

department of business and professional regulation

Jeb Bush, Governor

Kim Binkley-Seyer, Secretary



Annual Report

FY 1999-2000



division of hotels and restaurants

Susan R. McKinley, Director

Division of Hotels and Restaurants

*Dedicated to
protecting the health
and safety of the public
through education
in partnership
with industry.*

Department of Business and Professional Regulation



Division of Hotels and Restaurants

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1999-2000

The Division of Hotels and Restaurants is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida pursuant to Chapter 509, Florida Statutes. The mission statement of the Division of Hotels and Restaurants is: "Dedicated to protecting the health and safety of the public through education in partnership with industry." The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices, pursuant to Chapter 399, Florida Statutes.

In pursuit of that mission, the division has received local, regional and national recognition as a trendsetter and leader among the states. During the year, division inspectors inspected over 180,000 facilities and conducted 3,000 Hazard Analysis/Critical Control Points (HACCP) inspections to provide science-based educational training for licensees. Additionally, routine inspections are incorporating HACCP procedures that are designed to spot and stop trouble before the public is endangered. More than 90,000 food managers have been certified during the past five years.

The Hospitality Education Program trained over 21,000 individuals and distributed 469,182 educational materials to industry and interested parties. Additionally, Florida became the first state to require specific training for all food-service employees.

Electronic communications have been enhanced to the point that over 100 division forms, brochures, rules and laws are available on the division website at *MyFlorida.com*. Document scanners have been installed in each district office to expedite data entry into the division's computer system.

Consumers were rewarded with refunds of over \$75,000 in lodging price gouging claims recovered through division efforts after Hurricane Floyd.

The division made great strides during the year towards the formal adoption of the U. S. Food and Drug Administration's Recommended Standards for Retail/Food Program Excellence. The division is currently organized into seven main units: the Bureau of Sanitation and Safety Inspections; the Bureau of Elevator Safety; the Bureau of Licensure; the Office of Compliance; the Office of Program Policy; and the Hospitality Education Program. The three sub-units of Operational Development, Program Oversight, and seven district offices complete the organizational structure. The director's office also provides administrative support to the Division of Hotels and Restaurants' Advisory Council.

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In Fiscal Year 1999-2000, the division was authorized 337 positions and an operating budget of \$17,961,491. The 2000 Florida Legislature privatized the Bureau of Elevator Safety inspection program and the division has begun developing procedures to implement this legislation.

OFFICE OF THE DIRECTOR

Susan R. McKinley, Director

(850) 488-1133 FAX (850) 488-1514

The Office of the Director establishes policy for and oversees activities of the division. The director supervises the administration of the Hospitality Education Program; oversees the presentation of the division's annual legislative budget request and ensures that appropriated funds are properly disbursed; ensures that the division is operating within its means; organizes and submits the fiscal year goals and objectives of the division and ensures they are maintained; serves as legislative liaison for the division; is responsible for implementing changes to Chapters 83, Part II, 399 and 509 Florida Statutes, as well as promulgating rules and regulations pertaining to the division's programs; works closely with the department's legal staff regarding matters of enforcement and the filing of charges against licensees when compliance cannot be obtained; and conducts emergency closures on establishments posing an immediate health or safety threat to the public by suspending their licenses.

Office of Program Oversight

Diann S. Worzalla, Special Programs Administrator

(850) 922-8850 FAX (850) 414-7425

The Office of Program Oversight (OPO) monitors, assesses, and evaluates all programs administered by the division and reports on the quantity and quality of its activities to the director and management. This office evaluates a broad spectrum of activities by assessing quality from the perspective of structure, process and outcome. Data is evaluated from which conclusions can be drawn and findings presented in a manner that draws support for correcting or preventing indicated problems. A report is issued annually which addresses outcome assessments, total quality management, and continuous quality improvement. The OPO coordinates the division's Speakers Bureau, one of the division's consumer and licensee outreach programs. Program Oversight has been successful in the adoption of the FDA standards and provided technical assistance in ensuring the division maintains them.

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Operational Development and Information Office

Thomas N. Coker, Operations and Management Consultant Manager
(850) 922-8842 FAX (850) 414-7425

The Operational Development and Information Office (ODI) is responsible for analyzing business processes and making recommendations to management for improvements and efficiencies. As advanced power users, this staff has worked to develop and enhance the division's business processes through automated systems to replace manual processes. During Fiscal Year 1999-2000, ODI staff completed coordination and implementation of a project incorporating optical mark readers (bubble scanners) to drastically reduce time spent by district clerical staff data entering inspection information.

The ODI Office also designs, produces and maintains most of the division's customized forms and other publications. These publications include forms, brochures, newsletters and reproductions of applicable statutes, rules, and codes for distribution to the division's staff, licensees and the general public.

In addition, ODI staff serve as web authors for the division, ensuring timely sharing of information on the department's Internet and Intranet sites. Through their efforts, over 100 forms and publications are now available through this medium. ODI staff members also serve as technical coordinators for the division, providing assistance and information to the State Technology Office regarding the division's computer resources when needed.

ODI also maintains statistical information and generates reports for the division. These reports include a monthly inspection activity report that helps management to better assess achievement of inspection goals throughout the year. In addition, ODI responds to public requests for public records, information and statistics.

Office of Program Policy

Debra K. Williams, Biological Administrator
(850) 410-1493 FAX (850) 488-2740

The Office of Program Policy staff is responsible for keeping abreast of federal and state food and fire safety code changes that affect the division and then making recommendations to management regarding rules and policies influenced by these changes. The technical coordinators also interpret law and rule to resolve specific issues raised by field staff and provide leadership in resolving sanitation and safety issues in any public workshops and hearings. The coordinators also address technical questions from the division's licensees/operators and the public regarding laws, rules, procedures and field complaints prior to further investigation by the district offices.

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The Office of Program Policy also responds to consumer public health concerns by addressing specific diseases, their modes of transmission and food service operations in order to reduce the risk of foodborne illness. The office staff must remain up-to-date at the federal and national level on emerging pathogens in order to be proactive in protecting and educating Florida consumers. This office coordinates communications and issue resolution with the other two state agencies that handle food safety issues in Florida. With Florida having a tourist based economy and a very large at-risk population, it is critical to foster and maintain cooperation between the agencies to assure that the public health concerns remain focused and are fully addressed. The OPP staff is instrumental in developing educational material for Florida licensees to use to educate and promote safe food handling techniques, proper sanitation and appropriate methods of foodborne illness intervention.

The Office of Program Policy hosts four (4) monthly statewide conference calls. These calls include:

- The CEO (Certified Evaluation Officers) conference calls address food safety issues and interpretations made relating to division foodservice laws and rules.
- The Lodging conference calls address fire safety and sanitation issues and other topics relating to lodging regulations.
- The Plan Review conference calls address the review of construction plans for the state's food service industry to assure that the division is uniform across the state in regard to interpretations of foodservice laws and rules relating to construction and remodeling.

In Fiscal Year 1999-2000, the office handled nearly 5,000 plan reviews and 55 variance requests. These plan reviews are conducted in our seven (7) district offices and are overseen by the Office of Program Policy to ensure consistency, accuracy, and efficiency statewide. The variance requests are carefully considered, reviewed and investigated on an individual basis and are granted only when it is determined that public health is not compromised in any manner.

