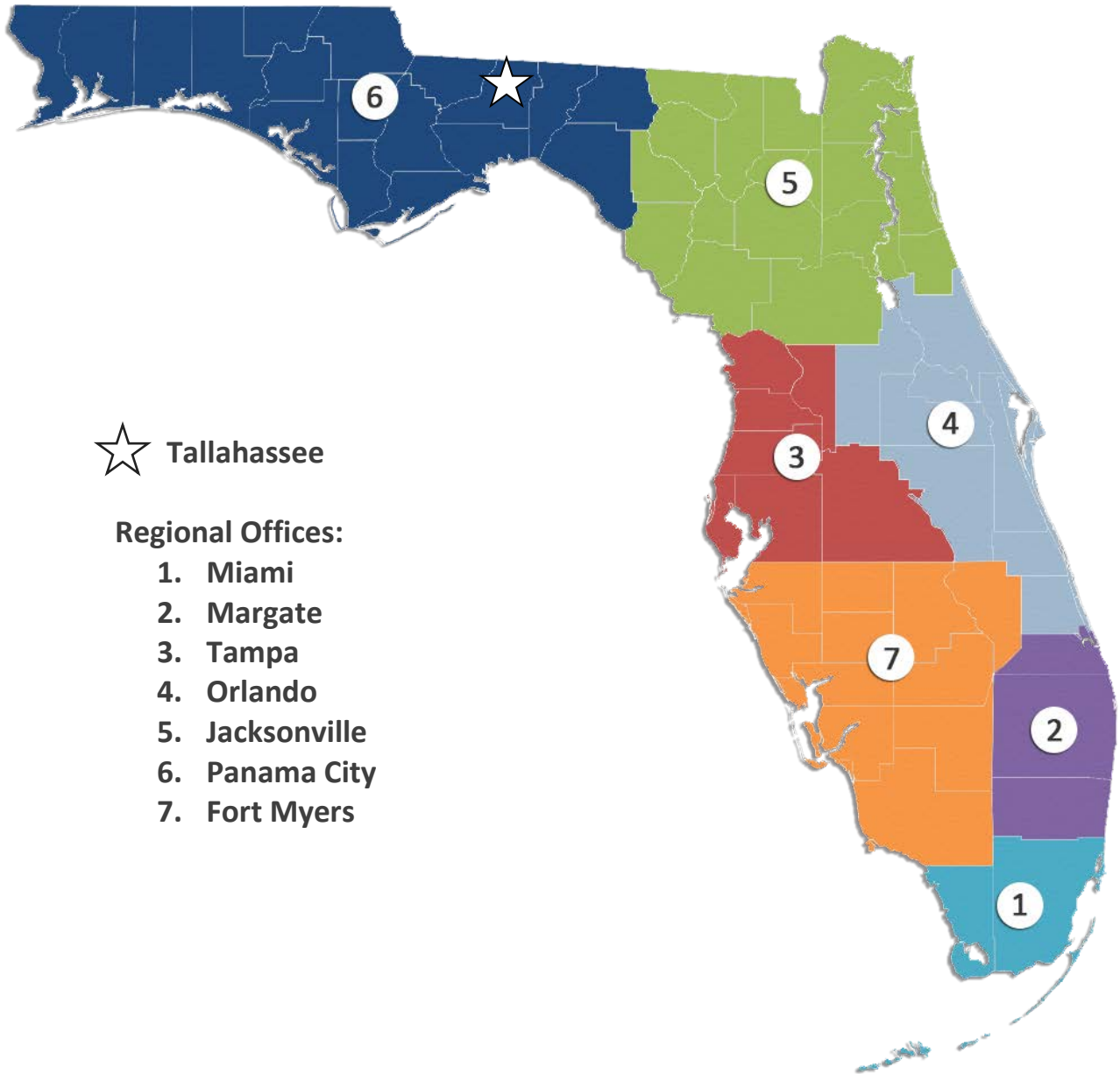
The program enforces the national standards of the American Society of Mechanical Engineers' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.3 and A18.1), the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes, Chapter 61C-5, Florida Administrative Code, and Chapter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

Florida's elevator safety program achieved 95.31 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 55,398 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



Public Lodging and Food Service Establishments Plan Review

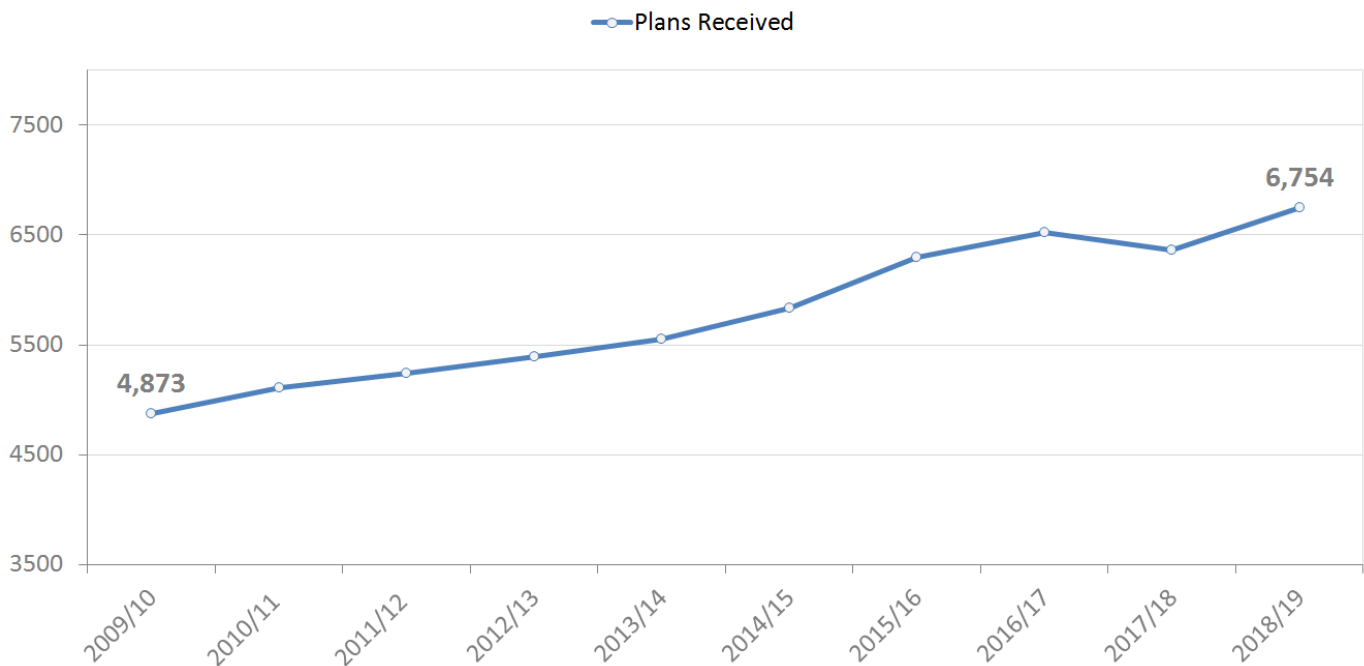
Table 1: Number of Plan Reviews Submitted by Type - FY 2018-19

