



Florida Department of Business
and Professional Regulation

Division of Hotels and Restaurants

FY 2000-01 Annual Report

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DEPARTMENT OF Business AND Professional Regulation

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Division of Hotels and Restaurants Annual Report: FY 2000-2001

The Division of Hotels and Restaurants is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida¹. The mission of the division is "to protect 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 devices².

The division is currently organized into four main units:

- the Bureau of Sanitation and Safety Inspections (including 7 district offices)
- the Bureau of Elevator Safety
- the Bureau of Licensure, and
- the Director's Office, which is responsible for the Hospitality Education Program, Program Policy, Compliance, Operational Development, and Program Oversight.

In Fiscal Year 2000-01, the division was authorized 319 positions and an operating budget of \$17,658,837. During this period, the division:

- conducted a total of 222,986 public food service and lodging establishment inspections to ensure the enforcement of sanitary standards (see table on page 10);
- conducted a total of 153 inspections in response to emergency or epidemiological conditions;
- cited a total of 673,656 violations of sanitary standards in public food service and lodging establishments (see tables on pages 11-13); and
- became engaged in a massive agency-wide re-engineering project that will improve future operating efficiencies and make possible enhanced inspection procedures.

In Fiscal Year 2000-01, Florida Statutes³ were amended to require all food industry personnel to undergo food safety training. The Hospitality Education Program and other division staff educated over 24,000 individuals, assisted in training over 250,000, and distributed over 265,000 pieces of educational material.

In the never-ending quest for sanitary dining, the division closed 153 dangerous facilities during this fiscal year, while conducting over 220,000 inspections at more than 70,000 facilities. Division inspectors also conducted 2,108 Hazard Analysis and Critical Control Point (HACCP) inspections. HACCP inspections are the food industry's equivalent of intelligent road engineering: they work to design food safety processes to prevent problems before they occur, and by educating licensees.

The division has received local, regional and national recognition as a trendsetter and leader among the states, primarily for HACCP education. Harvard University's John F. Kennedy School of Government, Institute for Government Innovation named the Division of Hotels and Restaurants a semifinalist for the 2001 Innovations in American Government Awards. The division's submission, *Street HACCP*, details how it has taken the concept of HACCP, a food safety system initially developed for NASA, and applied it to the mainstream food service inspection program conducted statewide in Florida's restaurants. The Council of State Governments and the Southern Legislative Conference also distinguished the division with recognition as a regional semifinalist for their

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

³ Chapter 509, Florida Statutes.

2001 Innovations Awards Program, also for the Street HACCP program. In addition, nine Davis Productivity Awards were awarded to ninety-two division employees during this fiscal year.

The 2000 Florida Legislature privatized the routine, periodic safety inspection function of the Bureau of Elevator Safety inspection program and the Certified Food Manager testing program. The division completed full implementation of the legislation. More than 90,000 food managers were certified during the last five years.

Internet communication has continued to expand, and now over 100 division forms, brochures, rules and laws are available on the division website through *MyFlorida.com*. Document scanners have been installed in each district office to eliminate manual data entry into the division's computer system.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Larry Schwartz, Bureau Chief

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

During Fiscal Year 2000-01, the Bureau of Sanitation and Safety again achieved 100% of the inspections required by law. This entailed nearly 223,000 inspections of over 71,000 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, Fort Lauderdale, Fort Myers, Winter Park, Tampa, Jacksonville, and Panama City Beach.

In addition to routine inspections, the Bureau performs:

- Opening inspections for new establishments and changes of ownership;
- Call-back inspections on establishments cited for critical violations specified time period for correction of deficiencies;
- Food service inspections for alcoholic beverage license applicants;
- Complaint investigations;
- Foodborne illness investigations in conjunction with the Department of Health;
- 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.

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

The bureau is responsible for: licensing elevators; plan review; construction and alteration permits; elevator company registration; and issuing Certificates of Competency. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Bureau of Licensure. The office also

manages contracts with the cities of Miami, Miami Beach and Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that inspections adhere to state standards.

The bureau conducted 2,169 construction inspections during Fiscal Year 2000-01. The bureau's authority is limited to new construction elevator installations, thus accounting for the reduction in the number of inspections over previous years.

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 of operation. Bureau staff enters new licenses and changes of ownership. In addition, this bureau provides listings and labels for public requests as well as electronically-generated management reports for the division. The bureau also manages electronic data services on the mainframe computer currently maintained by the Department of Management Services' Shared Resource Center.

The bureau also reconciles license fees, resolves licensing problems, and provides license information to the public and the division's field staff. During the past fiscal year, the Bureau of Licensure processed licenses and license renewals for 71,044 public lodging and food service establishments and 35,528⁴ elevator accounts.

The bureau is participating in the DBPR reengineering project that will be implementing new technological advancements during Fiscal Year 2001-02 including on-line license renewals and credit card payments.

OFFICE OF THE DIRECTOR

Geoff Luebke, Acting 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. The director 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. The director 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 license.

The Hospitality Education Program (HEP)—founded in 1961 and unique among state food safety programs—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 new University Center at Florida State University, the Hospitality Education Program office and resource center contains over 6,000 training materials and stocks over 60 periodicals. HEP distributed more than 265,000 educational materials during the 2000-01 fiscal year.

⁴ In Fiscal Year 2000-01, 7,740 elevator accounts were contracted over to a Broward County government agency. These elevators are not reflected in this number.