- The HACCP (Hazard Analysis Critical Control Points) conference calls coordinate the development of the science based, risk assessment inspection process that the division is currently implementing.

The Office of Program Policy is also very active with public outreach activities. These activities include developing industry information sheets for licensees relating to important public health and safety information, participating in community educational efforts, assisting the public with general food safety information, and developing disaster preparedness and staff inspection procedures to assist in the event of a major disaster.

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The office coordinates and provides the mandatory technical training for division inspection staff in compliance with Chapter 509.036, Florida Statutes. This includes 20 hours of CEUs per year for foodservice and 40 hours every 3 years for fire safety inspectors. The office ensures our field staff is provided with current information and is dynamic in accommodating the ever-changing needs of the field staff and assisting them in upholding their responsibilities to our licensees and consumers.

HOSPITALITY EDUCATION PROGRAM

Dr. Angel Gonzalez, Administrator
(850) 644-2051 FAX (850) 644-8681

The Hospitality Education Program (HEP) and Resource Center is designed to provide education and information to operators of hospitality businesses licensed by this division. Funding is provided from a fee which is included as part of every public lodging and food service establishment license fee.

The program researches, prepares and presents educational materials and training classes to licensees relevant to the operation and regulation of the hospitality industry. Located in the University Center at Florida State University, the Hospitality Education Program Office and Resource Center contains over 6,000 training materials and over 60 periodicals. HEP distributed more than 469,000 educational materials during the 1999-2000 Fiscal Year.

During the past year, the Hospitality Education Program trained more than 21,000 hospitality industry employees through free workshops offered in communities throughout the state. HEP workshops are offered in several different languages including Mandarin Chinese, Creole and Spanish.

This year, HEP sponsored a school-to-career training program for high school students in cooperation with the Florida Hotel and Motel Association and the Florida Restaurant Association. This program prepares students for future careers in the hospitality industry.

BUREAU OF ELEVATOR SAFETY

Cathy White, Bureau Chief
(850) 488-9097 FAX (850) 922-6208

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 program enforces the American Society of Mechanical Engineers' Safety Code for Elevators and Escalators; portions of the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; National

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Handicapped Requirements; Chapter 399, Florida Statutes; and Chapter 61C-5, Florida Administrative Code.

The bureau licenses all elevators, conducts plan reviews for proposed elevators, issues construction and alteration permits, registers elevator companies, and coordinates examinations for issuance of Certificates of Competency. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Bureau of Licensure. The bureau also manages contracts with the cities of Miami, Miami Beach and Miami-Dade County and Reedy Creek Improvement District to ensure that inspections adhere to state standards. The bureau is currently negotiating with other local jurisdictions to expand this program.

The 2000 Legislative Session privatized the safety inspection function of the bureau, thereby eliminating 18 positions. The bureau conducted 16,772 inspections during Fiscal Year 1999-2000.

BUREAU OF LICENSURE

Lance Rodan, Bureau Chief

(850) 922-5335 FAX (850) 488-1514

The Bureau of Licensure processes licenses for public lodging and food service establishments and elevator certificates; reconciles license fees received by the division; processes elevator service maintenance contract information; enters new licenses and changes of ownership; provides listings and labels for public requests; provides electronically generated management reports for the division; and manages electronic data services on the mainframe computers currently maintained by the Department of Management Services' Technology Resource Center.

During the past Fiscal Year, the Bureau of Licensure processed licenses and license renewals for 69,028 public lodging and food service establishments and 42,060 elevator accounts. In addition, this bureau provides licensing information, data management and data entry support to the division. The bureau is exploring new technological advancements including on-line renewals.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Larry Schwartz, Bureau Chief

(850) 488-9263 FAX (850) 488-2740

During Fiscal Year 1999-2000, the Bureau of Sanitation and Safety Inspections conducted more than 220,000 inspections of food service and lodging establishments to ensure the health and safety of Florida's residents and visitors. The bureau has seven district offices that are located in Miami, Ft. Lauderdale, Ft. Myers, Winter Park, Tampa, Jacksonville, and Panama City.

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These inspections include:

- routine inspections;
- opening inspections for new establishments and changes of ownership;
- call-back inspections on establishments having critical violations to correct within a specified time;
- temporary event inspections;
- health inspections for alcoholic beverage license applicants;
- complaint investigations;
- assist the Department of Health with foodborne illness investigations;
- resolution of landlord/tenant disputes regarding security deposits.

Further, the bureau enforces licensee compliance with the Florida Clean Indoor Air Act and long distance telephone carrier access and posting of charges for the Florida Public Service Commission.

Administrators and office staff in each of the seven district offices are responsible for coordinating daily activities and scheduling inspections. Administrative enforcement cases are initiated in the districts to ensure compliance with the law. The division is authorized by law to assess fines up to \$1,000 per offense per day and to suspend or revoke an operator's license for violations of law or rule.

This year, the bureau undertook the investigation of price gouging complaints resulting from Hurricanes Floyd and Irene. The division recovered more than \$75,000 for more than 250 consumers who were victims of price gouging.

OFFICE OF COMPLIANCE

Geoff Luebke, Administrator

(850) 410-2491 **FAX (850) 488-2740**

The Division's Office of Compliance has one simple mission: *Procure Compliance*. This requires balancing the needs of several diverse stakeholder groups, including: Florida's citizens and nearly 50 million annual visitors, regulated industries, division field inspection staff and management, and division legal staff.

