

Division of Hotels and Restaurants

Annual Report
Fiscal Year 2003-2004

Florida Department of
Business and Professional
Regulation



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Division of Hotels and Restaurants

Annual Report: FY 2003-2004

The Division of Hotels and Restaurants (H&R) 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 through education in partnership with industry. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.²

During the past fiscal year, the division completed implementation of the department-wide technology and re-engineering project. The improved technology is used to more efficiently inspect food service and lodging establishments.

The division is organized into four main units:

- Bureau of Sanitation and Safety Inspections (includes 7 district offices)
- Bureau of Elevator Safety
- Office of Compliance and Licensure.
- Director's Office, which includes the Hospitality Education Program.

In Fiscal Year 2003-2004, the division was authorized 261 positions to provide program services and an operating budget of \$17,487,071. During this period, the division:

- conducted a total of 112,446 public food service and lodging establishment inspections to ensure sanitation and safety standards (see table on page 8)
- conducted a total of 89 inspections in response to emergency or epidemiological conditions
- cited a total of 409,614 violations of sanitary standards in public food service and lodging establishments (see tables on pages 10-12)
- continued to implement enterprise-wide re-engineering project to improve future operating efficiencies and enhance inspection procedures.

OFFICE OF THE DIRECTOR

Geoff Luebke, Director

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

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Kendall Burkett, Bureau Chief

During Fiscal Year 2003-2004, the Bureau of Sanitation and Safety accomplished 112,446 inspections of more than 78,000 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, Margate, Fort Myers, Orlando, Tampa, Jacksonville and Panama City Beach. Each of the seven district offices is responsible for coordinating daily activities and scheduling

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

inspections. Administrative enforcement cases are initiated by district offices, to ensure compliance with the law. The division is authorized to assess fines up to \$1,000 per violation, and to suspend or revoke an operator's license.

In addition to routine safety and sanitation inspections, the bureau performs:

- Opening inspections for new establishments and changes of ownership
- "Call-back" inspections on establishments cited for critical violations with a specified time period to verify correction of deficiencies
- Food service inspections for alcoholic beverage license applicants
- Complaint investigations
- Foodborne illness investigations in coordination with the Florida Department of Health
- Enforces licensee compliance with the Florida Clean Indoor Air Act
- Long distance telephone carrier access and posting of charges for the Florida Public Service Commission.

The Office of Program Quality (OPQ), a part of the bureau, 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 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 FDA certified inspection/training officers on risk based and HACCP inspections. Each inspector receives 20 continuing education hours per year for food service and 40 hours training every 3 years for fire safety, all of which are facilitated by this office.

OPQ staff is responsible for monitoring federal and state food and fire safety code changes which affect the division and making recommendations to management regarding rules and policies influenced by those 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, acting on variance requests and ensuring statewide consistency of each district office plan reviewer.

OFFICE OF COMPLIANCE AND LICENSURE

Thomas N. Coker, Operations and Management Consultant Manager

The Compliance Section manages the administrative enforcement activity of 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 emphasize compliance rather than enforcement. The program includes an informal, less adversarial, settlement process that concludes cases in a shorter period of time and reduces the need for litigation.

The Licensure Section processes licenses for public lodging and food service establishments and issues elevator certificates of operation. Staff enters new licenses and changes of ownership and creates electronically generated management reports for the division. Staff also reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff.

The former Operational Development and Information Office (ODI) function, which was responsible for analyzing business processes and recommending ongoing improvement initiatives, has been assimilated into the Office of Compliance and Licensure. This also includes responsibility for designing, producing and maintaining most of the division's customized forms and other publications including forms, brochures, newsletters and reproductions of applicable statutes, rules and codes for use by the division's staff, licensees and the general public.

Additionally, staff develop the division's web content ensuring timely sharing of information on the department's Internet and Intranet sites. OCL 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.

BUREAU OF ELEVATOR SAFETY

Cathy White, Bureau Chief

The Bureau of Elevator Safety enforces Florida's elevator laws to enhance 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; Americans with Disability Act Requirements; Chapter 399, Florida Statutes and Chapter 61C-5, Florida Administrative Code (FAC).

The bureau is responsible for issuing certificates of operation for elevators; issuing 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 division's Office of Compliance and Licensure. The bureau also manages contracts with the cities of Miami, Miami Beach and Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that these local programs adhere to state standards.

The bureau's statutory responsibility has changed, and now consists primarily of monitoring private industry inspectors and responding to complaints, which resulted in a reduction in inspections from previous years. The bureau conducted 708 monitoring and 180 complaint inspections during Fiscal Year 2003-2004.