During the past year, the Hospitality Education Program trained over 24,800 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.

The Office of Program Policy (OPP) ensures that inspection staff is properly trained using its staff of qualified trainers. This office provides new employee orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

The OPP coordinates and provides technical training for division inspection staff in compliance with Section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by FDA certified inspection/training officers on risk based and HACCP inspections. Each inspector receives 20 continuing education hours per year for foodservice and 40 hours every 3 years in fire safety training, which are facilitated by this office.

OPP staff is responsible for keeping abreast of federal and state food and fire safety code changes which affect the division and making recommendations to management regarding rules and policies influenced by these changes. The technical coordinators also assist in 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. In addition, the coordinators address technical questions from the public regarding laws, rules and procedures and field complaints prior to investigation by the district offices. This office also oversees plan review for new or altered food service establishments, acts on variance requests, and ensures statewide consistency of each district office plan reviewer.

The Office of Compliance manages the administrative enforcement program for the division. In addition, this office 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 enforcement program has continued to evolve toward emphasis on compliance rather than enforcement. The program includes:

- An informal, less adversarial, conference format ensuring telephone conferences are conducted in a shorter period of time and allows better preservation of evidence resulting in a greater number of settlements;
- A statewide computer system to track cases closely once they enter the enforcement system at the district level.

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. ODI staff designed and supports a project incorporating optical mark readers (bubble scanners) to drastically reduce time spent by district clerical staff data entering inspection information.

ODI 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 directed the migration of the division's web pages to *MyFlorida.com* in December 2000 and created a new index page at *www.hospitalityeducation.org* in Spring 2001 for easier navigation. The web authors also maintain and regularly enhance the division's InTRANet pages, migrating them this fiscal year into a new standardized departmental site for more continuity of information disseminated to the division's employees.

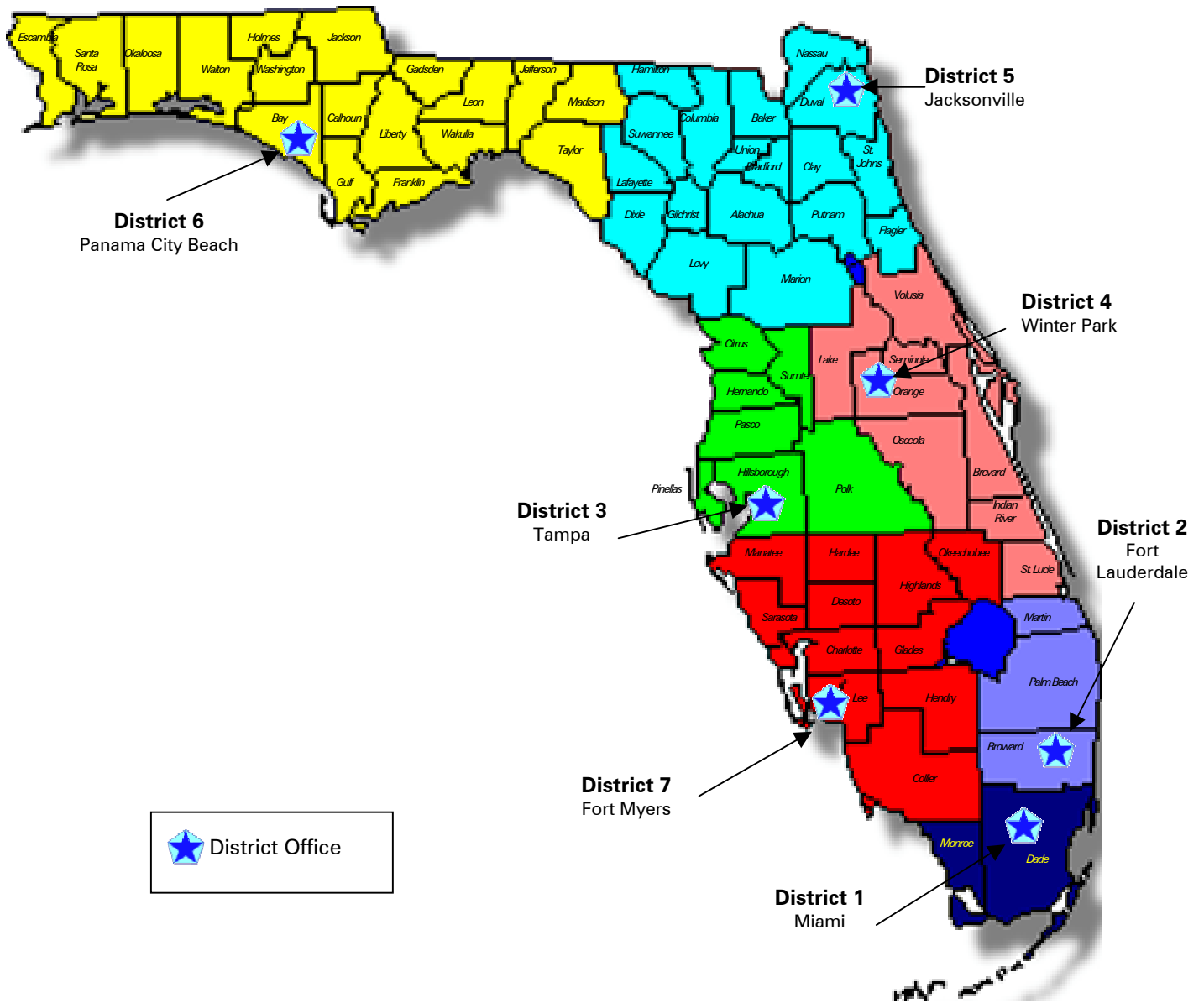
ODI staff members also serve as technical coordinators for the division, providing assistance and information to the State Technology Office regarding the division's computer resources when needed. They maintain statistical information and generate reports for the division. ODI produces and coordinates distribution of most of the division's forms, brochures, newsletters and publications. In addition, ODI responds to public requests for public records, information and statistics.