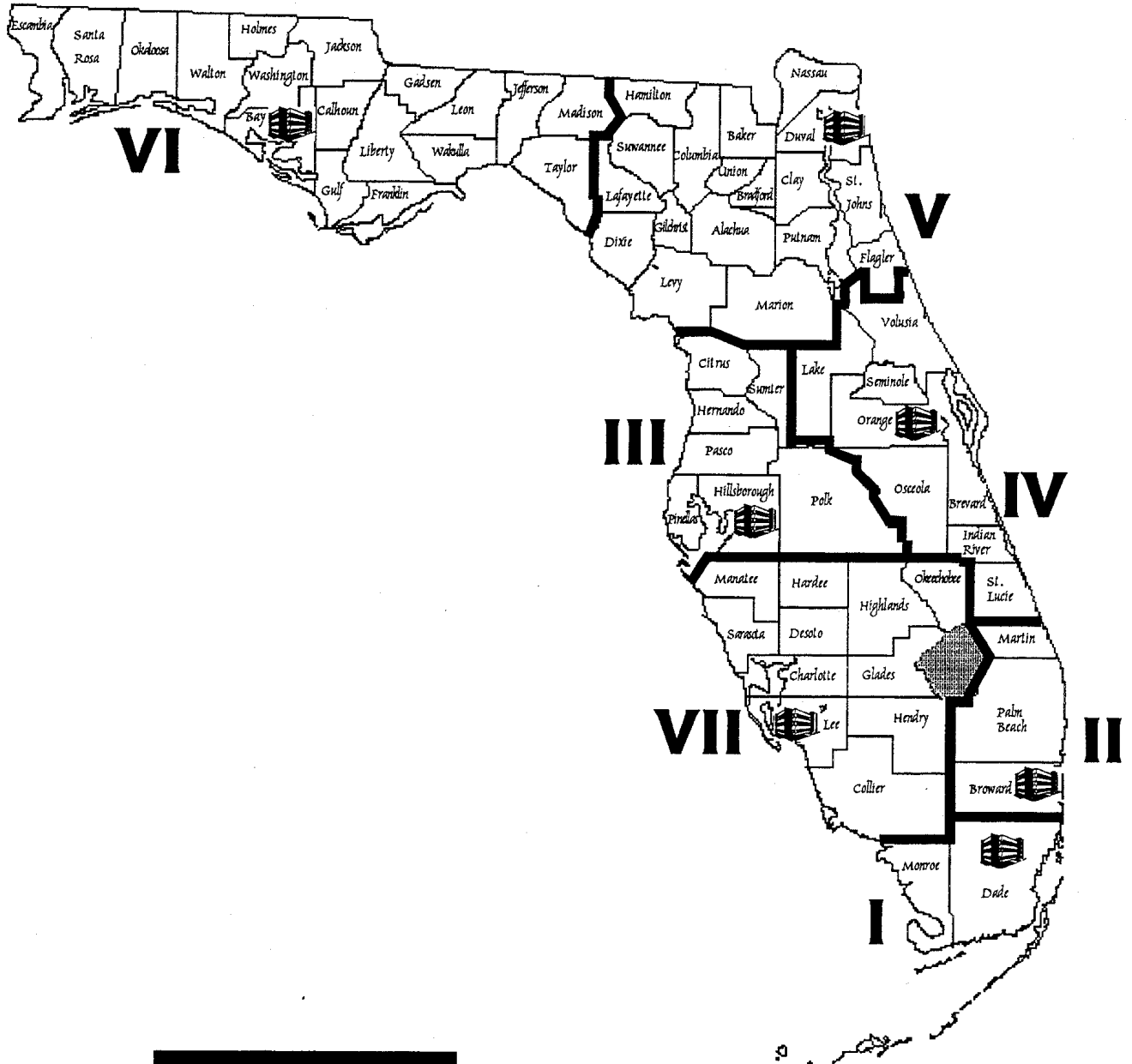
The majority of the division's 111,088 license holders in public food service, public lodging, elevators (and related conveyances) operate within the standards set forth in statute and rule. Effective achievement of the division's mission and mandate do require, however, a mechanism to deal with those operators that cannot or will not comply with these standards and thus jeopardize the public health, safety or welfare.


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The Office of Compliance manages and administers the formal disciplinary processes necessary to compel compliance when standards are violated. This process, set forth in Chapter 120, Florida Statutes, Florida's Administrative Procedures Act, is initiated when division inspectors observe violations that 1) require immediate legal remediation by virtue of their imminent, severe and adverse public safety impact, or 2) consist of less hazardous circumstances that remain uncorrected after notice and reasonable time to do so are provided to the operator.

The process for disciplinary actions is governed by Chapter 120, Florida Statutes, and is comprised of the following: 1) existence of violations requiring disciplinary action; 2) formal notice to operator, called an administrative complaint, charging the violations; 3) opportunity for operator to request an informal hearing (no dispute of the facts of the matter), or a formal hearing (does dispute facts of the matter); 4) opportunity to settle the case without litigation; and 5) a final order of the division setting out the findings of fact, conclusions of law, and resulting corrective order including punitive fines, if any.

Regulatory Districts



 = District Office

Division of Hotels and Restaurants *Performance Measures*

Table 1: Division of Hotels and Restaurants Performance Measures–Licensing and Training Component

EXHIBIT D-2 (PBPB): PROGRAM MEASURES (SL)

Budget Period: 2001 - 2002

Department	Title	Code	Program Purpose					
	Business and Professional Regulation	79						
Program/Budget Entity	Hotels and Restaurants	20	To license and regulate public lodging and food service establishments, elevators, escalators and other vertical conveyance devices.					
Program Component	12.04.00.00.0f		To ensure the health, safety and welfare of the public by establishing and maintaining applicable standards, processing applications and licenses timely and accurately, administering valid, fair and reliable examinations, and enabling businesses and professions to serve the public through better education.					
Standards And Licensure								
			Actual FY 1999-2000		Estimated FY 2000-2001		Requested FY 2001-2002	
Measures	Baseline Year	Baseline	Standard	Actual	Standard	Estimated	Issue Code Reference	Requested Standard
	Outcomes							
Percent of Hotel and Restaurant licenses and Elevator Certificates of Operation processed within 30 days (D-2) (Requested to be deleted)	1999-2000	91%	N/A	91%	90.6%	90.6%		93%
Percent of elevator certificates of operation processed within 30 days (Requested D-2)	1999-2000	99%	N/A	99%	N/A	99%		99%
Percent of hotel and restaurant licenses processed within 30 days (Requested D-2)	1999-2000	87%	N/A	87%	N/A	89%		95%
Outputs								
Number of licensees for elevators, escalators and other vertical conveyance devices (D-2 unit cost)	1999-2000	41,939	N/A	41,939	43,897	43,897		37,954
Number of licensees for public lodging and food service establishments (D-2 unit cost)	1999-2000	68,605	N/A	68,605	69,315	69,315		70,008

SOURCE: DBPR Budget Office

Division of Hotels and Restaurants

Performance Measures

Table 2: Division of Hotels and Restaurants Performance Measures—Inspection and Compliance Component

EXHIBIT D-2 (PBPB): PROGRAM MEASURES (CE)

Budget Period: 2001 - 2002

Department	Title	Code	Program Purpose
Business and Professional Regulation	Hotels and Restaurants	79	
Program/Budget Entity	Hotels and Restaurants	20	To license and regulate public lodging and food service establishments, elevators, escalators and other vertical conveyance devices.
Program Component	12.04.00.00.0f		To ensure the health, safety and welfare of the public by deterring violations and increasing compliance.
Compliance and Enforcement			

Measures	Baseline Year	Baseline	Actual FY 1999-2000		Estimated FY 2000-2001		Requested FY 2001-2002	
			Standard	Actual	Standard	Estimated	Issue Code Reference	Requested Standard
Outcomes								
Percent of licenses in compliance with all laws and regulations for elevators, escalators and vertical conveyance devices (D-2) (Language Change Requested)	1999-2000	95.29%	N/A	95.29%	87.5%	95.29%		95.29%
Percent of licensees in compliance with all laws and regulations for food service and public lodging establishments (D-2) (Language Change Requested)	1999-2000	86.05%	N/A	86.05%	86.07%	86.07%		86%
Outputs								
Number of inspections for food service and public lodging establishments (D-2)	1999-2000	180,782	N/A	180,782	N/A	182,022		182,271
Number of call back inspections for food service and public lodging establishments (D-2)	1999-2000	24,031	N/A	24,031	N/A	24,511		25,114
Number of inspections for elevators, escalators and other vertical conveyance devices (D-2)	1999-2000	15,741	N/A	15,741	N/A	3,861		4,247
Number of educational packets distributed and education & training seminars/workshops conducted (D-2 unit cost)	1999-2000	469,861	N/A	469,861	439,640	439,640		300,000

SOURCE: DBPR Budget Office

Public Food Service Establishments *Plan Reviews and Variances*

Table 3: Number of Plan Reviews by Type and Fees Processed—FY 1999-2000

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	Fees
1	294	142	61	116	613	\$45,975
2	232	151	72	222	677	\$50,775
3	332	187	70	185	774	\$58,050
4	340	199	78	304	921	\$69,075
5	305	114	35	124	578	\$43,350
6	134	136	47	77	394	\$29,550
7	196	119	60	151	526	\$39,450
TOTAL	1,833	1,048	423	1,179	4,483	\$336,225