HOSPITALITY EDUCATION PROGRAM

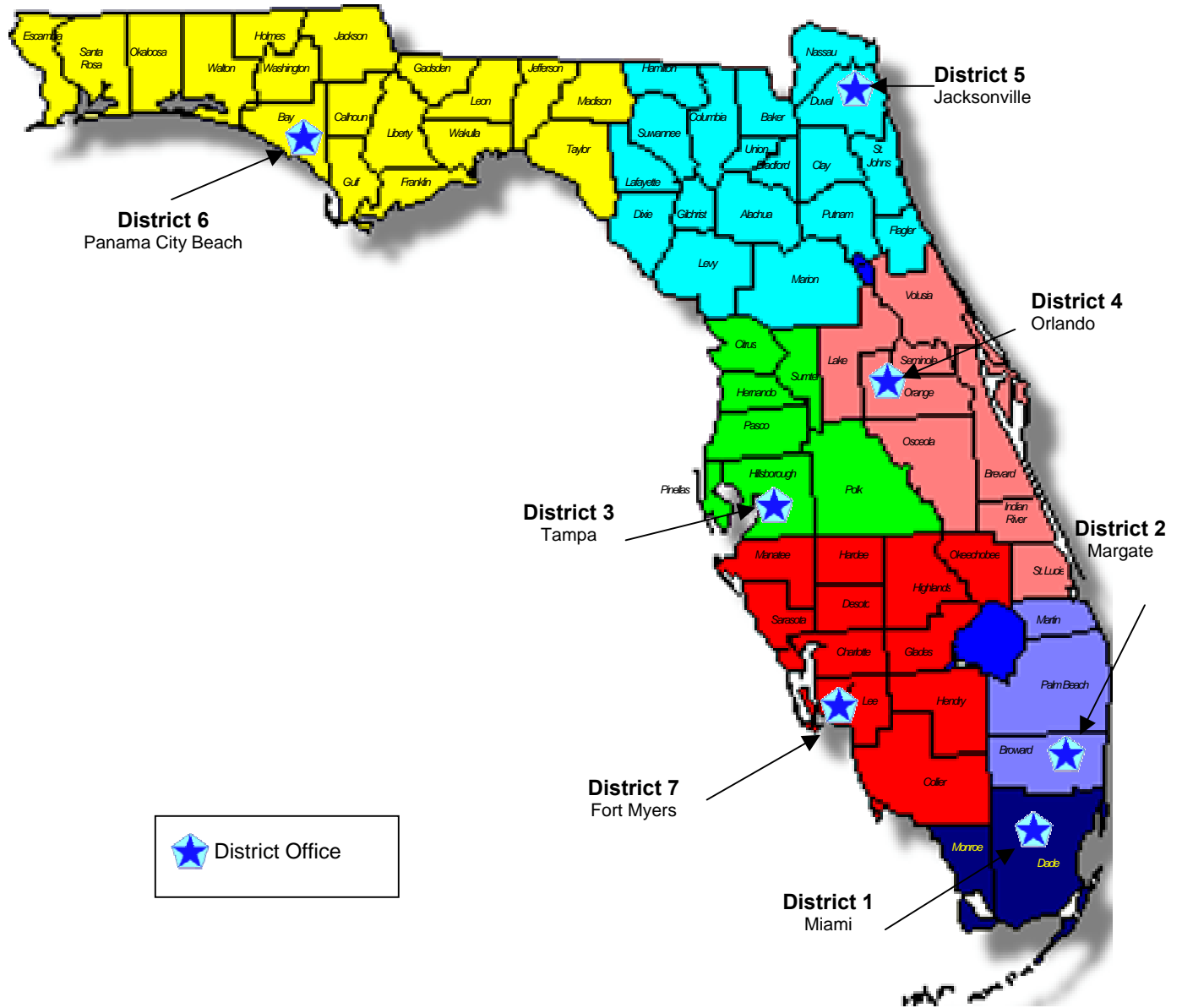
Angel Gonzalez, Director of Education

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 the division. Funding is provided from a fee which is included as part of every public lodging and food service establishment's 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 library contains over 6,000 items, including over 60 periodicals.

During the past year, the Hospitality Education Program trained more than 13,800 hospitality industry employees in workshops offered in communities throughout the state. HEP workshops are offered in English and Spanish. Print materials are offered in several other languages including Mandarin Chinese, Creole and Spanish.

Regulatory Districts



Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2003-2004

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	Fees
1	450	62	44	52	608	\$91,200
2	366	249	72	148	835	\$125,250
3	390	142	80	209	821	\$123,150
4	558	72	113	144	887	\$133,050
5	391	124	62	94	671	\$100,650
6	168	51	41	61	321	\$48,150
7	284	95	50	105	534	\$80,100
TOTAL	2,607	795	462	813	4,677	\$701,550

Table 2: Number of Variances and Fees Processed—FY 2003-2004

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	0	1	1	\$0	\$300	\$300
2	8	7	15	\$1,200	\$2,100	\$3,300
3	6	4	10	\$900	\$1,200	\$2,100
4	2	10	12	\$300	\$3,000	\$3,300
5	5	10	15	\$750	\$3,000	\$3,750
6	1	0	1	\$150	\$0	\$150
7	1	4	5	\$150	\$1,200	\$1,350
TOTAL	23	36	59	\$3,450	\$10,800	\$14,250