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. OPO coordinates the division's Speakers Bureau, one of the division's consumer and licensee outreach programs.

OPO produced a first of its kind HACCP compact disc training tool under a grant from the FDA, which is being distributed worldwide. Working with a representative of the Centers for Disease Control, the OPO is also evaluating the impact of HACCP inspections on the general safety of public food facilities. The evaluation coupled with the ongoing monitoring of confirmed foodborne illness cases will provide a valid baseline evaluation of the effectiveness of HACCP.



Regulatory Districts



Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2000-2001

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	Fees
1	262	165	50	89	566	\$74,700
2	289	171	107	240	807	\$108,000
3	286	194	29	229	738	\$96,600
4	364	225	134	140	863	\$114,450
5	262	165	44	146	617	\$81,525
6	126	132	43	110	411	\$55,725
7	215	114	46	165	540	\$71,025
TOTAL	1,804	1,166	453	1,119	4,542	\$602,025

Table 2: Number of Variances and Fees Processed—FY 2000-2001

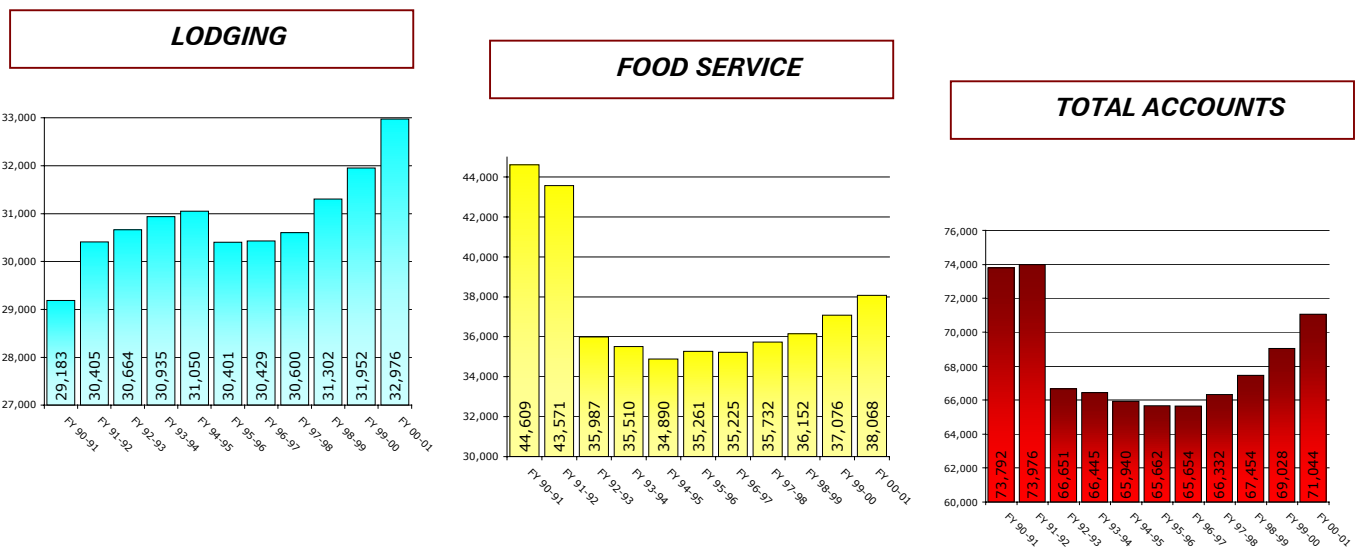
DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	1	8	9	\$150	\$2,400	\$2,550
2	3	4	7	\$450	\$1,200	\$1,650
3	1	4	5	\$150	\$1,200	\$1,350
4	3	6	9	\$450	\$1,800	\$2,250
5	1	1	2	\$150	\$300	\$450
6	0	12	12	\$0	\$3,600	\$3,600
7	3	5	8	\$450	\$1,500	\$1,950
TOTAL	12	40	52	\$1,800	\$12,000	\$13,800

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2000-2001

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Nontransient Apartments	6,207	4,129	2,858	2,140	1,446	983	977	18,740
Hotels	318	188	131	258	104	62	92	1,153
Motels	358	538	659	734	433	463	406	3,591
Rooming Houses	125	39	63	71	32	16	17	363
Resort Condos/Resort Dwellings	289	108	774	4,509	112	1,190	575	7,557
Transient Apartments	164	404	286	137	54	24	265	1,334
Bed and Breakfasts*	20	19	36	38	73	25	27	238
SUBTOTAL	7,481	5,425	4,807	7,887	2,254	2,763	2,359	32,976
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,395	5,452	5,294	6,036	3,474	2,463	3,419	30,533
Permanent Nonseating	856	1,066	937	977	481	286	436	5,039
Theme Park Food Carts	0	1	20	22	6	0	0	49
Catering	38	69	44	66	38	18	35	308
Mobile Food Dispensing Vehicles	338	190	336	407	177	79	153	1,680
Vending Machines	0	103	0	264	16	1	75	459
SUBTOTAL	5,627	6,881	6,631	7,772	4,192	2,847	4,118	38,068
GRAND TOTAL	13,108	12,306	11,438	15,659	6,446	5,610	6,477	71,044