District	New	Change Owner	Remodel	Total
1	891	89	126	1,106
2	679	116	140	935
3	900	128	214	1,242
4	1,070	146	283	1,499
5	516	92	166	774
6	396	56	76	528
7	513	73	101	687
Total	4,965	700	1,106	6,771

Table 2: Number of Variances Processed - FY 2018-19

District	Routine	Emergency	Total
1	8	21	29
2	3	13	16
3	5	8	13
4	7	19	26
5	0	2	2
6	1	4	5
7	1	1	2
Total	25	68	93

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 2018-19

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	498	276	287	419	228	159	189	2,056
Motels	245	330	472	519	324	299	324	2,513
Nontransient Apartments	5,631	3,873	2,903	2,386	1,539	1,113	918	18,363
Transient Apartments	198	246	180	80	36	18	155	913
Bed and Breakfasts	61	23	36	40	65	24	11	260
Vacation Rentals - Condos								
Single	2,228	334	422	1,226	274	498	342	5,324
Group	222	105	94	246	44	169	208	1,088
Collective	186	47	97	161	77	395	188	1,151
Vacation Rentals - Dwellings								
Single	997	1,429	2,979	6,052	380	787	900	13,524
Group	58	72	45	73	9	29	42	328
Collective	142	197	249	457	91	321	341	1,798
Vacation Rentals – Timeshare Projects								
Single	1	2	0	1	0	0	0	4
Group	1	0	0	13	0	1	0	15
Collective	0	0	0	0	0	0	0	0
SUBTOTAL	10,468	6,934	7,764	11,673	3,067	3,813	3,618	47,337
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	6,068	7,312	7,316	8,853	4,916	3,338	5,031	42,834
Permanent Nonseating	1,054	989	912	1,254	579	274	547	5,609
Theme Park Food Carts	0	1	5	19	3	0	0	28
Catering	239	264	181	272	113	66	86	1,221
Hot Dog Carts	122	62	102	158	86	35	29	594
Mobile Food Dispensing Vehicles	944	458	883	1,016	554	410	440	4,705
Vending Machines	14	44	101	310	121	16	43	649
SUBTOTAL	8,441	9,130	9,500	11,882	6,372	4,139	6,176	55,640
GRAND TOTAL	18,909	16,064	17,264	23,555	9,439	7,952	9,794	102,977

SOURCE: DBPR Versa: Regulation Single Licensing System 07/01/2019

Public Lodging and Food Service Establishments Licensing

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

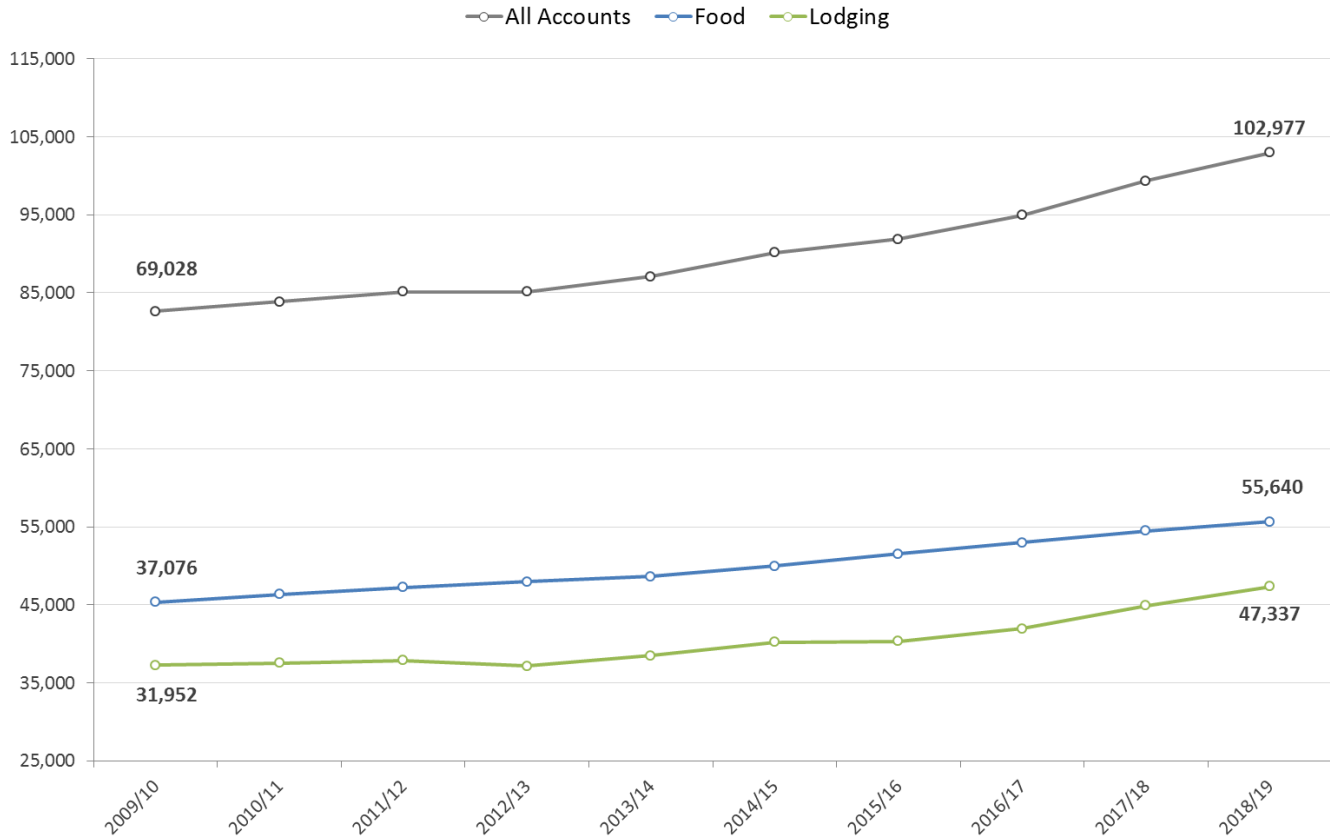


Table 4: Temporary Food Service Event Licenses Issued — FY 2018-19

Temporary Event Licenses by District								
LICENSE TYPE	1	2	3	4	5	6	7	TOTAL
1-3 day license	204	105	129	229	79	31	15	792
4-30 day license	320	250	503	427	307	160	274	2,241
Annual license	93	155	64	90	16	4	43	465
Already Licensed - Annual	92	101	116	47	78	36	38	508
Already Licensed - Permanent	123	240	185	122	131	67	36	904
Already Licensed - FDACS	9	6	56	2	8	10	2	93
Total	841	857	1,053	917	619	308	408	5,003