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2003-2004

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	329	215	153	291	116	69	110	1,283
Motels	338	500	630	703	421	426	407	3,425
Nontransient Apartments	6,253	4,347	3,031	2,285	1,460	1,058	992	19,426
Transient Apartments	138	377	284	136	47	24	227	1,233
Nontransient Rooming Houses	60	35	15	21	14	4	18	167
Transient Rooming Houses	81	38	57	59	26	15	15	291
Bed and Breakfasts	57	16	41	42	75	26	22	279
Resort Condominiums								
Single	155	17	50	435	16	234	41	948
Group	63	83	94	242	55	193	233	963
Collective	37	19	116	58	21	113	151	515
Resort Dwellings								
Single	139	1	1,312	4,159	20	862	77	6,570
Group	7	2	7	9	12	18	11	66
Collective	22	3	27	112	7	87	133	391
SUBTOTAL	7,679	5,653	5,817	8,552	2,290	3,129	2,437	35,557
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,814	6,065	6,006	6,723	3,931	2,740	3,857	34,136
Permanent Nonseating	925	1,120	991	1,043	507	287	445	5,318
Theme Park Food Carts	0	0	16	20	7	0	0	43
Catering	51	90	55	85	48	27	33	389
Hot Dog Carts	102	46	87	114	91	12	30	482
Mobile Food Dispensing Vehicles	385	216	431	449	184	134	157	1,956
Vending Machines	0	42	1	400	14	1	52	510
SUBTOTAL	6,277	7,579	7,587	8,834	4,782	3,201	4,574	42,834
GRAND TOTAL	13,956	13,232	13,404	17,386	7,072	6,330	7,011	78,391

SOURCE: DBPR Single Licensing System 07.06.2004

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



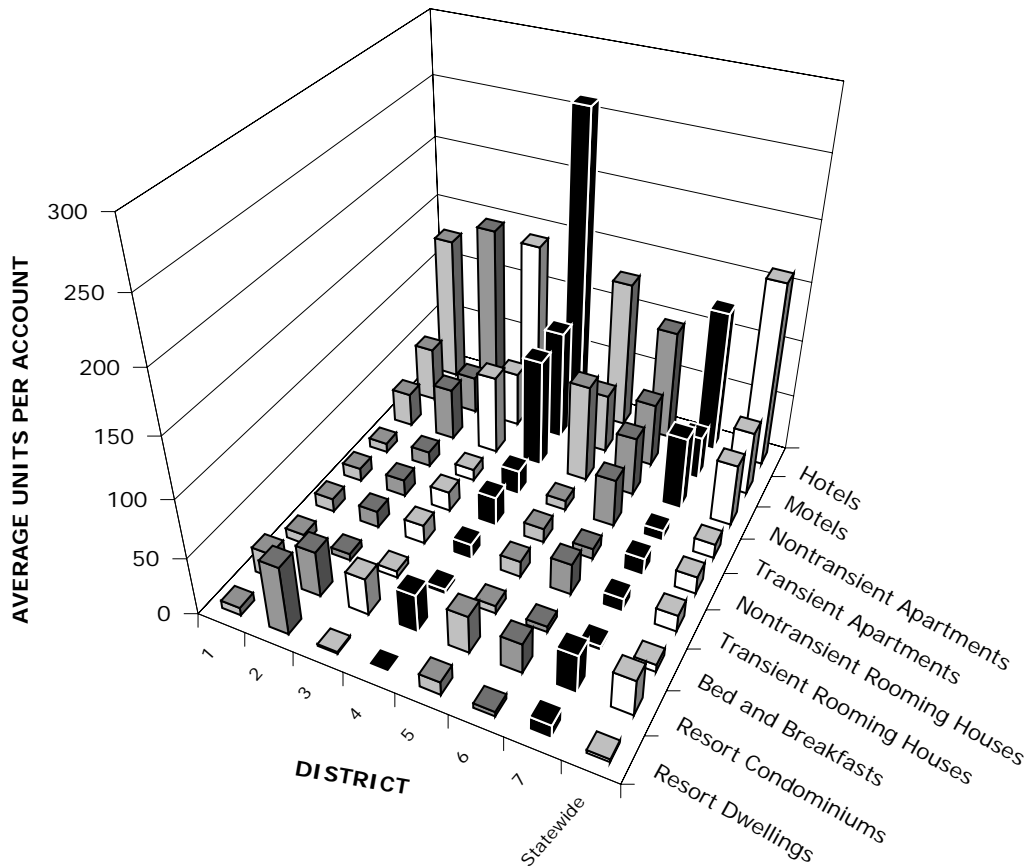
* Number of food service accounts dropped after 1992 because of shift of convenience store and grocery store inspections to the Department of Agriculture and Consumer Services.