Table 4: Number of Variances and Fees Processed—FY 1999-2000

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	2	6	8	\$300	\$1,800	\$2,100
2	1	2	3	\$150	\$600	\$750
3	0	4	4	\$0	\$1,200	\$1,200
4	1	3	4	\$150	\$900	\$1,050
5	2	2	4	\$300	\$600	\$900
6	2	4	6	\$300	\$1,200	\$1,500
7	1	8	9	\$150	\$2,400	\$2,550
TOTAL	9	29	38	\$1,350	\$8,700	\$10,050

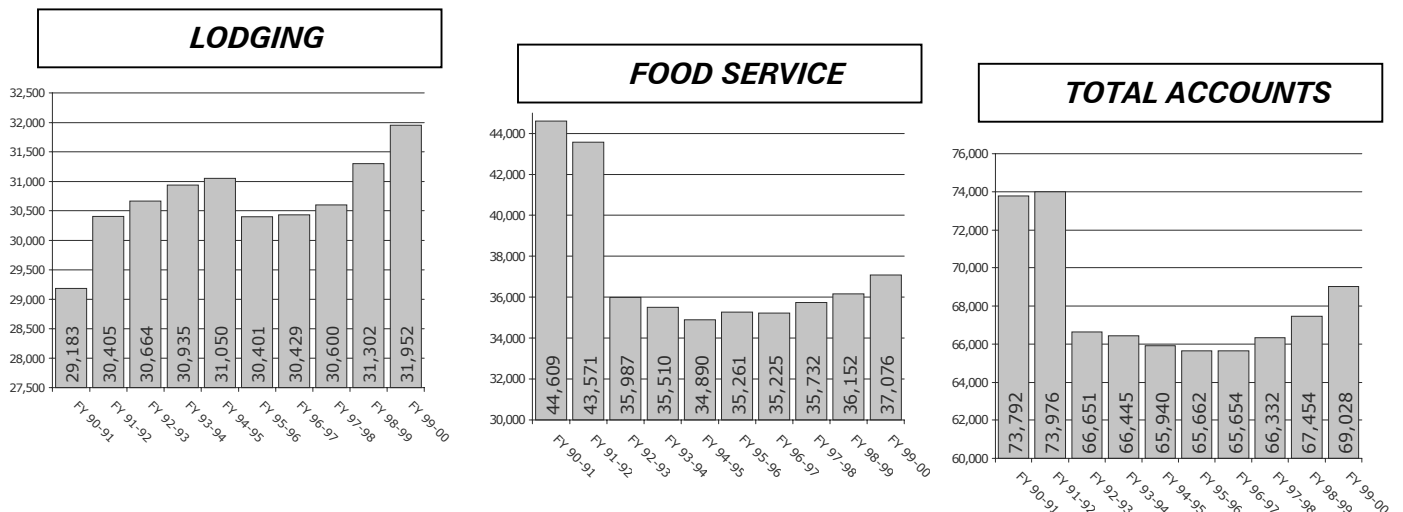
Public Food Service Establishments Licensing

Table 5: Public Lodging and Food Service Establishment License Accounts—End of FY 1999-2000

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Nontransient Apartments	6,118	4,021	2,797	2,067	1,439	957	960	18,359
Hotels	305	185	121	218	97	57	80	1,063
Motels	362	556	658	742	434	475	415	3,642
Rooming Houses	139	45	76	65	34	17	18	394
Resort Condos/Resort Dwellings	262	106	702	4,051	97	1,103	575	6,896
Transient Apartments	155	420	310	149	49	28	261	1,372
Bed and Breakfasts*	19	15	27	40	76	24	25	226
SUBTOTAL	7,360	5,348	4,691	7,332	2,226	2,661	2,334	31,952
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,330	5,323	5,151	5,866	3,354	2,350	3,349	29,723
Permanent Nonseating	851	1,080	961	975	484	291	437	5,079
Theme Park Food Carts	0	1	23	47	6	0	1	78
Catering	34	58	44	63	44	16	31	290
Mobile Food Dispensing Vehicles	399	187	336	378	186	60	147	1,693
Vending Machines	0	1	0	121	13	1	77	213
SUBTOTAL	5,614	6,650	6,515	7,450	4,087	2,718	4,042	37,076
GRAND TOTAL	12,974	11,998	11,206	14,782	6,313	5,379	6,376	69,028

SOURCES: H&R Master File Statistics Report dated 07/18/00. Bed and Breakfast information from Projected Revenue Report (HOT 32) dated 07/18/00.

Figure 1: Ten-year Comparison of Total Number of Public Lodging and Food Service Accounts



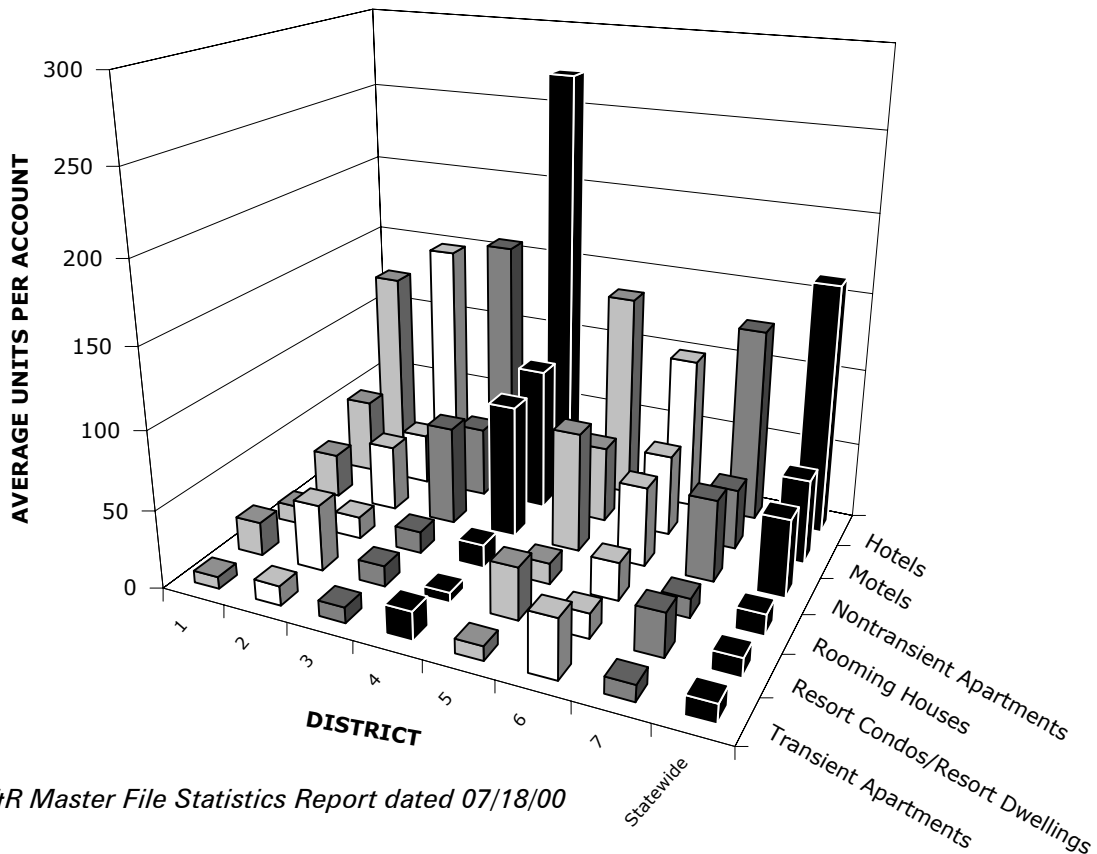
Public Food Service Establishments *Licensing*