Figure 1: Historical Comparison of Total Number of Public Lodging and Food Service Accounts

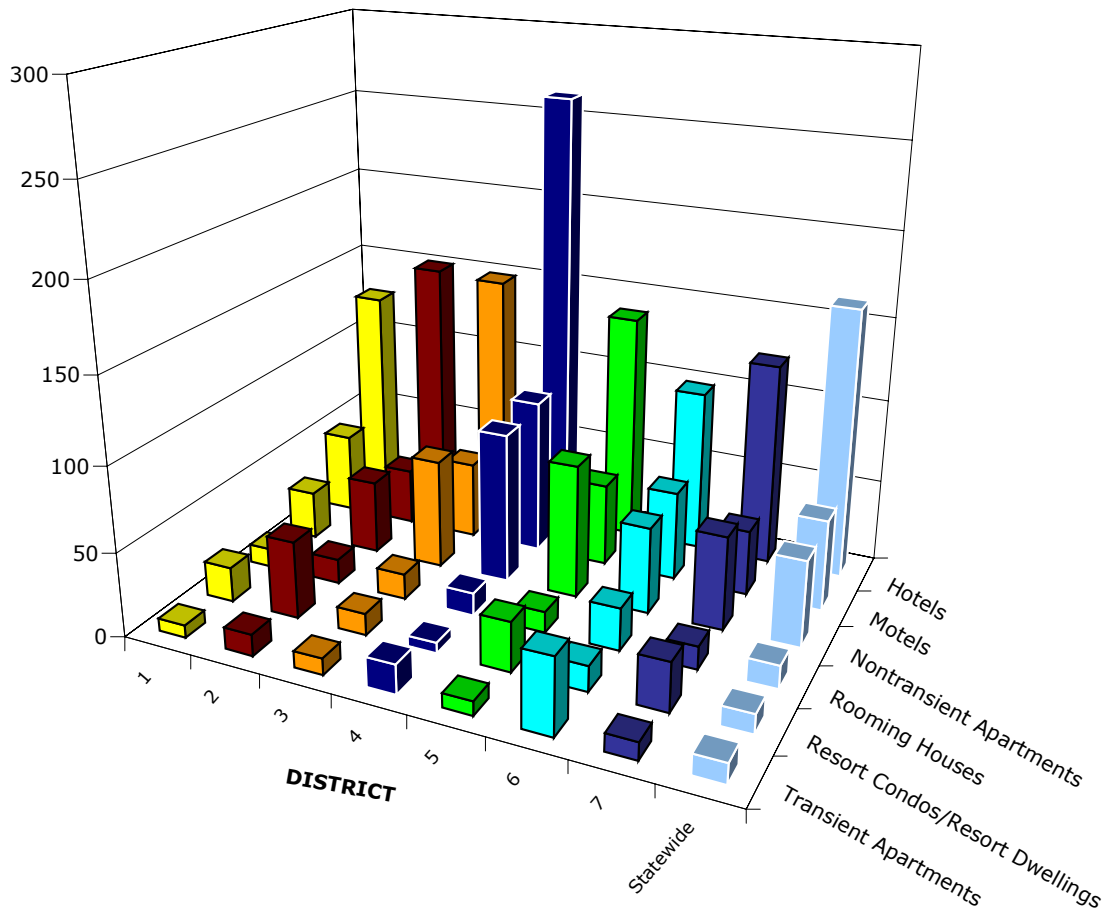


Licensing

Table 4: Public Lodging Units by Type of Establishment and by District—End of FY 2000-2001

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Hotels	39,897	28,190	19,383	67,700	14,230	6,060	11,207	186,667
Motels	17,278	18,095	30,453	68,333	21,438	24,777	15,832	196,206
Nontransient Apartments	179,473	182,428	187,641	192,764	115,261	50,716	54,550	962,833
Rooming Houses	1,413	573	967	963	399	405	230	4,950
Resort Condos/Resort Dwellings	5,971	4,956	9,976	28,138	3,303	18,066	16,555	86,965
Transient Apartments	1,248	5,136	2,807	2,401	451	1,074	2,708	15,825
TOTAL	245,280	239,378	251,227	360,299	155,082	101,098	101,082	1,453,446

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2000-2001



Inspections

Table 5: Public Lodging and Food Service Establishment Inspections Performed—FY 2000-2001

PUBLIC FOOD SERVICE INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	18,163	1,991	137	9	10	833	21,143
2	20,776	3,668	973	56	21	888	26,382
3	20,441	2,535	1,641	85	24	925	25,651
4	24,772	3,832	1,572	81	21	1,603	31,881
5	12,455	1,586	831	61	1	494	15,428
6	8,742	856	515	39	46	459	10,657
7	12,393	1,593	713	11	0	426	15,136
TOTAL	117,742	16,061	6,382	342	123	5,628	146,278