Licensing

Table 4: Public Lodging Units by Type of Establishment and by District—End of FY 2003-2004

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	41,689	31,322	21,628	76,242	14,867	6,663	13,703	206,114
Motels	16,179	16,255	30,180	67,705	21,754	23,670	15,449	191,192
Nontransient Apartments	182,005	198,106	208,501	216,446	123,676	54,421	63,908	1,047,063
Transient Apartments	1,094	4,871	2,792	2,998	388	997	2,170	15,310
Nontransient Rooming Houses	684	503	256	556	174	36	277	2,486
Transient Rooming Houses	930	541	924	812	354	408	185	4,154
Bed and Breakfasts	485	93	232	217	508	129	106	1,770
Resort Condominiums	5,681	4,721	8,353	25,004	2,995	13,950	14,416	75,120
Resort Dwellings	1,134	356	2,118	6,537	441	4,022	2,665	17,273
TOTAL	249,881	256,768	274,984	396,517	165,157	104,296	112,879	1,560,482

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2003-2004



Inspections

Table 5: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2003-2004

PUBLIC FOOD SERVICE INSPECTIONS									
DISTRICT	TYPE OF INSPECTION								TOTAL
	LICENSING*	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	SERVICE REQUEST	EPIDEMIOLOGICAL	OTHER*	TEMPORARY	
1	528	9,701	12	70	70	6	2	908	11,297
2	550	13,180	184	183	10	2	2	441	14,552
3	710	12,911	165	122	275	28	9	780	15,000
4	925	13,261	270	117	101	1	51	1,450	16,176
5	562	7,262	279	128	5	3	2	421	8,662
6	311	4,858	104	122	18	49	3	402	5,867
7	391	9,367	112	161	27	0	12	307	10,377
TOTAL	3,977	70,540	1,126	903	506	89	81	4,709	81,931

PUBLIC LODGING INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	OTHER*	
1	329	5,923	27	87	27	2	6,395
2	223	5,624	47	79	3	0	5,976
3	1074	4,356	53	35	57	2	5,577
4	1884	3,013	167	78	23	8	5,173
5	108	2,381	64	31	2	1	2,587
6	435	1,627	45	93	5	0	2,205
7	240	2,311	23	25	3	0	2,602
TOTAL	4,293	25,235	426	428	120	13	30,515

TOTAL INSPECTIONS									
DISTRICT	TYPE OF INSPECTION								TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	EPIDEMIOLOGICAL	OTHER*	TEMPORARY	
1	857	15,624	39	157	97	6	4	908	17,692
2	773	18,804	231	262	13	2	2	441	20,528
3	1,784	17,267	218	157	332	28	11	780	20,577
4	2,809	16,274	437	195	124	1	59	1,450	21,349
5	670	9,643	343	159	7	3	3	421	11,249
6	746	6,485	149	215	23	49	3	402	8,072
7	631	11,678	135	186	30	0	12	307	12,979
TOTAL	8,270	95,775	1,552	1,331	626	89	94	4,709	112,446

SOURCE: DBPR Single Licensing System 08.13.2004

NOTE: "Other" inspections include discontinued categories, information calls, training and quality assurance inspections.

Inspections

Table 6: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2003-2004

PUBLIC FOOD SERVICE INSPECTIONS										
DISTRICT	TYPE OF INSPECTION									TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	EPIDEMIOLOGICAL	OTHER*	TEMPORARY		
1	3	956	1	12	2	0	1	1	976	
2	22	2,776	97	40	2	0	1	0	2,938	
3	4	2,384	65	9	3	8	0	0	2,473	
4	25	2,422	55	43	4	0	1	1	2,551	
5	3	1,621	88	34	1	0	0	0	1,747	
6	8	534	16	37	1	8	3	0	607	
7	4	1,906	20	47	1	0	1	0	1,979	
TOTAL	69	12,599	342	222	14	16	7	2	13,271	

PUBLIC LODGING INSPECTIONS										
DISTRICT	TYPE OF INSPECTION									TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	OTHER*				
1	0	286	2	12	3	0	303			
2	4	825	26	9	0	0	864			
3	1	433	14	4	1	1	454			
4	11	480	37	25	6	0	559			
5	0	328	17	7	0	0	352			
6	27	131	7	25	0	0	190			
7	0	224	4	8	0	0	236			
TOTAL	43	2,707	107	90	10	1	2,958			

TOTAL INSPECTIONS										
DISTRICT	TYPE OF INSPECTION									TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	EPIDEMIOLOGICAL	OTHER*	TEMPORARY		
1	3	1,242	3	24	5	0	1	1	1,279	
2	26	3,601	123	49	2	0	1	0	3,802	
3	5	2,817	79	13	4	8	1	0	2,927	
4	36	2,902	92	68	10	0	1	1	3,110	
5	3	1,949	105	41	1	0	0	0	2,099	
6	35	665	23	62	1	8	3	0	797	
7	4	2,130	24	55	1	0	1	0	2,215	
TOTAL	112	15,306	449	312	24	16	8	2	16,229	

SOURCE: DBPR Single Licensing System 08.13.2004

NOTE: "Other" inspections include discontinued categories, information calls, training and quality assurance inspections.