Table 6: Public Lodging Units by Type of Establishment and by District—End of FY 1999-2000

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Hotels	305	27,433	18,996	59,363	13,010	5,666	10,098	172,171
Motels	362	18,515	30,165	69,399	21,518	25,085	16,291	198,790
Nontransient Apartments	6,118	172,635	179,833	178,634	111,454	49,232	50,528	919,306
Rooming Houses	139	645	1,076	994	462	415	224	5,430
Resort Condos/Resort Dwellings	262	4,528	9,338	27,052	3,267	17,503	16,004	83,377
Transient Apartments	155	5,255	3,112	2,798	437	1,052	2,697	16,545
TOTAL	7,341	229,011	242,520	338,240	150,148	98,953	95,842	1,395,619

SOURCE: H&R Master File Statistics Report dated 07/18/00

Figure 2: Average Number of Public Lodging Units per Account—End of FY 1999-2000



SOURCE: H&R Master File Statistics Report dated 07/18/00

Public Lodging and Food Service Establishment *Inspections*

Table 7: Public Lodging and Food Service Establishment Inspections Performed—FY 1999-2000

PUBLIC FOOD SERVICE INSPECTIONS							
DISTRICT	ROUTINE	CALLBACK	TYPE OF INSPECTION				TOTAL
			COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	17,790	2,478	202	7	1	498	20,976
2	20,290	4,775	899	142	5	850	26,961
3	19,979	1,810	1,611	0	0	865	24,265
4	24,742	3,787	941	83	0	1,968	31,521
5	12,130	1,584	787	84	1	438	15,024
6	8,584	906	608	34	9	473	10,614
7	11,989	1,675	748	0	0	354	14,766
TOTAL	115,504	17,015	5,796	350	16	5,446	144,127

PUBLIC LODGING INSPECTIONS					
DISTRICT	ROUTINE	CALLBACK	TYPE OF INSPECTION		TOTAL
			COMPLAINT	INFORMATION	
1	16,564	1,529	317	5	18,415
2	12,237	2,141	340	34	14,752
3	10,615	572	559	0	11,746
4	12,775	1,398	454	5	14,632
5	4,921	438	453	13	5,825
6	5,243	336	227	20	5,826
7	4,953	471	144	0	5,568
TOTAL	67,308	6,885	2,494	77	76,764

TOTAL INSPECTIONS							
DISTRICT	ROUTINE	CALLBACK	TYPE OF INSPECTION				TOTAL
			COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	34,354	4,007	519	12	1	498	39,391
2	32,527	6,916	1,239	176	5	850	41,713
3	30,594	2,382	2,170	0	0	865	36,011
4	37,517	5,185	1,395	88	0	1,968	46,153
5	17,051	2,022	1,240	97	1	438	20,849
6	13,827	1,242	835	54	9	473	16,440
7	16,942	2,146	892	0	0	354	20,334
TOTAL	182,812	23,900	8,290	427	16	5,446	220,891

SOURCE: H&R Inspection Activity Reports dated 07/28/00

Public Lodging Establishment Violations

Table 8: Number and Type of Violations Found in Public Lodging Establishments—
FY 1999-2000

DESCRIPTION		VIOLATIONS		TOTAL
		NONCRITICAL	CRITICAL	
S A F E T Y	Fire extinguishers; standpipe systems		13,284	13,284
	Fire hazards		2,770	2,770
	Sprinkler systems		581	581
	Smoke detectors; fire alarm systems		6,518	6,518
	Smoke detectors; hearing impaired		1,405	1,405
	Exits; obstructions, exit signs, emergency lights		5,681	5,681
	Electrical deficiencies		2,896	2,896
	Boiler; boiler room	445		445
	Lighting; public, guest rooms	2,616		2,616
	Adequate heating		79	79
	Appliances properly installed		1,005	1,005
	Balcony, railing safety; certification		3,565	3,565
	Building repair	8,497		8,497
Proper locking devices		1,017	1,017	
	SUBTOTAL	11,558	38,801	50,359
S A N I T A T I O N	Bathrooms; public; guest; supplies	1,092		1,092
	Water source safe; hot/cold provided		314	314
	Bedding; bed linens, towels	1,129		1,129
	Household furnishings	1,073		1,073
	Plumbing	7,110		7,110
	Ventilation	597		597
	Toxics; storage, use	369		369
	Ice protection		714	714
	Glassware, tableware, utensils sanitized		1,381	1,381
	Vermin control		3,826	3,826
	Premises maintained	8,403		8,403
Garbage and refuse disposal	9,662		9,662	
Sewage and waste water disposal		434	434	
	SUBTOTAL	29,435	6,669	36,104
C P O R N O S T U E M C E T R I O N	Advertisement		302	302
	Guest property; liability, notified	197		197
	Room rate schedule	1,888		1,888
	Room rates posted	2,473		2,473
	Security deposit	108		108
	Unethical business practices; overbooking		163	163
	Licensee; criminal conduct	15		15
	Clean Indoor Air Act	28		28
Telephone surcharge posted	1,564		1,564	
Guest register	118		118	
	SUBTOTAL	6,391	465	6,856
G E N E R A L	Current license properly displayed		5,178	5,178
	Housekeeping	2,676		2,676
	Other conditions - safe, sanitary	2,185		2,185
	Posting operator service information	258		258
	Blocking operator access	44		44
	Copy of Chapter 509, F.S., available	995		995
HEP information requested*	1957*		0	
	SUBTOTAL	6,158	5,178	11,336
	GRAND TOTAL	53,542	51,113	104,655