PUBLIC LODGING INSPECTIONS					
DISTRICT	TYPE OF INSPECTION				TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	
1	16,528	1,247	251	4	18,030
2	12,237	1,909	356	6	14,508
3	10,692	697	441	15	11,845
4	12,846	1,577	693	30	15,146
5	5,002	439	336	17	5,794
6	5,204	344	240	12	5,800
7	5,052	419	112	2	5,585
TOTAL	67,561	6,632	2,429	86	76,708

TOTAL INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	34,691	3,238	388	13	10	833	39,173
2	33,013	5,577	1,329	62	21	888	40,890
3	31,133	3,232	2,082	100	24	925	37,496
4	37,618	5,409	2,265	111	21	1,603	47,027
5	17,457	2,025	1,167	78	1	494	21,222
6	13,946	1,200	755	51	46	459	16,457
7	17,445	2,012	825	13	0	426	20,721
TOTAL	185,303	22,693	8,811	428	123	5,628	222,986

Violations

Table 6: Number and Type of Violations Found in Public Food Service Establishments—
FY 2000-2001

	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
FOOD	Source: sound condition, no spoilage		1,889	1,889
	Original container; properly labeled	9,262		9,262
	SUBTOTAL	9,262	1,889	11,151
FOOD PROTECTION	Potentially hazardous food, unsafe temperatures		18,329	18,329
	Facilities to maintain product temperature		3,396	3,396
	Thermometers provided and conspicuous	16,619		16,619
	Potentially hazardous food properly thawed	3,507		3,507
	Unwrapped and potentially hazardous food not re-served		151	151
	Food protection: during storage, preparation, service, etc.		27,168	27,168
	Handling of food (ice) minimized	4,883		4,883
	Food (ice) dispensing utensils properly stored	11,368		11,368
	SUBTOTAL	36,377	49,044	85,421
PERSONNEL	Personnel with infections restricted		508	508
	Hands washed and clean, good hygienic practices		16,407	16,407
	Clean clothes, hair restraints	1,755		1,755
	SUBTOTAL	1,755	16,915	18,670
FOOD EQUIPMENT AND UTENSILS	Food contact surfaces: proper design, good repair, etc.	16,693		16,693
	Non-food contact surfaces: proper design, good repair, etc.	15,520		15,520
	Dishwashing facilities: proper design, repair, operated, etc.	7,064		7,064
	Accurate thermometers, etc.	12,511		12,511
	Pre-flushed, scraped, soaked	1,082		1,082
	Wash rinse water: clean, proper temperature	479		479
	Sanitization concentration/temperature		9,147	9,147
	Wiping cloths clean, use restricted, stored	16,006		16,006
	Food contact surfaces of equipment clean, etc.	35,434		35,434
	Non-food contact surfaces of equipment and utensils clean	24,784		24,784
	Storage, handling of clean equipment and utensils	10,798		10,798
	Single service articles: storage, dispensing, used	9,528		9,528
	No re-use of single service articles	540		540
	SUBTOTAL	150,439	9,147	159,586
WATER	Water source safe, hot and cold under pressure		4,607	4,607
SEWAGE	Sewage and waste water disposed properly		3,032	3,032
PLUMBING	Installed, maintained	11,870		11,870
	Cross-connection, back siphonage, backflow		4,319	4,319
	SUBTOTAL	11,870	4,319	16,189
TOILET AND WASH FACILITIES	Number, convenient, accessible, designed, installed		9,952	9,952
	Fixtures, good repair, clean, proper waste receptacles, etc.	27,862		27,862
	SUBTOTAL	27,862	9,952	37,814
GARBAGE AND REFUSE DISPOSAL	Containers: adequate number, covered, clean, etc.	12,502		12,502
	Outside storage areas: proper design, clean, etc.	5,099		5,099
	SUBTOTAL	17,601		17,601

Continued on next page

Violations

Table 6: Number and Type of Violations Found in Public Food Service Establishments—FY 2000-2001
(continued)

	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
INSECT/RODENT CONTROL	Presence of insects/rodents, opening protected, etc.		17,669	17,669
FLOORS, WALLS AND CEILINGS	Floors: clean, good repair, etc.	18,529		18,529
	Walls/ceilings/attached equipment: constructed, good repair, etc.	25,520		25,520
	SUBTOTAL	44,049		44,049
LIGHTING	Proper lighting, etc.	15,369		15,369
VENTILATION	Rooms and equipment: vented as required	1,295		1,295
DRESSING ROOMS	Rooms clean, lockers provided, facilities clean, located, used	2,132		2,132
OTHER OPERATIONS	Toxic items properly stored, labeled, used, necessary		12,685	12,685
	Establishment/premises neat, clean, etc.	10,019		10,019
	Complete separation from living/sleeping quarters, etc.	197		197
	Clean, soiled linen properly stored	831		831
	SUBTOTAL	11,047	12,685	23,732
SAFETY	Fire extinguishers: proper and sufficient		27,530	27,530
	Exiting system: adequate, good repair		14,853	14,853
	Electrical wiring: adequate, good repair		10,647	10,647
	Gas appliances: properly maintained, installed		1,558	1,558
	Flammable/combustible materials: properly stored		1,702	1,702
	SUBTOTAL		56,290	56,290
GENERAL	Current license properly displayed		5,531	5,531
	Other conditions: safe, sanitary operation	14,559		14,559
	False/misleading statements published, advertised, etc.	167		167
	Food manager certification valid		34,375	34,375
	Clean indoor air act	1,383		1,383
	Notification of automatic gratuity charge	177		177
	Copy of Chapter 509, F.S., available	916		916
	HEP information requested *	2,548*		0
	SUBTOTAL	17,202	39,906	57,108
	GRAND TOTAL	346,260	225,455	571,715