Violations

Table 7: Number and Type of Violations Found in Public Food Service Establishments—FY 2003-2004

DESCRIPTION		VIOLATIONS		TOTAL
		NONCRITICAL	CRITICAL	
FOOD	1 Source: sound condition, no spoilage		755	755
	2 Original container; properly labeled	6,250		6,250
SUBTOTAL		6,250	755	7,005
FOOD PROTECTION	3 Potentially hazardous food, unsafe temperatures		13,404	13,404
	4 Facilities to maintain product temperature		3,433	3,433
	5 Thermometers provided and conspicuous	9,527		9,527
	6 Potentially hazardous food properly thawed	1,958		1,958
	7 Unwrapped and potentially hazardous food not re-served		26	26
	8 Food protection: during storage, preparation, service, etc.		17,828	17,828
	9 Handling of food (ice) minimized	3,334		3,334
10 Food (ice) dispensing utensils properly stored	7,853		7,853	
SUBTOTAL		22,672	34,691	57,363
PERSONNEL	11 Personnel with infections restricted		54	54
	12 Hands washed and clean, good hygienic practices		9,841	9,841
	13 Clean clothes, hair restraints	2,277		2,277
SUBTOTAL		2,277	9,895	12,172
FOOD EQUIPMENT AND UTENSILS	14 Food contact surfaces: proper design, good repair, etc.	11,780		11,780
	15 Non-food contact surfaces: proper design, good repair, etc.	8,299		8,299
	16 Dishwashing facilities: proper design, repair, operated, etc.	2,471		2,471
	17 Accurate thermometers, etc.	6,723		6,723
	18 Pre-flushed, scraped, soaked	572		572
	19 Wash rinse water: clean, proper temperature	233		233
	20 Sanitization concentration/temperature		4,907	4,907
	21 Wiping cloths clean, use restricted, stored	9,210		9,210
	22 Food contact surfaces of equipment clean, etc.	21,129		21,129
	23 Non-food contact surfaces of equipment and utensils clean	15,036		15,036
	24 Storage, handling of clean equipment and utensils	6,030		6,030
	25 Single service articles: storage, dispensing, used	5,926		5,926
	26 No re-use of single service articles	387		387
SUBTOTAL		87,796	4,907	92,703
WATER	27 Water source safe, hot and cold under pressure		2,698	2,698
SEWAGE	28 Sewage and waste water disposed properly		1,261	1,261
PLUMBING	29 Installed, maintained	7,499		7,499
	30 Cross-connection, back siphonage, backflow		3,176	3,176
SUBTOTAL		7,499	3,176	10,675
TOILET AND WASH FACILITIES	31 Number, convenient, accessible, designed, installed		7,100	7,100
	32 Fixtures, good repair, clean, proper waste receptacles, etc.	20,099		20,099
SUBTOTAL		20,099	7,100	27,199
GARBAGE AND RE-USE DISPOSAL	33 Containers: adequate number, covered, clean, etc.	6,132		6,132
	34 Outside storage areas: proper design, clean, etc.	2,367		2,367
SUBTOTAL		8,499		8,499

Continued on next page

Violations

Table 7: Number and Type of Violations Found in Public Food Service Establishments—FY 2003-2004
(continued)

DESCRIPTION		VIOLATIONS		TOTAL
		NONCRITICAL	CRITICAL	
INSECT/RODENT CONTROL	35 Presence of insects/rodents, opening protected, etc.		7,886	7,886
FLOORS, WALLS AND CEILINGS	36 Floors: clean, good repair, etc.	11,689		11,689
	37 Walls/ceilings/attached equipment: constructed, good repair, etc.	18,049		18,049
	SUBTOTAL	29,738		29,738
LIGHTING	38 Proper lighting, etc.	8,876		8,876
VENTILATION	39 Rooms and equipment: vented as required	489		489
DRESSING ROOMS	40 Rooms clean, lockers provided, facilities clean, located, used	1,156		1,156
OTHER OPERATIONS	41 Toxic items properly stored, labeled, used, necessary		7,862	7,862
	42 Establishment/premises neat, clean, etc.	5,594		5,594
	43 Complete separation from living/sleeping quarters, etc.	56		56
	44 Clean, soiled linen properly stored	335		335
	SUBTOTAL	5,985	7,862	13,847
SAFETY	45 Fire extinguishers: proper and sufficient		20,131	20,131
	46 Exiting system: adequate, good repair		9,143	9,143
	47 Electrical wiring: adequate, good repair		8,234	8,234
	48 Gas appliances: properly maintained, installed		759	759
	49 Flammable/combustible materials: properly stored		1,025	1,025
	SUBTOTAL		39,292	39,292
GENERAL	50 Current license properly displayed		5,123	5,123
	51 Other conditions: safe, sanitary operation	8,897		8,897
	52 False/misleading statements published, advertised, etc.	30		30
	53 Food manager certification valid		15,550	15,550
	54 Clean Indoor Air Act	311		311
	55 Notification of automatic gratuity charge	16		16
	56 Copy of Chapter 509, F.S., available	2,116		2,116
	57 HEP information requested *	500*		0
58 Smoke Free Workplace (prior to HB 63A) *	2854*		0	
	SUBTOTAL	11,370	20,673	32,043
	GRAND TOTAL	212,706	140,196	352,902