*HEP information not included in violation totals

SOURCE: H&R Inspection Activity Report dated 07/28/00

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—
FY 1999-2000

	DESCRIPTION	VIOLATIONS		TOTAL
		NONCRITICAL	CRITICAL	
FOOD	Source: sound condition, no spoilage		1,751	1,751
	Original container; properly labeled	8,426		8,426
	SUBTOTAL	8,426	1,751	10,177
FOOD PROTECTION	Potentially hazardous food, unsafe temperatures		17,765	17,765
	Facilities to maintain product temperature		2,949	2,949
	Thermometers provided and conspicuous	17,246		17,246
	Potentially hazardous food properly thawed	3,348		3,348
	Unwrapped and potentially hazardous food not re-served		180	180
	Food protection: during storage, preparation, service, etc.	28,064		28,064
	Handling of food (ice) minimized	4,895		4,895
	Food (ice) dispensing utensils properly stored	11,769		11,769
	SUBTOTAL	65,322	20,894	86,216
PERSONNEL	Personnel with infections restricted		132	132
	Hands washed and clean, good hygienic practices		15,611	15,611
	Clean clothes, hair restraints	1,459		1,459
	SUBTOTAL	1,459	15,743	17,202
FOOD EQUIPMENT AND UTENSILS	Food contact surfaces: proper design, good repair, etc.	17,460		17,460
	Non-food contact surfaces: proper design, good repair, etc.	17,589		17,589
	Dishwashing facilities: proper design, repair, operated, etc.	7,240		7,240
	Accurate thermometers, etc.	13,307		13,307
	Pre-flushed, scraped, soaked	1,002		1,002
	Wash rinse water: clean, proper temperature	492		492
	Sanitization concentration/temperature		8,374	8,374
	Wiping cloths clean, use restricted, stored	16,547		16,547
	Food contact surfaces of equipment clean, etc.	38,734		38,734
	Non-food contact surfaces of equipment and utensils clean	27,861		27,861
	Storage, handling of clean equipment and utensils	11,758		11,758
	Single service articles: storage, dispensing, used	9,389		9,389
	No re-use of single service articles	623		623
	SUBTOTAL	162,002	8,374	170,376
WATER	Water source safe, hot and cold under pressure		5,545	5,545
SEWAGE	Sewage and waste water disposed properly		3,432	3,432
PLUMBING	Installed, maintained	12,910		12,910
	Cross-connection, back siphonage, backflow		4,648	4,648
	SUBTOTAL	12,910	4,648	17,558
TOILET AND WASH FACILITIES	Number, convenient, accessible, designed, installed		10,899	10,899
	Fixtures, good repair, clean, proper waste receptacles, etc.	30,790		30,790
	SUBTOTAL	30,790	10,899	41,689
GARBAGE AND REFUSE DISPOSAL	Containers: adequate number, covered, clean, etc.	13,332		13,332
	Outside storage areas: proper design, clean, etc.	5,510		5,510
	SUBTOTAL	18,842		18,842

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Public Food Service Establishment *Violations*

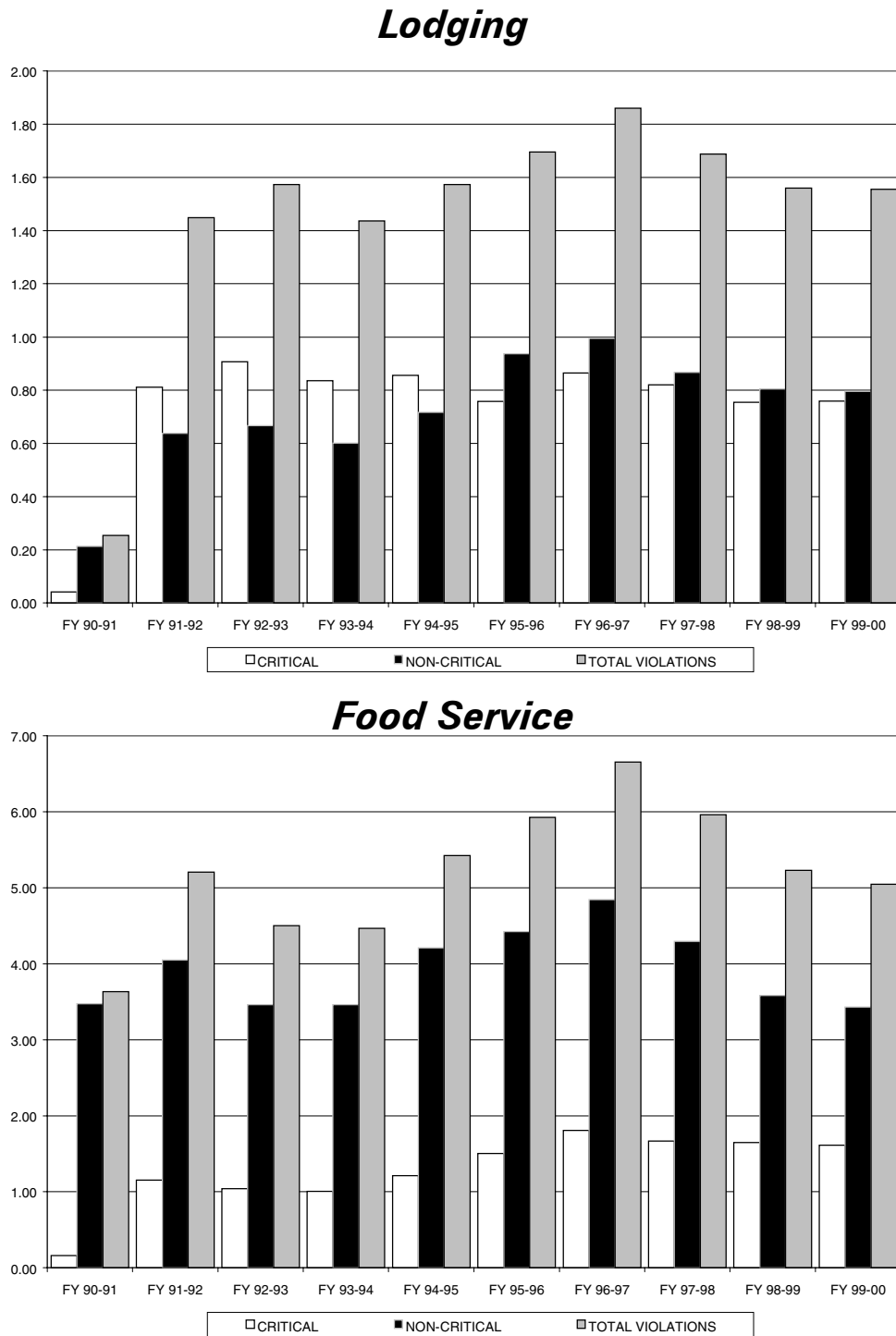
	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
INSECT/RODENT CONTROL	Presence of insects/rodents, opening protected, etc.		19,000	19,000
FLOORS, WALLS AND CEILINGS	Floors: clean, good repair, etc.	20,913		20,913
	Walls/ceilings/attached equipment: constructed, good repair, etc.	28,540		28,540
	SUBTOTAL	49,453		49,453
LIGHTING	Proper lighting, etc.	15,810		15,810
VENTILATION	Rooms and equipment: vented as required	1,532		1,532
DRESSING ROOMS	Rooms clean, lockers provided, facilities clean, located, used	1,883		1,883
OTHER OPERATIONS	Toxic items properly stored, labeled, used, necessary		12,874	12,874
	Establishment/premises neat, clean, etc.	9,904		9,904
	Complete separation from living/sleeping quarters, etc.	132		132
	Clean, soiled linen properly stored	877		877
	SUBTOTAL	10,913	12,874	23,787
SAFETY	Fire extinguishers: proper and sufficient		27,813	27,813
	Exiting system: adequate, good repair		16,456	16,456
	Electrical wiring: adequate, good repair		11,209	11,209
	Gas appliances: properly maintained, installed		1,838	1,838
	Flammable/combustible materials: properly stored		1,691	1,691
	SUBTOTAL		59,007	59,007
GENERAL	Current license properly displayed		5,976	5,976
	Other conditions: safe, sanitary operation	14,642		14,642
	False/misleading statements published, advertised, etc.	76		76
	Food manager certification valid		18,308	18,308
	Clean indoor air act	1,204		1,204
	Notification of automatic gratuity charge	62		62
	Copy of Chapter 509, F.S., available	1,142		1,142
HEP information requested *	1124*		0	
	SUBTOTAL	17,126	24,284	41,410
	GRAND TOTAL	396,468	186,451	582,919