SOURCE: DBPR Versa:Regulation Single Licensing System 06.30.2019

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

Public Lodging and Food Service Establishments Inspections

Table 5: Public Lodging Units by Type and District - End of FY 2018-19

Lodging units by Type and District								
ESTABLISHMENT TYPE	1	2	3	4	5	6	7	TOTAL
Hotels	56,862	41,978	35,641	103,441	26,261	15,666	21,621	301,470
Motels	11,665	11,156	22,590	49,391	15,046	17,070	12,051	138,969
Nontransient Apartments	179,560	194,720	237,223	264,631	146,920	71,806	74,974	1,169,834
Transient Apartments	4,095	4,842	2,822	1,119	647	1,455	1,861	16,841
Bed and Breakfasts	524	145	198	232	480	141	69	1,789
Vacation Rental-Condos	10,925	7,659	6,717	37,074	4,083	20,292	12,630	99,380
Vacation Rental-Dwellings	3,805	3,317	7,169	14,910	1,313	6,909	6,828	44,251
Vacation Rental-Timeshare Projects	39	93	0	4,306	0	95	0	4,533
TOTAL	267,475	263,910	312,360	475,104	194,750	133,434	130,034	1,777,067

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2019

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed - FY 2018-19

Public Food Service - Initial Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	1,299	1,186	1,442	1,648	893	590	820	7,878
02. Routine	11,871	13,796	13,661	16,732	8,546	4,761	7,770	77,137
03. Complaint Full	696	1,415	1,598	1,415	1,109	627	897	7,757
04. Complaint Partial	80	26	12	364	62	104	0	648
Subtotal: Food	13,946	16,423	16,713	20,159	10,610	6,082	9,487	93,420

Public Lodging - Initial Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	484	323	272	329	186	152	114	1,860
02. Routine	5,427	3,787	2,837	2,328	1,889	1,212	836	18,316
03. Complaint Full	151	169	394	387	256	222	95	1,674
04. Complaint Partial	15	1	18	83	7	34	0	158
Subtotal: Lodging	6,077	4,280	3,521	3,127	2,338	1,620	1,045	22,008

Total - Initial Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	1,783	1,509	1,714	1,977	1,079	742	934	9,738
02. Routine	17,298	17,583	16,498	19,060	10,435	5,973	8,606	95,453
03. Complaint Full	847	1,584	1,992	1,802	1,365	849	992	9,431
04. Complaint Partial	95	27	30	447	69	138	0	806
Subtotal	20,023	20,703	20,234	23,286	12,948	7,702	10,532	115,428

Public Lodging and Food Service Establishments Inspections

Table 7: Food and Lodging Callback Inspections Performed - FY 2018-19

Public Food Service - Callback Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	155	265	312	168	172	22	77	1,171
02. Routine	5,339	5,371	6,892	7,791	5,021	2,562	3,778	36,754
03. Complaint Full	571	838	1,274	1,050	918	657	730	6,038
04. Complaint Partial	19	4	1	130	17	34	1	206
Subtotal: Food	6,084	6,478	8,479	9,139	6,128	3,275	4,586	44,169
Public Lodging - Callback Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	25	53	46	18	20	16	18	196
02. Routine	622	192	420	361	238	186	207	2,226
03. Complaint Full	89	77	266	303	190	250	63	1,238
04. Complaint Partial	2	0	12	42	0	7	0	63
Subtotal: Lodging	738	322	744	724	448	459	288	3,723
Total - Callback Inspections by District								
INSPECTION TYPE	1	2	3	4	5	6	7	TOTALS
01. Licensing	180	318	358	186	192	38	95	1,367
02. Routine	5,961	5,563	7,312	8,152	5,259	2,748	3,985	38,980
03. Complaint Full	660	915	1,540	1,353	1,108	907	793	7,276
04. Complaint Partial	21	4	13	172	17	41	1	269
Subtotal	6,822	6,800	9,223	9,863	6,576	3,734	4,874	47,892

All - Inspections by District								
	1	2	3	4	5	6	7	TOTAL
Total Inspections	26,845	27,503	29,457	33,149	19,524	11,436	15,406	163,320

SOURCE: DBPR Versa:Regulation Single Licensing System 07.01.2019

NOTES: Tables 6 & 7: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. For an accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishments

Inspections

Table 8: Inspection Frequency and Performance - FY 2018-19

MEASURE	FOOD SERVICE	LODGING*	APARTMENTS	TOTAL
Active Licenses Requiring Inspection	55,640	4,829	19,276	79,745
Percent Change Since Last Fiscal Year	2.76%	0.42%	1.45%	2.29%
Estimated Number of Annual Inspections Required	91,413	9,438	19,276	120,127
Number Active Licenses Inspected Once	20,497	990	12,065	33,552
Number Active Licenses Inspected Twice	30,522	3,360	315	34,197
Number Active Licenses Inspected 3 Times	2,577	270	27	2,874
Number Active Licenses Inspected 4 or More Times	461	69	2	532
Number Active Licenses Not Inspected This Period	1,583	140	6,867	8,590
Percent Active Licenses Inspected Once	36.84%	20.50%	62.59%	42.07%
Percent Active Licenses Inspected Twice	54.86%	69.58%	1.63%	42.88%
Percent Active Licenses Inspected 3 Times	4.63%	5.59%	0.14%	3.60%
Percent Active Licenses Inspected 4 or More Times	0.83%	1.43%	0.01%	0.67%
Percent Active Licenses Not Inspected This Period	2.85%	2.90%	35.62%	10.77%
Number Active Licenses that Met or Exceeded Annual Requirement	49,718	3,809	12,409	65,936
Percent Active Licenses that Met or Exceeded Annual Requirement	89.36%	78.88%	64.38%	82.68%

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2019

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	16,257
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	39,100
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	240
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness.	4	43