* Not included in violation totals

Violations

Table 8: Number and Type of Violations Found in Public Lodging Establishments—FY 2003-2004

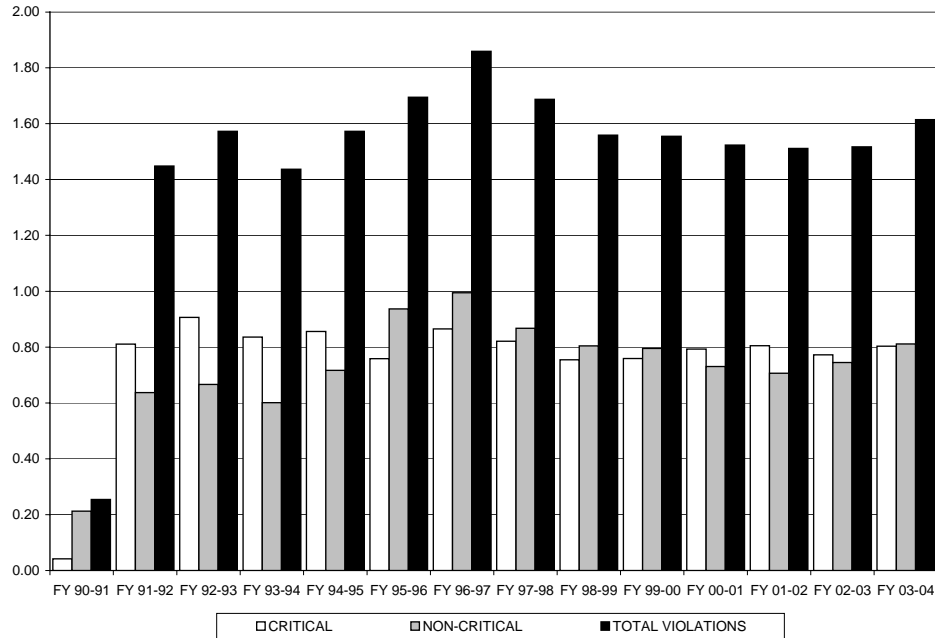
DESCRIPTION		VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
	1 Fire extinguishers; standpipe systems		5,667	5,667
	2 Fire hazards		1,440	1,440
	3 Sprinkler systems		688	688
	4 Smoke detectors; fire alarm systems		3,283	3,283
S	5 Smoke detectors; hearing impaired		742	742
A	6 Exits; obstructions, exit signs, emergency lights		3,155	3,155
F	7 Electrical deficiencies		1,298	1,298
E	8 Boiler; boiler room	175		175
T	9 Lighting; public, guest rooms	462		462
Y	10 Adequate heating		18	18
	11 Appliances properly installed		321	321
	12 Balcony, railing safety; certification		2,238	2,238
	13 Building repair	3,742		3,742
	14 Proper locking devices		322	322
SUBTOTAL		4,379	19,172	23,551
	15 Bathrooms; public; guest; supplies	616		616
	16 Water source safe; hot/cold provided		95	95
S	17 Bedding; bed linens, towels	765		765
A	18 Household furnishings	591		591
N	19 Plumbing	3,177		3,177
I	20 Ventilation	299		299
T	21 Toxics; storage, use	275		275
A	22 Ice protection		310	310
T	23 Glassware, tableware, utensils sanitized		424	424
I	24 Vermin control		863	863
O	25 Premises maintained	4,488		4,488
N	26 Garbage and refuse disposal	4,255		4,255
	27 Sewage and waste water disposal		129	129
SUBTOTAL		14,466	1,821	16,287
C P	28 Advertisement		113	113
O R	29 Guest property; liability, notified	64		64
N O	30 Room rate schedule	1,263		1,263
S T	31 Room rates posted	1,207		1,207
U E	32 Security deposit	24		24
M C	33 Unethical business practices; overbooking		15	15
E T	34 Licensee; criminal conduct	7		7
R I	35 Clean Indoor Air Act	31		31
O	36 Telephone surcharge posted	897		897
N	37 Guest register	80		80
SUBTOTAL		3,573	128	3,701
G	38 Current license properly displayed		3,393	3,393
E	39 Housekeeping	1,174		1,174
N	40 Other conditions - safe, sanitary	588		588
E	41 Posting operator service information	96		96
R	42 Blocking operator access	10		10
A	43 Copy of Chapter 509, F.S., available	461		461
L	44 HEP information requested*	31*		0
SUBTOTAL		2,329	3,393	5,722
GRAND TOTAL		24,747	24,514	49,261