*HEP information not included in violation totals

Violations

Table 7: Number and Type of Violations Found in Public Lodging Establishments—FY 2000-2001

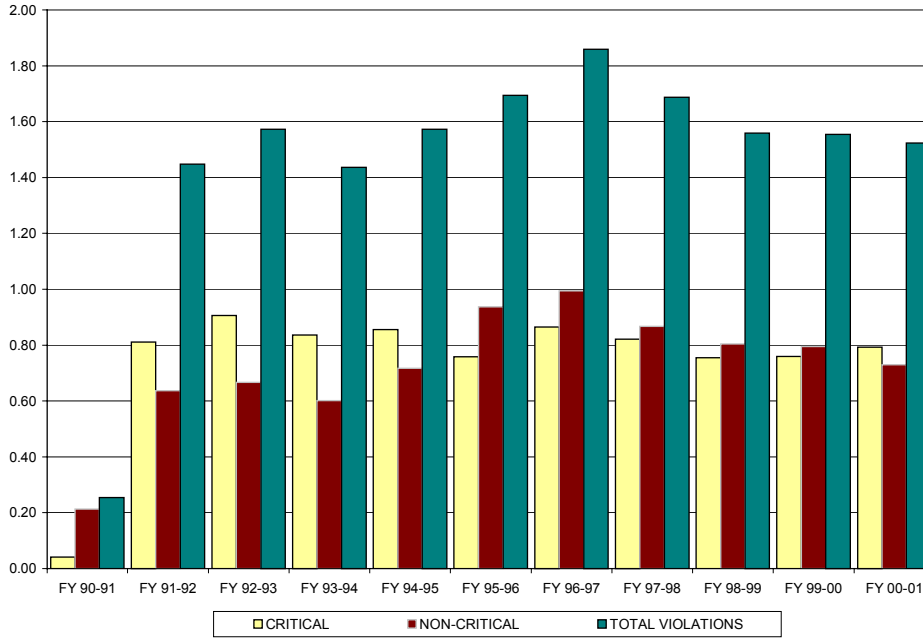
DESCRIPTION		VIOLATIONS		TOTAL
		NONCRITICAL	CRITICAL	
S A F E T Y	Fire extinguishers; standpipe systems		13,826	13,826
	Fire hazards		3,262	3,262
	Sprinkler systems		1,003	1,003
	Smoke detectors; fire alarm systems		8,059	8,059
	Smoke detectors; hearing impaired		1,485	1,485
	Exits; obstructions, exit signs, emergency lights		6,103	6,103
	Electrical deficiencies		2,622	2,622
	Boiler; boiler room	340		340
	Lighting; public, guest rooms	1,731		1,731
	Adequate heating		111	111
	Appliances properly installed		1,074	1,074
	Balcony, railing safety; certification		4,393	4,393
	Building repair	7,875		7,875
	Proper locking devices		1,092	1,092
		SUBTOTAL	9,946	43,030
S A N I T A T I O N	Bathrooms; public; guest; supplies	1,079		1,079
	Water source safe; hot/cold provided		194	194
	Bedding; bed linens, towels	1,120		1,120
	Household furnishings	944		944
	Plumbing	6,284		6,284
	Ventilation	449		449
	Toxics; storage, use	599		599
	Ice protection		814	814
	Glassware, tableware, utensils sanitized		1,278	1,278
	Vermin control		2,963	2,963
	Premises maintained	7,938		7,938
	Garbage and refuse disposal	8,848		8,848
	Sewage and waste water disposal		413	413
	SUBTOTAL	27,261	5,662	32,923
C O N S U M E R P R O T E C T I O N	Advertisement		309	309
	Guest property; liability, notified	229		229
	Room rate schedule	1,937		1,937
	Room rates posted	2,294		2,294
	Security deposit	139		139
	Unethical business practices; overbooking		83	83
	Licensee; criminal conduct	32		32
	Clean Indoor Air Act	46		46
	Telephone surcharge posted	1,896		1,896
	Guest register	183		183
	SUBTOTAL	6,756	392	7,148
G E N E R A L	Current license properly displayed		4,506	4,506
	Housekeeping	2,487		2,487
	Other conditions - safe, sanitary	1,947		1,947
	Posting operator service information	274		274
	Blocking operator access	141		141
	Copy of Chapter 509, F.S., available	539		539
	HEP information requested*	1,182*		0
	SUBTOTAL	5,388	4,506	9,894
	GRAND TOTAL	49,351	53,590	102,941