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2019

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 2018-19

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	134	0	0	0	134	0.02%	0.001
01B Food safe and unadulterated; sound condition	12,354	42	12	0	12,408	1.86%	0.133
01C Shellstock tags; commingling	0	2,233	39	0	2,272	0.34%	0.024
01D Parasite destruction for raw/undercooked fish	732	23	0	0	755	0.11%	0.008
02A Consumer advisory on raw/undercooked oysters	0	316	0	0	316	0.05%	0.003
02B Consumer advisory on raw/undercooked animal foods	8	2,657	0	0	2,665	0.40%	0.029
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	1,512	13,087	0	0	14,599	2.18%	0.156
03A Receiving and holding PH/TCS foods cold	22,797	0	49	0	22,846	3.42%	0.245
03B Receiving and holding PH/TCS foods hot	6,871	0	0	0	6,871	1.03%	0.074
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	212	179	0	0	391	0.06%	0.004
03D Cooling PH/TCS foods; proper cooling methods	3,294	2,761	0	0	6,055	0.91%	0.065
03E Reheating PH/TCS foods for hot holding	512	0	3	0	515	0.08%	0.006
03F Time as a Public Health Control	3,083	1,604	0	0	4,687	0.70%	0.050
03G Reduced oxygen packaging (ROP) and other Special Processes	207	21	0	0	228	0.03%	0.002
07 Unwrapped or PH/TCS food not re-served	149	0	0	0	149	0.02%	0.002
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	18,290	10	745	0	19,045	2.85%	0.204
08B Food protection during preparation, storage and display	1,691	433	29,026	0	31,150	4.66%	0.333
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	1,740	25	135	0	1,900	0.28%	0.020

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments - FY 2018-19 *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	48	2,227	5	0	2,280	0.34%	0.024
12A Hands clean and washed properly; use of hand antiseptic if	9,137	901	0	0	10,038	1.50%	0.107
12B Employee eating, drinking, tasting food, smoking	0	0	14,030	0	14,030	2.10%	0.150
22 Food-contact surfaces clean and sanitized	6,550	43,301	7,295	0	57,146	8.55%	0.612
31A Handwash sink(s) installed, accessible, not used for other purposes	0	20,385	0	0	20,385	3.05%	0.218
31B Handwashing supplies and handwash sign provided	0	18,289	7,623	0	25,912	3.88%	0.277
32 Bathrooms	0	112	6,157	0	6,269	0.94%	0.067
41 Chemicals/toxic substances	10,017	6,715	194	0	16,926	2.53%	0.181
53A Food manager certification; knowledge/active managerial control (except employee health)	0	8,172	0	0	8,172	1.22%	0.087
53B State approved food handler training; employee duty specific training/knowledge	0	14,360	0	0	14,360	2.15%	0.154
Subtotal: 1. Foodborne Illness Risk Factors and Public Health Interventions	99,338	137,853	65,313	0	302,504	45.25%	3.238
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01 Food at proper temperature (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
02D Food items properly labeled; original container	19	340	8,384	0	8,743	1.31%	
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	11	4,452	4,424	0	8,887	1.33%	0.095
06 PH/TCS foods properly thawed	0	0	3,922	0	3,922	0.59%	0.042

Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments - FY 2018-19 *Continued...*

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
08 Food protection/cross-contamination (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
10 In use food dispensing utensils properly stored	332	0	20,350	0	20,682	3.09%	0.221
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	386	10,631	0	11,017	1.65%	0.118
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	707	2,260	54,817	0	57,784	8.64%	0.619
16 Dishwashing facilities; chemical test kit(s); gauges	36	7,931	10,188	0	18,155	2.72%	0.194
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	20,393	0	20,393	3.05%	0.218
23 Non-food contact surfaces clean	0	0	40,022	0	40,022	5.99%	0.428
24 Storage/handling of clean equipment, utensils; air drying	0	0	13,918	0	13,918	2.08%	0.149
25 Single-service and single-use items	11	2	12,082	0	12,095	1.81%	0.129
27 Water source safe, hot (100F) and cold under pressure	82	6,482	418	0	6,982	1.04%	0.075
28 Sewage and waste water disposed properly	551	41	259	0	851	0.13%	0.009
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	7,774	768	12,825	0	21,367	3.20%	0.229
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	9,576	0	9,576	1.43%	0.103
34 Outside storage area clean, enclosure properly constructed	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 2018-19 *Continued...*

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
35A No presence or breeding of insects/rodents/pests; no live animals	6,841	148	2,442	0	9,431	1.41%	0.101
35B Outer openings protected from insects/pests, rodent proof	0	0	6,155	0	6,155	0.92%	0.066
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	61,779	0	61,779	9.24%	0.661
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	5,501	0	5,501	0.82%	0.059
39 Rooms and equipment - vented as required	0	0	0	0	0	0.00%	0.000
40 Employee personal belongings	0	0	8,335	0	8,335	1.25%	0.089
42 Cleaning and maintenance equipment	0	0	5,966	0	5,966	0.89%	0.064
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	4	66	25	0	95	0.01%	0.001
50 Current license, properly displayed	633	0	2,918	0	3,551	0.53%	0.038
51 Other conditions sanitary and safe operation	0	1,285	8,573	11	9,858	1.47%	0.106
52 Misrepresentation; misbranding	0	382	50	0	432	0.06%	0.005
54 Florida Clean Indoor Air Act Compliance	0	0	19	0	19	0.00%	0.000
55 Automatic Gratuity Notice	0	0	3	0	3	0.00%	0.000
Subtotal: 2. Food Violations - Good Retail Practices	17,001	24,578	323,975	11	365,565	54.69%	3.913

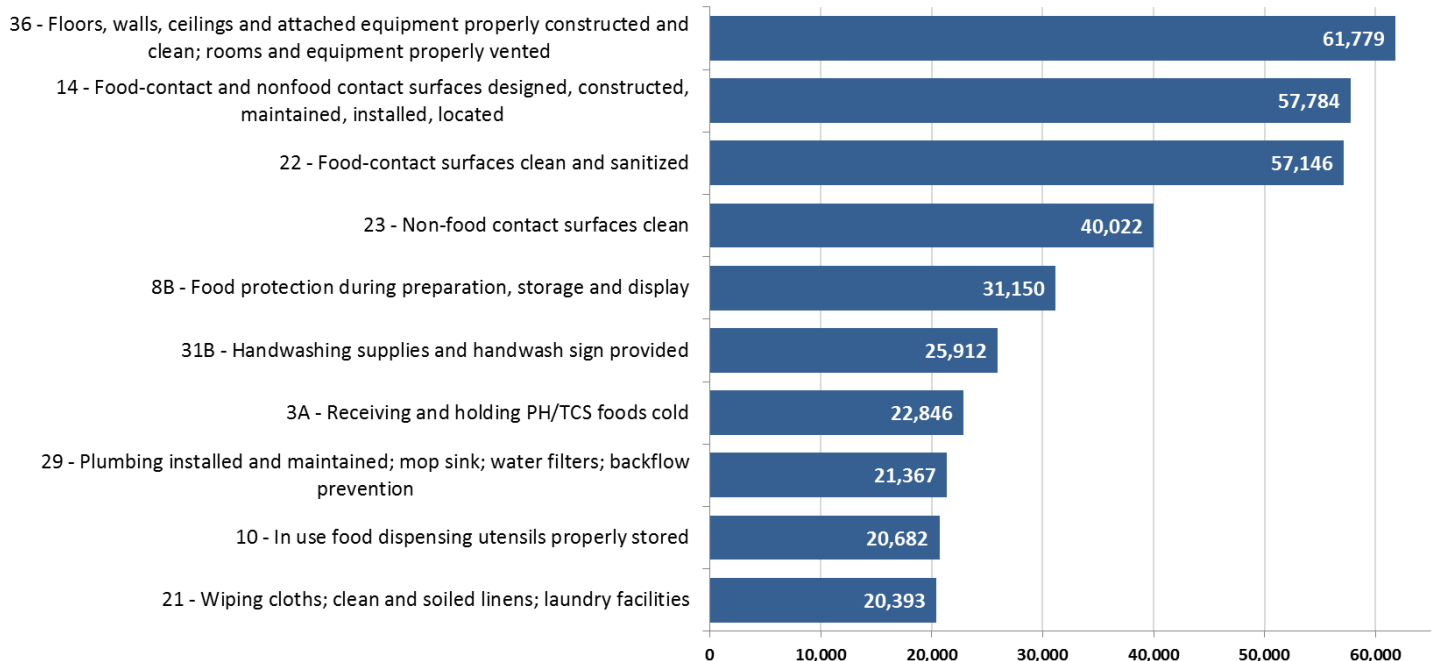
Public Lodging and Food Service Establishments