* Not included in violation totals

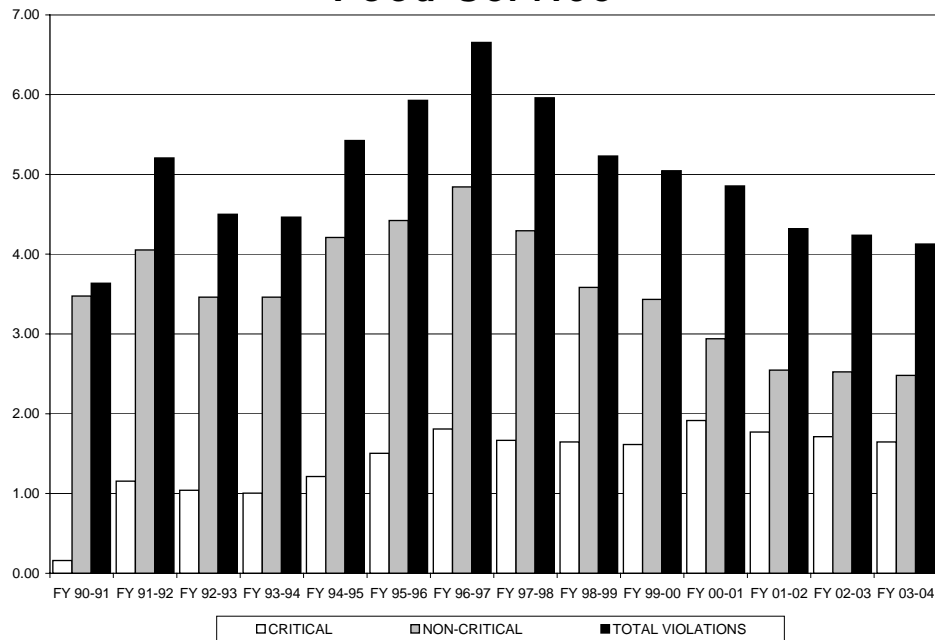
Violations

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

Lodging



Food Service



Compliance

Table 9: Compliance Activity—FY 2003-2004

	July 2003	Aug. 2003	Sept. 2003	Oct. 2003	Nov. 2003	Dec. 2003	Jan. 2004	Feb. 2004	March 2004	April 2004	May 2004	June 2004	Total
Compliance Activity													
Total Administrative Complaints Issued	38	90	151	196	105	145	127	143	123	135	147	279	1,679
Settlement Conferences	67	101	114	156	119	163	131	132	146	101	167	150	1,547
Administrative Complaint Settlement Rate **	93%	88%	83%	85%	84%	82%	67%	72%	83%	78%	87%	78%	82%
Stipulated Fines	\$34,350	\$48,880	\$48,300	\$83,250	\$45,550	\$60,300	\$49,150	\$45,750	\$58,230	\$45,700	\$80,200	\$67,700	\$668,210
Cases Referred to Legal	16	8	9	18	14	21	16	18	14	18	16	17	185
Orders Clerked	0	57	41	119	66	117	90	212	65	136	60	191	1,154
Total Fines Levied	\$0	\$47,550	\$29,550	\$95,500	\$46,700	\$72,100	\$67,350	\$129,550	\$36,850	\$86,950	\$30,950	\$128,650	\$771,700
Unlicensed Activity													
New Licenses Issued	2	2	4	3	0	40	3	28	12	13	2	12	121
New Rental Units Licensed	302	280	28	1,110	0	1,618	293	148	237	439	2	410	4,867
License Revenue	\$597	\$612	\$1,420	\$1,350	\$0	\$29,785	\$490	\$7,410	\$2,760	\$4,118	\$440	\$3,740	\$52,452
Information Calls	27	43	60	6	24	18	55	39	109	80	8	5	474
Speaking/ Training/ Meeting	8	12	8	14	8	8	9	3	10	7	9	0	96