**HEP information not included in violation totals*

SOURCE: H&R Inspection Activity Report dated 07/28/00

Public Food Service Establishment *Violations*

Figure 3: Ten-year Comparison of Average Number of Violations to Inspections



SOURCE: Historical data from previous annual reports; current data from H&R Inspection Activity Report dated 07/28/00

Elevator Licensing

Figure 4: Six-year Comparison of Number of New Elevator Installations

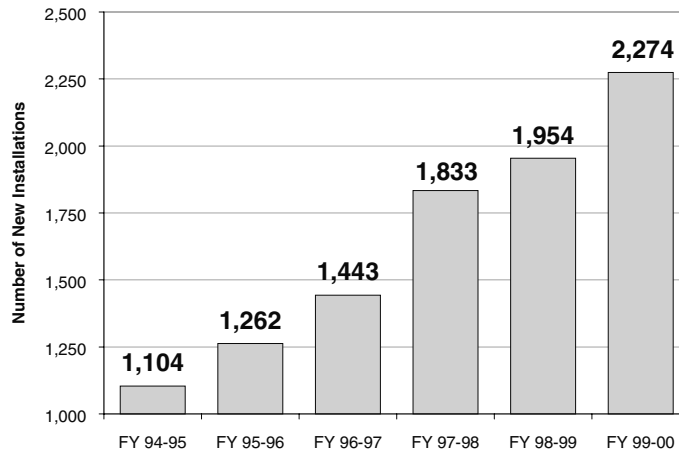


Figure 5: Ten-year Comparison of Number of Elevator Accounts

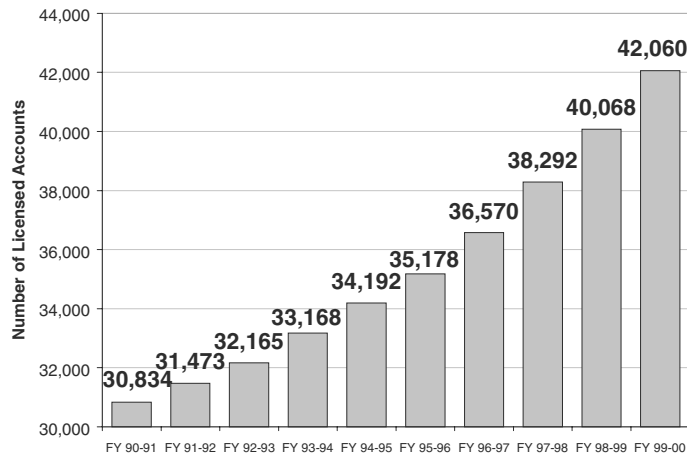
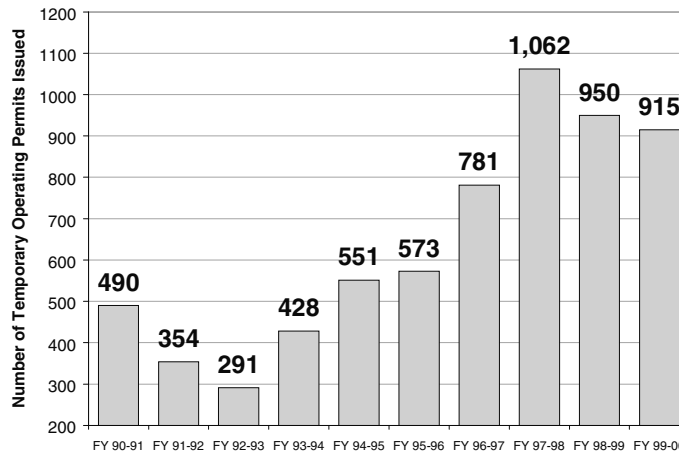


Figure 6: Sixteen-year Comparison of Number of Temporary Operating Permits Issued



SOURCE: Bureau of Elevator Safety

Elevator Inspections

Figure 7: Eight-year Comparison of Number of Elevator Inspections Conducted

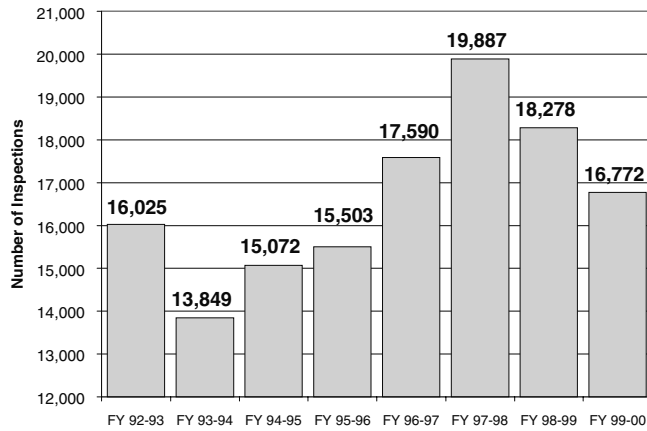


Figure 8: Eight-year Comparison of Number of Elevator Violations Documented

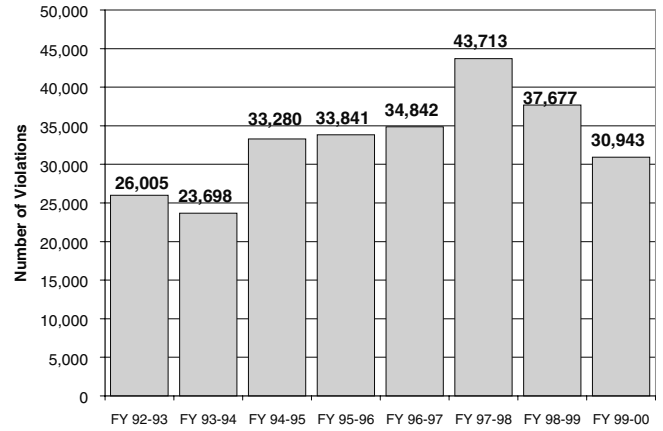


Figure 9: Eight-year Comparison of Number of Elevator Violations Per Inspection

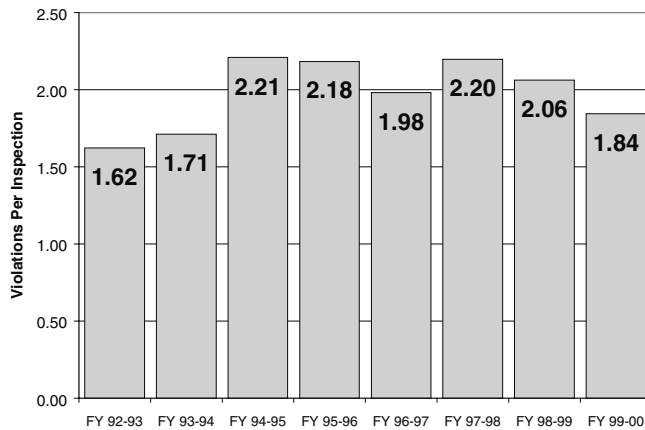
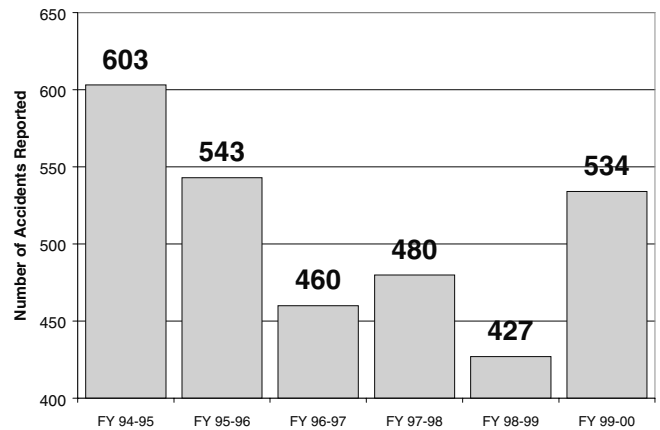