Food Violations

Table 9: Violations Found in Public Food Service Establishments - FY 2018-19 *Continued...*

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	393	0	393	0.06%	0.004
45 Fire extinguishing equipment	0	0	0	839	0	0.00%	0.000
46 Exits not blocked or locked	0	0	0	566	0	0.00%	0.000
47 Electrical wiring/outlets in good repair	0	0	0	184	0	0.00%	0.000
48 Gas appliances; boiler certificate current/posted	0	0	0	577	0	0.00%	0.000
49 Flammable/combustible materials	0	0	0	117	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	393	2,283	393	0.06%	0.004
Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	116,339	162,431	389,681	2,294	668,462	100.00%	7.155
Average Per Inspection	1.25	1.74	4.17	0.02	7.16		
Number of Inspections:	93,420						

Figure 3: Top 10 Violations Found in Public Food Establishments - FY 2018-19



Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments - FY 2018-19

Lodging Violations							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
05 Safety: Hearing impaired smoke detectors	829	0	0	0	829	1.88%	0.038
08 Safety: Boiler, boiler room	92	0	0	0	92	0.21%	0.004
09 Safety: Lighting: public, guest rooms	0	0	134	0	134	0.30%	0.006
10 Safety: Adequate heating	10	0	0	0	10	0.02%	0.000
11 Safety: Appliances properly installed; maintained	0	0	598	0	598	1.35%	0.027
12-04 Safety: Balcony: railing with greater than 4 inch opening	3,010	0	0	0	3,010	6.82%	0.137
13 Safety: Building repair	0	0	7,357	0	7,357	16.67%	0.334
14 Safety: Proper locking devices	158	0	0	0	158	0.36%	0.007
15 Sanitation: Bathrooms: public, guest, supplies	0	0	966	0	966	2.19%	0.044
16 Sanitation: Water source safe; hot/cold provided	113	0	0	0	113	0.26%	0.005
17 Sanitation: Bedding: bed linens, towels	0	0	1,521	0	1,521	3.45%	0.069
19 Sanitation: Plumbing	3,449	66	279	0	3,794	8.59%	0.172
20 Sanitation: Ventilation	0	0	302	0	302	0.68%	0.014
21 Sanitation: Toxics: storage, use	174	616	0	0	790	1.79%	0.036
22 Sanitation: Ice protection	1,203	0	0	0	1,203	2.73%	0.055
23 Sanitation: Glassware; tableware; utensils sanitized	445	16	226	0	687	1.56%	0.031
24 Sanitation: Vermin control	1,757	0	0	0	1,757	3.98%	0.080
25 Sanitation: Premises maintained	0	0	6,086	0	6,086	13.79%	0.277
26 Sanitation: Garbage and refuse disposal	0	0	9,100	0	9,100	20.61%	0.413
27 Sanitation: Sewage and waste water disposal	63	0	26	0	89	0.20%	0.004

Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments - FY 2018-19 *Continued...*

Lodging Violations							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
32 Consumer Protection: Security deposit	0	0	1	0	1	0.00%	0.000
33 Consumer Protection: Unethical business practices; Overbooking	1	0	0	0	1	0.00%	0.000
34 Consumer Protection: Licensee Criminal Conduct	0	0	1	0	1	0.00%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	0	0	0	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	317	0	317	0.72%	0.014
37 Consumer Protection: Guest register	0	0	20	0	20	0.05%	0.001
38 General: Current license: displayed, available upon request	1,256	0	883	0	2,139	4.85%	0.097
39 General: Housekeeping	0	0	1,700	0	1,700	3.85%	0.077
40 General: Other conditions: safe, sanitary	22	0	14	2	36	0.08%	0.002
Subtotal: 1. Lodging Violations	12,582	698	29,531	2	42,811	96.98%	1.945
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	1,214	0	0.00%	0.000
02 Safety: Fire hazards	1,334	0	0	60	1,334	3.02%	0.061
03 Safety: Fire Sprinkler system	0	0	0	10	0	0.00%	0.000
04 Safety: Smoke detectors; fire alarm systems	0	0	0	642	0	0.00%	0.000
05 Safety: Hearing impaired smoke detectors	0	0	0	62	0	0.00%	0.000
06 Safety: Exits obstructed	0	0	0	69	0	0.00%	0.000
07 Safety: Electrical wiring in good repair	0	0	0	71	0	0.00%	0.000
08-03 Safety: Boiler certificate	0	0	0	499	0	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	0	15	0	0.00%	0.000
Subtotal: 2. Fire Violations (Reporting Only)	1,334	0	0	2,642	1,334	3.02%	0.061

Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments - FY 2018-19 *Continued...*

Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	13,916	698	29,531	2,644	44,145	100.00%	2.006
Average Per Inspection	0.63	0.03	1.34	0.12	2.01		
Number of Inspections:	22,008						