** Procedural change effective 9/1/03

Financial Information

Table 10: HEP Statement of Revenues and Expenditures—FY 2003-2004

REVENUES	
Total Revenues from \$6 HEP Fee	\$832,739.00
Non-licensee Participation Fee	\$6,334.00
Compliance Fees	\$114,000.00
Miscellaneous Fees	\$956.00
TOTAL REVENUES	\$954,029.00
EXPENDITURES & ENCUMBRANCES	
Salaries and Benefits	\$374,060.53
Temporary Employment	\$4,098.92
Stipends for Graduate Assistants	\$5,952.44
Employer's Matching FICA	\$768.92
SUBTOTAL	\$384,880.81
Expenses	
Telephone/Communications	\$14,340.00
Cellular Phones	\$2,497.05
Printing, Copying & Mailing	\$624.00
Repair & Maintenance	\$4,826.28
Travel & Seminars	\$18,560.10
Class C Meals	\$0.00
Gasoline and Lubricants	\$6,175.70
Office Supplies	\$1,376.82
<i>Rentals</i>	
Conference Rooms	\$10,356.50
Other Rentals	\$384.00
Subscriptions and Dues	\$3,296.99
Furniture & Equipment	
Books	
Other Expenses	\$524.38
Unemployment Compensation Benefits	\$825.00
State Awards to Employees	
Training Programs Grants	\$0.00
Insurance	\$22,561.83
Service Charge to General Revenue	\$64,151.68
Indirect Adm. Costs	\$107,596.00
SUBTOTAL	\$258,096.33
TOTAL EXPENDITURES	\$642,977.14

HEP Activities

Table 11: Summary of HEP Activities—FY 2003-2004

Seminar Activity													
	July 2003	Aug. 2003	Sept. 2003	Oct. 2003	Nov. 2003	Dec. 2003	Jan. 2004	Feb. 2004	March 2004	April 2004	May 2004	June 2004	Total
Food Seminars Conducted	69	55	58	64	56	60	52	63	70	62	59	83	751
Lodging Seminars Conducted	2	10	9	9	13	2	13	13	11	13	10	8	113
Total Seminars Conducted	71	65	67	73	69	62	65	77	81	75	69	91	865

Number of Candidates													
	July 2003	Aug. 2003	Sept. 2003	Oct. 2003	Nov. 2003	Dec. 2003	Jan. 2004	Feb. 2004	March 2004	April 2004	May 2004	June 2004	Total
Food – Number Registered	985	1,040	1,432	1,243	1,010	855	707	1,012	1,336	1,248	1,091	1,478	13,437
Food – Number Attended	945	978	1,362	1,149	902	870	765	1,104	1,369	1,135	1,014	1,180	12,773
Lodging – Number Registered	12	35	29	23	7	0	4	20	12	88	10	24	264
Lodging – Number Attended	11	47	39	21	6	0	3	16	9	88	11	27	278

Total Registered	997	1,075	1,461	1,266	1,017	855	711	1,032	1,348	1,368	1,101	1,502	13,733
Total Attended	956	1,025	1,401	1,170	908	870	768	1,120	1,378	1,223	1,025	1,207	13,051

Educational Materials													
	July 2003	Aug. 2003	Sept. 2003	Oct. 2003	Nov. 2003	Dec. 2003	Jan. 2004	Feb. 2004	March 2004	April 2004	May 2004	June 2004	Total
Total Number of Requests	90	77	71	100	63	101	58	85	100	122	100	71	1,038
Items Disbursed/Renewal Mail Outs	5,717	5,809	4,916	3,060	1,597	5,611	1,070	1,779	11,637	1,928	3,003	1,996	48,123
(Disbursed by Mail)	5,717	5,809	4,916	3,060	1,597	5,611	1,070	1,779	11,637	1,928	3,003	1,996	48,123
(Workbook Requests)	956	1,025	1,401	1,170	908	870	768	1,120	1,378	1,223	1,025	1,207	13,051
(Workbooks Disbursed)	956	1,025	1,401	1,170	908	870	768	1,120	1,378	1,223	1,025	1,207	13,051
Total Items Dispersed	6,673	6,834	6,317	4,230	2,505	6,481	1,838	2,899	13,015	3,151	4,028	3,203	61,174

Figure 11: Historical Comparison of Number of HEP Workshops Conducted

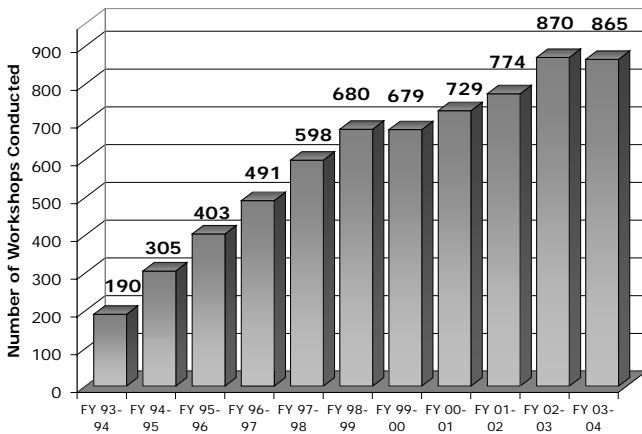


Figure 12: Historical Comparison of Number of HEP Workshop Attendees