*HEP information not included in violation totals

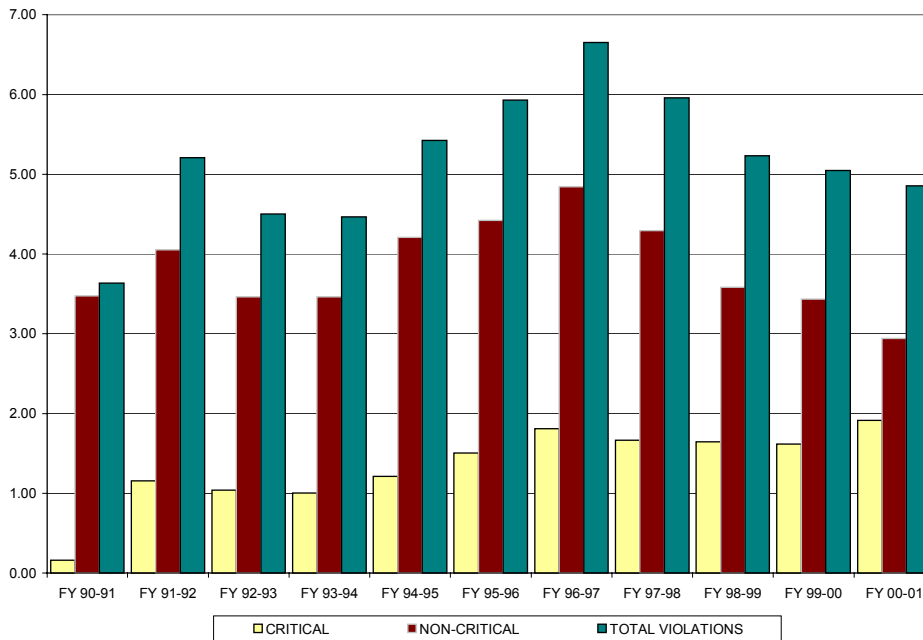
Violations

Figure 3: Historical Comparison of Average Number of Violations to Inspections

Lodging



Food Service



Compliance

Table 8: Compliance Activity—FY 2000-2001

	Jul. 2000	Aug. 2000	Sept. 2000	Oct. 2000	Nov. 2000	Dec. 2000	Jan. 2001	Feb. 2001	Mar. 2001	Apr. 2001	May 2001	June 2001	Total
Compliance Activity													
Total Administrative Complaints Issued	178	100	112	261	143	147	118	109	153	143	137	127	1,728
Administrative Complaints for Expired Licenses	10	1	22	64	19	17	0	0	2	6	1	10	152
Settlement Conferences	121	99	103	123	114	91	131	90	116	127	146	104	1,365
Administrative Complaint Settlement Rate	86%	96%	96%	94%	86%	84%	85%	88%	84%	91%	84%	93%	89%
Stipulated Fines	\$36,300	\$29,700	\$41,500	\$57,350	\$50,000	\$36,600	\$50,850	\$33,000	\$50,050	\$84,500	\$73,550	\$54,000	\$597,400
Cases Referred to Legal	12	22	14	2	17	11	17	19	13	20	23	13	183
Orders Clerked	4	134	228	170	231	107	186	117	151	345	211	105	1,989
Total Fines Levied	\$8,650	\$41,100	\$68,250	\$45,500	\$55,000	\$34,250	\$57,650	\$50,800	\$36,850	\$70,050	\$93,400	\$52,000	\$613,500
Unlicensed Activity													
New Licenses Issued	7	8	9	5	0	5	7	13	14	19	14	6	107
New Rental Units Licensed	455	353	431	311	0	933	843	751	609	1031	875	168	6,760
License Revenue	\$1,277	\$1,383	\$2,342	\$1,092	\$0	\$1,385	\$1,537	\$2,453	\$2,714	\$5,498	\$2,749	\$826	\$23,256
Information Calls	57	81	43	83	118	78	92	80	88	79	83	74	956
Speaking/ Training/ Meeting	3	2	0	4	0	8	6	3	5	4	4	4	43

Financial Statement

Table 9: HEP Statement of Revenues and Expenditures—FY 2000-2001

REVENUES	
Total Revenues from \$6 HEP Fee	\$516,678.00
Non-licensee participation fee	\$15,111.00
TOTAL REVENUES	\$531,789.00
EXPENDITURES & ENCUMBRANCES	
Salaries and Benefits	\$404,055.66
Stipends for Graduate Assistants	\$11,464.45
Employer's Matching FICA	\$877.06
FICA on Class C Meals	\$47.27
State Personnel Assessment	\$472.00
Independent Contractor	\$5,000.00
<i>SUBTOTAL</i>	\$421,916.44
Expenses	
Telephone/Communications	\$35,779.00
Printing, Copying & Mailing	\$9,694.59
Repair & Maintenance	\$3,674.43
Travel & Seminars	\$40,425.62
Class C Meals	\$618.00
Gasoline and Lubricants	\$4,176.42
Office Supplies	\$1,843.99
<i>Rentals</i>	
Conference Rooms	\$28,807.11
Other Rentals	\$341.00
Subscriptions and Dues	\$3,140.10
Furniture & Equipment	\$4,391.06
Data Processing	\$3,496.00
Other Expenses	\$2,488.72
Training Programs Grants	\$150,000.00
Insurance	\$12,470.00
General Revenue	\$37,225.23
<i>SUBTOTAL</i>	\$338,571.27
TOTAL EXPENDITURES	\$760,487.71