Figure 4: Top 10 Violations Found in Public Lodging Establishments—FY 2018-19

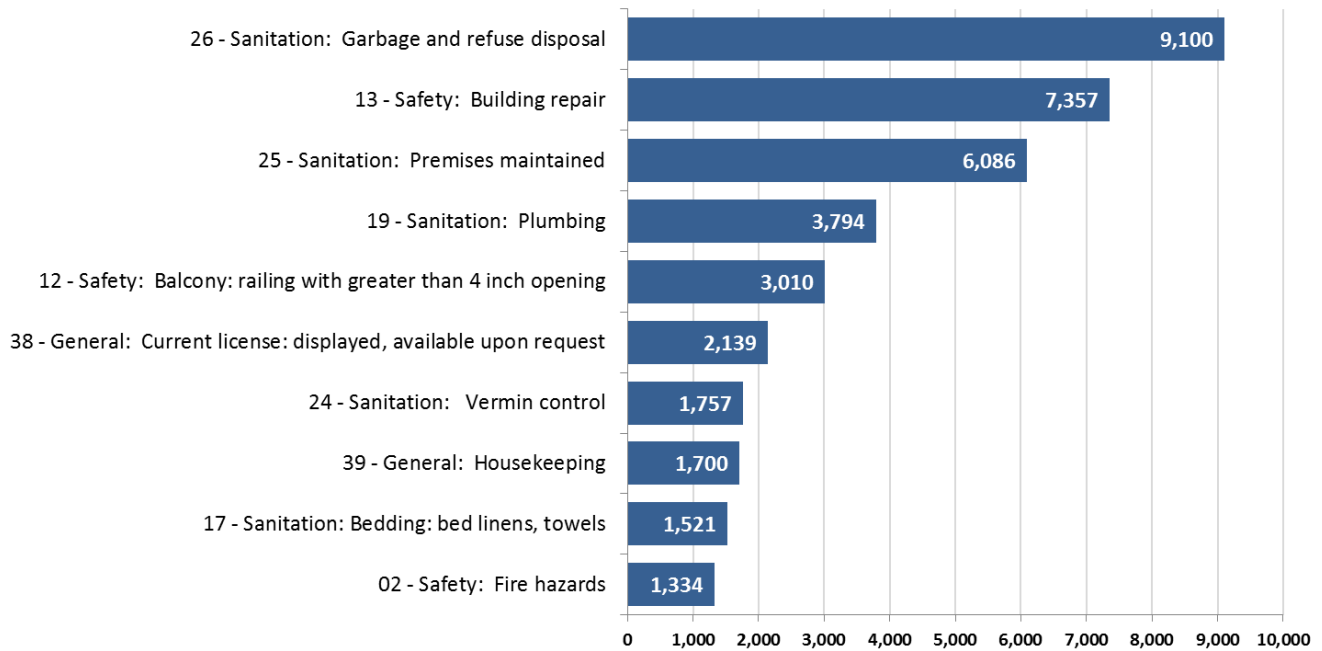
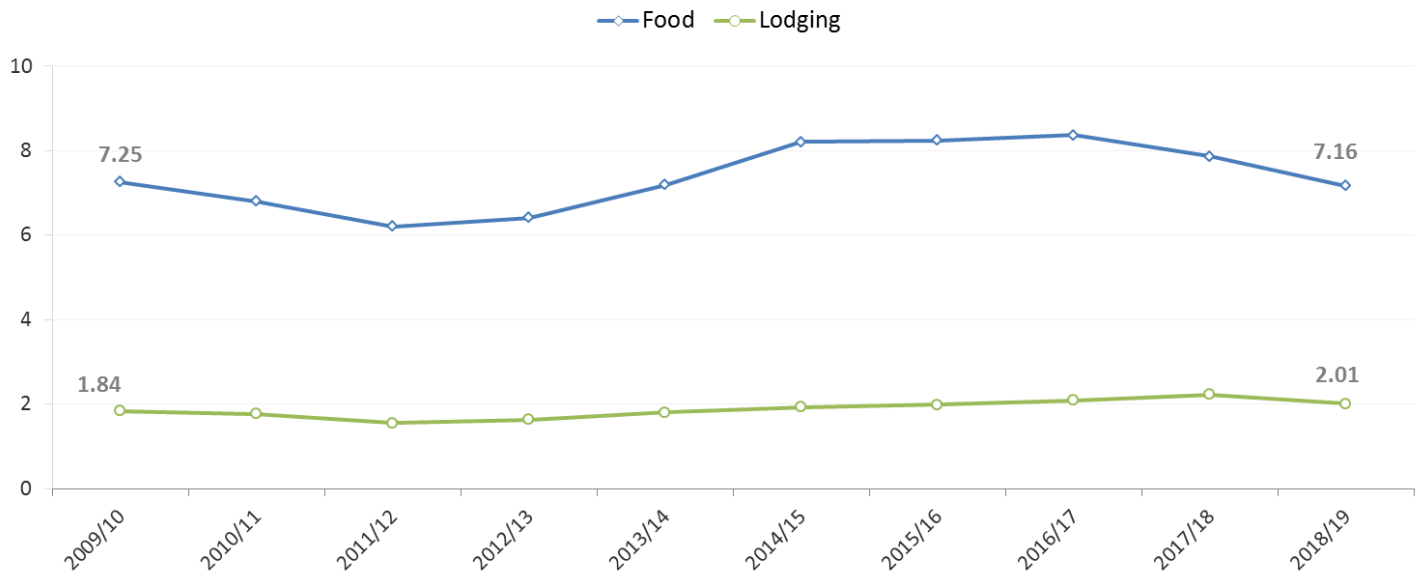


Figure 5: Historical Comparison of Average Number of Violations per Inspection



Public Lodging, Food Service Establishments and Elevators
Consumer Complaints

Table 11: Complaint Activity - FY 2018-19

DISPOSITION	DISTRICT								TOTAL
	OTHER	1	2	3	4	5	6	7	
Foodborne Illness Only									
Confirmed *	1	49	15	154	0	7	12	14	252
Handled by Phone	0	0	1	0	0	0	0	0	1
Not Observed	0	109	513	318	10	352	103	240	1,645
Other	2	115	34	71	371	82	151	50	876
Subtotal	3	273	563	543	381	441	266	304	2,774
Food Service									
Confirmed	6	138	269	490	65	320	229	211	1,728
Handled by Phone	0	0	3	1	6	2	2	1	15
Not Observed	4	312	603	869	737	544	407	368	3,844
Other	25	129	58	223	883	275	75	202	1,870
Subtotal	35	579	933	1,583	1,691	1,141	713	782	7,457
Lodging - Apartments									
Confirmed	0	36	18	56	5	39	64	12	230
Handled by Phone	0	0	0	0	1	1	3	0	5
Not Observed	1	33	27	60	46	35	41	2	245
Other	0	21	20	33	81	22	21	16	214
Subtotal	1	90	65	149	133	97	129	30	694
Lodging - Hotels, Motels and Bed & Breakfasts									
Confirmed	0	25	29	143	21	84	109	25	436
Handled by Phone	0	0	0	0	2	1	1	0	4
Not Observed	0	62	92	191	241	153	125	65	929
Other	3	21	13	26	144	41	17	13	278
Subtotal	3	108	134	360	408	279	252	103	1,647
Lodging - Vacation Rentals									
Confirmed	0	1	0	7	1	1	4	0	14
Handled by Phone	0	0	2	0	0	0	0	0	2
Handled by Compliance	58	0	0	0	0	0	0	0	58
Not Observed	0	8	6	12	37	0	27	6	96
Other	2	6	3	8	22	3	7	7	58
Subtotal	60	15	11	27	60	4	38	13	228
GRAND TOTAL	102	1,065	1,706	2,662	2,673	1,962	1,398	1,232	12,800

SOURCE: DBPR Versa: Regulation Single Licensing System 8.8.2019 and Office of Compliance.