Figure 10: Five-year Comparison of Number of Elevator Accidents Reported



SOURCE: Bureau of Elevator Safety

Hospitality Education Program (HEP) *Financial Statement*

Table 10: HEP Statement of Revenues and Expenditures—FY 1999-2000

REVENUES	
Total Revenues from \$6 HEP Fee	\$475,518.00
Non-licensee participation fee	\$15,275.51
TOTAL REVENUES	\$490,793.51
EXPENDITURES & ENCUMBRANCES	
Salaries and Benefits	\$408,232.04
Stipends for Graduate Assistants	\$8,899.74
Employer's Matching FICA	\$680.83
FICA on Class C Meals	\$89.08
State Personnel Assessment	\$472.00
Other Services	\$50.00
<i>SUBTOTAL</i>	\$418,423.69
Expenses	
Telephone/Communications	\$27,047.96
Printing, Copying & Mailing	\$136.16
Repair & Maintenance	\$391.12
Travel & Seminars	\$47,523.00
Class C Meals	\$1,164.00
Gasoline and Lubricants	\$4,863.96
Office Supplies	\$1,131.04
<i>Rentals</i>	
Conference Rooms	\$13,000.00
Other Rentals	\$200.88
Subscriptions and Dues	\$4,478.70
Furniture & Equipment	\$1,001.86
Data Processing	\$5,065.00
Other Expenses	\$1,614.69
Training Programs Grants	\$85,259.01
Insurance	\$9,845.32
General Revenue	\$34,477.99
<i>SUBTOTAL</i>	\$237,200.69
TOTAL EXPENDITURES	\$655,624.38

SOURCES: Division Budget Coordinator and SAMAS Level 5 Summary Report dated 6/30/00

Hospitality Education Program (HEP) *Activity*

Table 11: Summary of HEP Activities—FY 1999-2000

MONTH	WORKSHOPS AND SEMINARS		EDUCATIONAL MATERIALS	
	Number Conducted	Number of Attendees	Number of Requests	Number of Items Dispersed*
July 99	66	1,949	380	16,236
August 99	58	1,599	617	12,930
September 99	41	1,042	34,551	102,461
October 99	58	2,256	732	37,918
November 99	51	1,840	401	11,487
December 99	45	1,410	348	13,967
January 00	56	1,143	414	51,274
February 00	63	1,795	454	30,483
March 00	70	2,273	59,260	79,687
April 00	63	1,836	340	18,974
May 00	60	2,209	394	12,494
June 00	48	1,825	2,880	81,271
TOTAL	679	21,177	100,771	469,182

*Includes number of workbooks distributed to attendees

Figure 11: Seven-year Comparison of Number of HEP Workshops Conducted

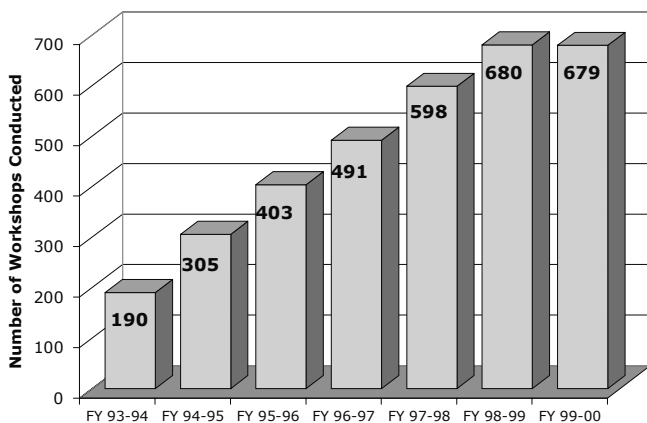
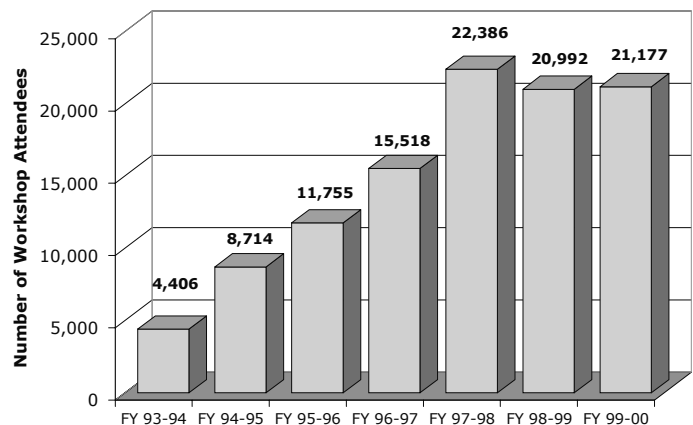


Figure 12: Seven-year Comparison of Number of HEP Workshop Attendees



Hospitality Education Program (HEP) *Activity*

Figure 13: Seven-year Comparison of Number of Educational Requests Received

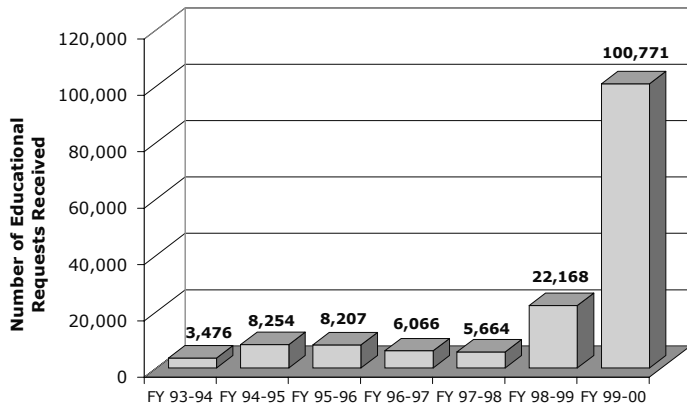


Figure 14: Seven-year Comparison of Number of Educational Materials Dispersed

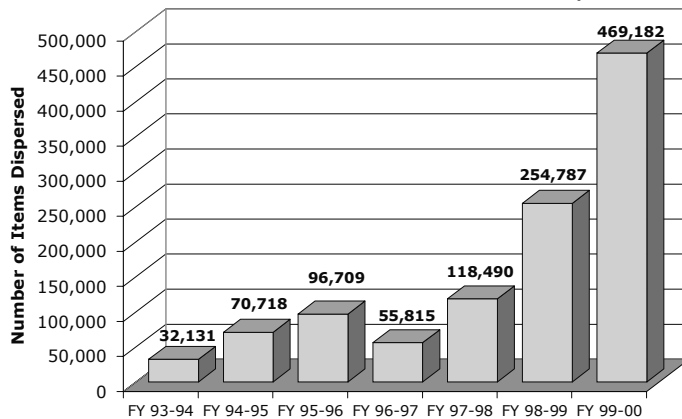


Figure 15: Seven-year Comparison of Average Number of Educational Materials Dispersed Per Request