Activity

Table 10: Summary of HEP Activities—FY 2000-2001

MONTH	WORKSHOPS AND SEMINARS			EDUCATIONAL MATERIALS	
	Number Conducted	Number Registered	Number of Attendees	Number of Requests	Number of Items Dispersed
July 2000	57	2,884	2,028	49,563	71,883
August 2000	64	3,117	2,347	9,182	12,751
September 2000	54	2,603	1,973	1,981	30,760
October 2000	70	3,640	2,527	30,546	33,645
November 2000	60	3,922	2,679	34,223	35,695
December 2000	41	2,876	2,163	936	8,997
January 2001	59	2,782	2,140	977	8,951
February 2001	65	3,422	2,526	1,251	5,280
March 2001	63	2,634	1,644	823	4,028
April 2001	70	2,758	1,882	2,424	10,482
May 2001	59	1,827	1,300	919	9,098
June 2001	67	2,340	1,652	783	5,090
TOTAL	729	34,805	24,861	133,608	236,660
			Workbooks	24,861	24,861
			Fax Back	3,418	3,589
			GRAND TOTAL	161,887	265,110

Figure 11: Historical Comparison of Number of HEP Workshops Conducted

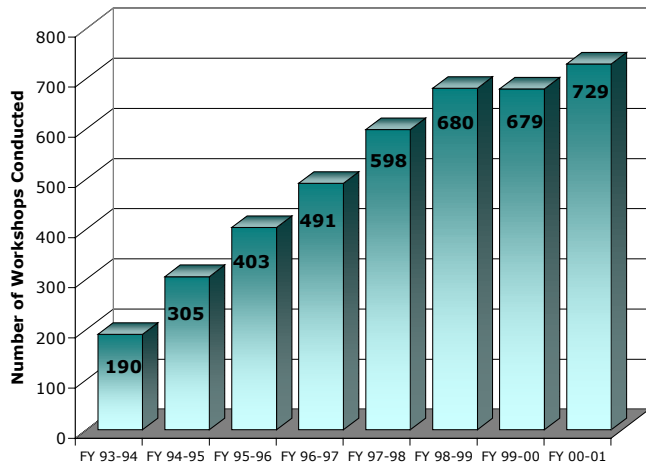
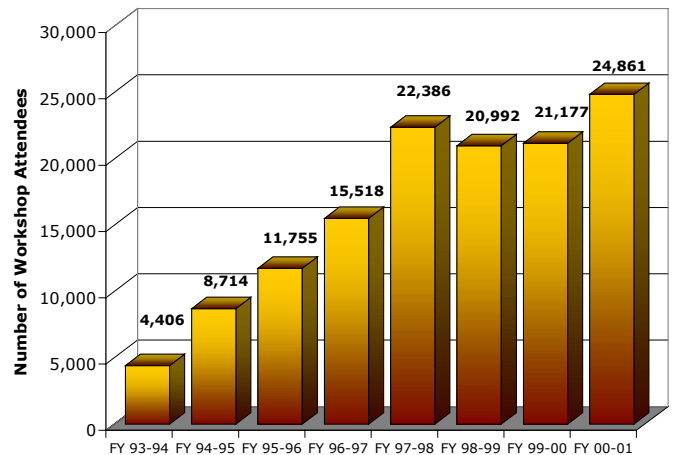


Figure 12: Historical Comparison of Number of HEP Workshop Attendees



Activity

Figure 13: Historical Comparison of Number of Educational Requests Received

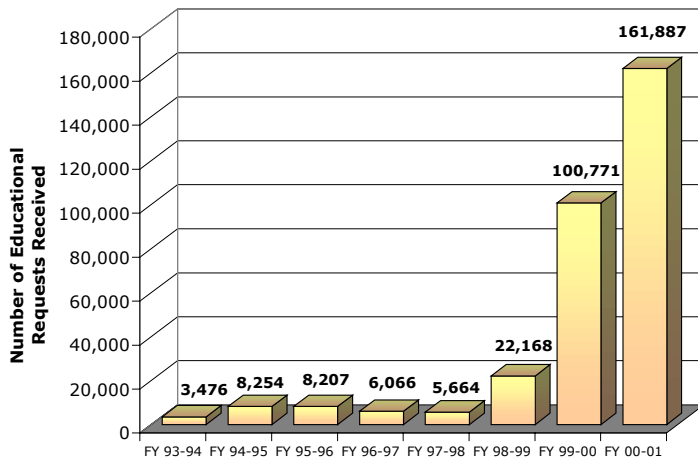


Figure 14: Historical Comparison of Number of Educational Materials Dispersed

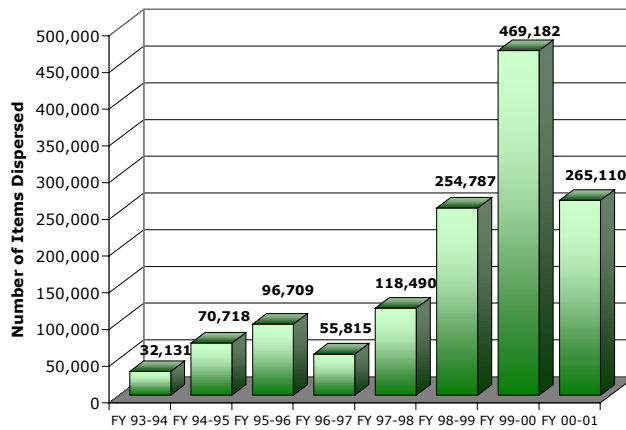


Figure 15: Historical Comparison of Average Number of Educational Materials Dispersed Per Request