NOTE: *Disposition based on inspection violations, not epidemiological outcomes. 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

Public Lodging, Food Service Establishments and Elevators
Compliance

Table 12: Compliance Activity - FY 2018-19

COMPLIANCE ACTIVITY	FOOD SERVICE	LODGING	ELEVATORS	TOTAL
Cases issued	4,267	262	1,515	6,044
1st offender	3,293	234	1,135	4,662
2nd offender	739	21	234	994
3rd offender	155	5	95	255
4th or higher offender	80	2	51	133
Settlement Officers				
Settled	3,164	132	392	3,688
Dismissed/Closed	291	45	0	336
Final Orders on Waiver	261	22	745	1,028
Sent to Office of General Counsel	284	19	0	303
Total processed by division	4,000	218	1,137	5,355
Office of General Counsel				
Informal Hearings	10	0	2	12
Formal Hearings	0	0	0	0
Dismissed/Closed	23	4	7	34
Stipulation & Consent Orders	0	0	1	1
Agency Clerk				
Orders Clerked	3,727	160	1,194	5,081
Actions				
Suspensions	71	0	0	71
Revocations	0	0	0	0
Fines assessed	\$1,415,960	\$50,545	\$389,500	\$1,856,005
Average fine assessed	\$393	\$335	\$331	\$376
Median fine assessed	\$400	\$200	\$250	\$300
Lowest fine assessed	\$75	\$100	\$100	\$75
Highest fine assessed	\$3,600	\$3,200	\$2,500	\$3,600
Most frequent fine assessed	\$400	\$200	\$250	\$400
Fines collected	\$1,282,585	\$42,278	\$333,403	\$1,658,266

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2019

Elevators

Figure 6: Historical Compliance Comparison

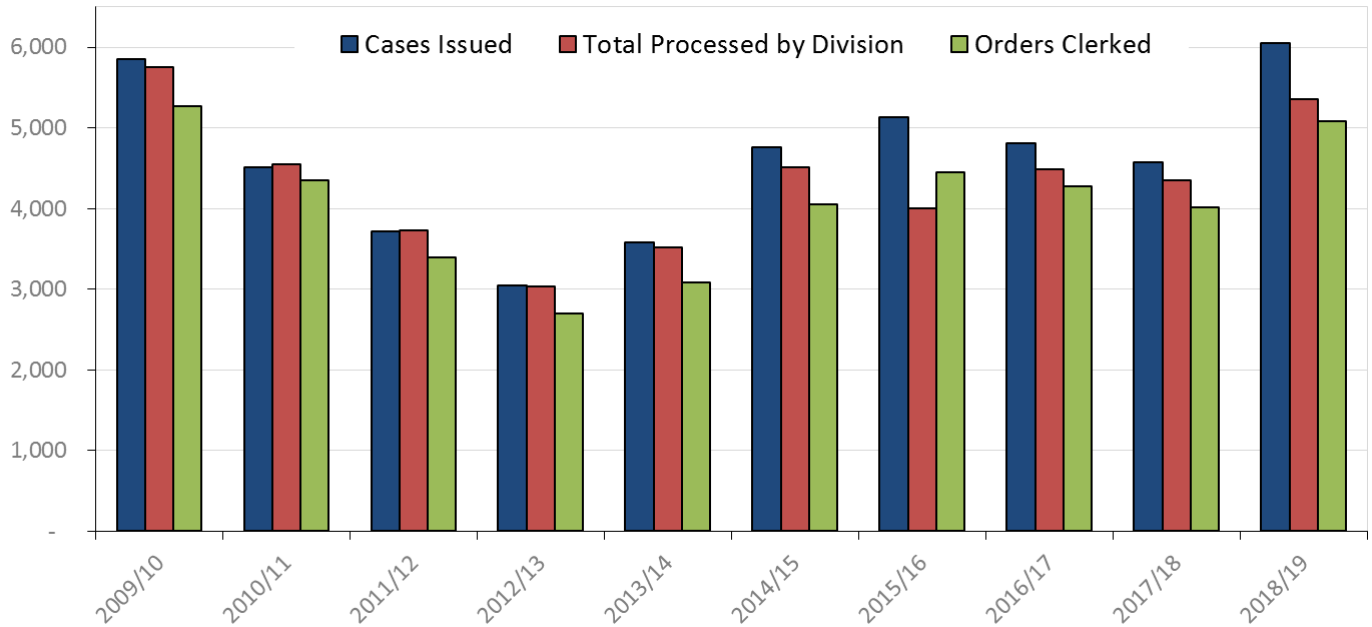


Table 13: Elevator Accounts

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	12,476	96.25%	486	3.75%	12,962	765	100	80	13,907
Hydraulic Passenger	34,580	95.88%	1,486	4.12%	36,066	617	308	238	37,229
Traction Freight	370	94.63%	21	5.37%	391	20	44	39	494
Hydraulic Freight	629	95.30%	31	4.70%	660	21	27	40	748
Hand Power Passenger	1	50.00%	1	50.00%	2	2	0	1	5
Hand Power Freight	2	100.00%	0	0.00%	2	0	8	5	15
Moving Walk	46	100.00%	0	0.00%	46	0	0	0	46
Inclined Lift	31	86.11%	5	13.89%	36	6	0	0	42
Limited Use Limited Application	357	87.71%	50	12.29%	407	27	15	9	458
Dumbwaiter	325	88.56%	42	11.44%	367	3	246	47	663
Escalator	1,123	93.51%	78	6.49%	1,201	19	54	32	1,306
Sidewalk Elevator	1	100.00%	0	0.00%	1	1	4	0	6
Material Lift, Dumbwaiter, ATD	10	90.91%	1	9.09%	11	3	1	0	15
Special Purpose Personnel Elevator	75	87.21%	11	12.79%	86	2	13	0	101
Inclined Stairway Chair Lift	48	88.89%	6	11.11%	54	6	15	0	75
Inclined & Vertical Wheelchair Lift	2,723	87.75%	380	12.25%	3,103	125	220	92	3,540
Rack and Pinion/Screw Column	3	100.00%	0	0.00%	3	1	0	0	4
Total	52,800	95.31%	2,598	4.69%	55,398	1,618	1,055	583	58,654

SOURCE: DBPR Versa: Regulation Single Licensing System 07.01.2019

Elevators

Figure 7: Historical Comparison of Total Active Elevator Accounts and Licensing Compliance Rate

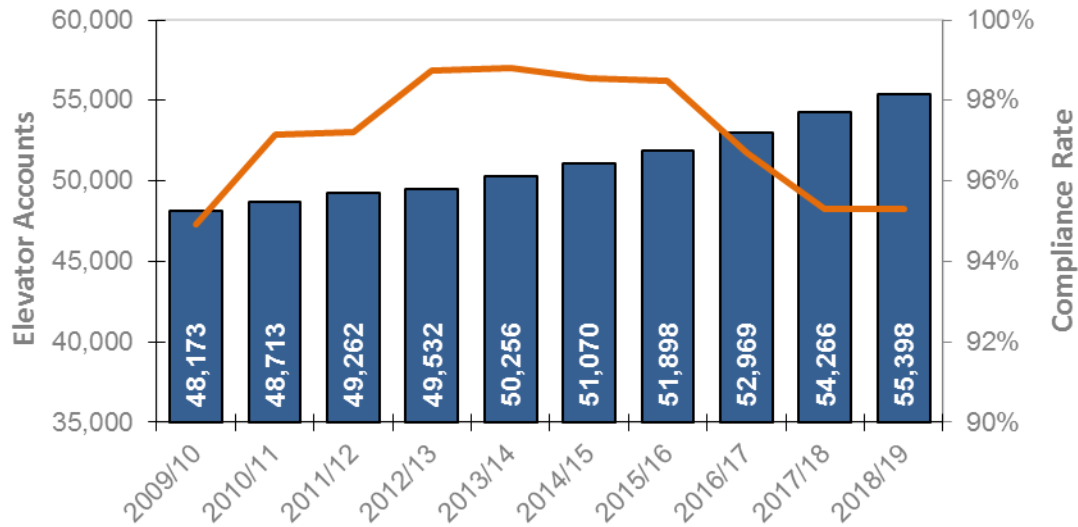


Table 14: Elevator Professional Credential Accounts

LICENSE TYPE	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Registered Elevator Companies	268	300	288	286	275	302	332	356	377
Certified Elevator Inspectors	355	364	360	351	332	350	379	417	456
Certified Elevator Technicians	1,337	1,589	1,562	1,525	1,645	1,650	1,636	1,601	1,788
Certificates of Competency	1,956	1,916	1,734	1,763	1,810	1,797	1,797	1,868	1,926

Table 15: Elevator Inspections Performed by Inspection Type - FY 2018-19

INSPECTION TYPE	Failed	Passed	Total
Administrative Only	5	0	5
Comp Monitoring	149	51	200
Accident	23	33	56
Alteration/Acceptance	44	1,546	1,590
Callback	1,492	11,041	12,533
Complaint	285	185	470
Construction	696	97	793
Industry Oversight/Audit	249	306	555
Initial Acceptance	20	1,467	1,487
Routine	14,689	25,964	40,653
Temporary Operation Inspection	66	673	739
Two Stop	17	25	42
Total	17,735	41,388	59,123

Elevators

Figure 8: Historical Comparison of Elevator Inspections

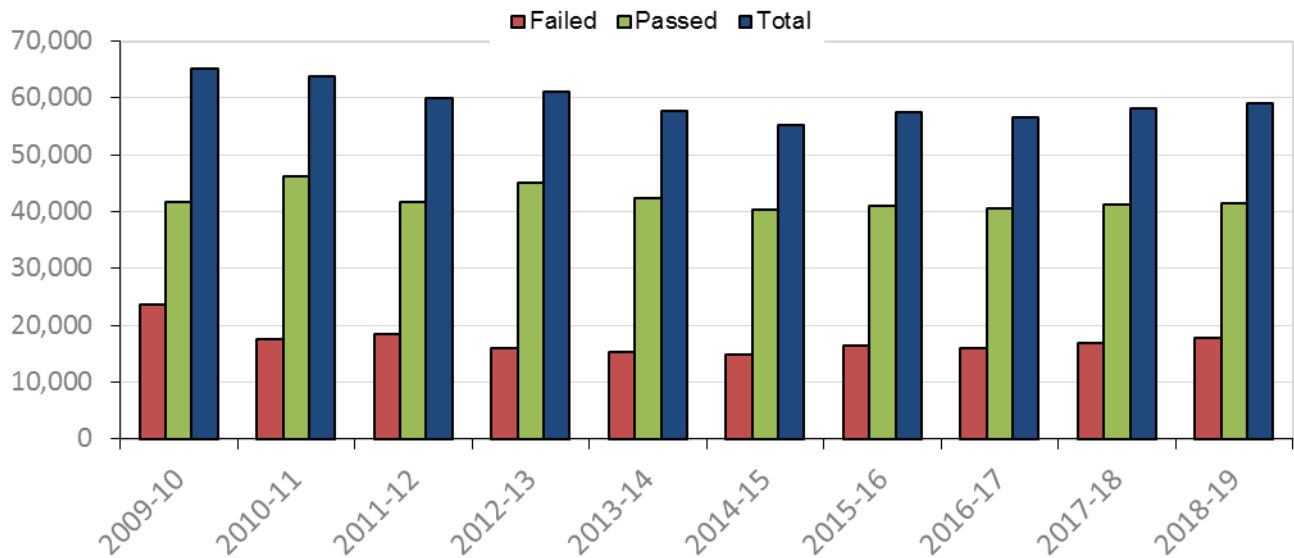


Table 16: Historical Comparison of Elevator Accidents

ELEVATOR TYPE	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total	% Total
Dumbwaiter	0	1	0	0	0	0	0	0	0	1	0.0%
Escalator	236	234	268	183	298	288	257	342	404	2,510	52.4%
Hydraulic Freight	5	0	2	3	2	2	3	2	2	21	0.4%
Hydraulic Passenger	44	33	31	20	19	18	10	36	67	278	5.8%
Inclined Lift (stair)	0	0	0	0	1	0	0	0	0	1	0.0%
Inclined Wheel	0	0	1	0	0	0	1	1	0	3	0.1%
Limited Use	0	1	1	1	0	0	0	0	0	3	0.1%
Moving Walk	91	91	116	64	136	187	87	140	213	1,125	23.5%
Special Purpose	0	0	0	0	0	0	1	0	0	1	0.0%
Traction Freight	0	1	0	0	0	0	0	1	0	2	0.0%
Traction Passenger	37	51	44	30	42	35	42	81	101	463	9.7%
Total	413	412	463	301	498	530	401	603	787	4,408	100.0%

SOURCE: Versa Regulation: 2009-2019

--- End of Fiscal Year 2018-19 Report ---