

Florida's Future...

DBPR

Division of Hotels and Restaurants

Annual Report Fiscal Year 2005-2006

Department of Business and Professional Regulation

Jeb Bush
Governor

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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, resulting in more efficient food service and lodging establishment inspections.

The division is organized into four main units:

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

In Fiscal Year 2005-2006, the division was authorized 257 positions to provide program services and an operating budget of \$16,364,268. During this period, the division:

- conducted a total of 114,805 public food service and lodging establishment inspections to ensure sanitation and safety standards (see table on page 9);
- cited a total of 507,568 violations of sanitary standards in public food service and lodging establishments (see tables on pages 11-13);
- completed upgrades to field inspection hardware and software;
- implemented a risk-based inspection format; and
- continued to enhance efficiencies gained through the enterprise-wide re-engineering project to improve operations and inspections.

OFFICE OF THE DIRECTOR

Bill L. Veach, Director

The Office of the Director oversees the 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; and 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, as well as 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 2005-2006, the Bureau of Sanitation and Safety accomplished 114,805 inspections of the more than 80,122 licensed food service and lodging establishments in Florida to ensure the health and safety of our 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 inspections. Administrative enforcement cases are initiated by district

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

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; and
- Foodborne illness investigations in coordination with the Florida Department of Health.

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

The bureau's Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our 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 Hazard Analysis and Critical Control Point 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 for making recommendations to management regarding rules and policies influenced by those changes. The technical coordinators also assist in the application of laws and rules, help resolve implementation issues for field staff and industry, and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. 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 office has continued to emphasize compliance before enforcement in keeping with the division's mission. This 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, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. They coordinate the division's annual license renewals for 80,122 public food and lodging establishments and 40,956 active elevators, escalators and other vertical conveyances. Staff also works closely with the department's information technology unit to ensure the single licensing system supports the division's functions according to current business practices and legal requirements.

The Office of Compliance and Licensure is responsible for analyzing business processes and recommending ongoing improvement initiatives. This includes responsibility for designing, producing and maintaining most of the division's customized forms and other publications, including brochures, newsletters and reproductions of

applicable statutes, rules and codes for use by the division's staff, licensees and the general public. Additionally, staff develops the division's web content ensuring timely sharing of information. Some staff members serve as technical coordinators for the division, providing assistance and information to the department's information technology bureau regarding the division's computer resources. The division's data steward is housed in this unit and is responsible for creating and disseminating customized reports for the division's staff and the public.

BUREAU OF ELEVATOR SAFETY

John Calpini, Bureau Chief

The Bureau of Elevator Safety enforces Florida's elevator laws to ensure the safety of persons using vertical transportation (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The 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.

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 local program contracts, authorized by statute, with the cities of Miami, Miami Beach, Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that the programs adhere to state standards.

The bureau's statutory responsibility has changed in recent years, 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 2005-2006.

HOSPITALITY EDUCATION PROGRAM

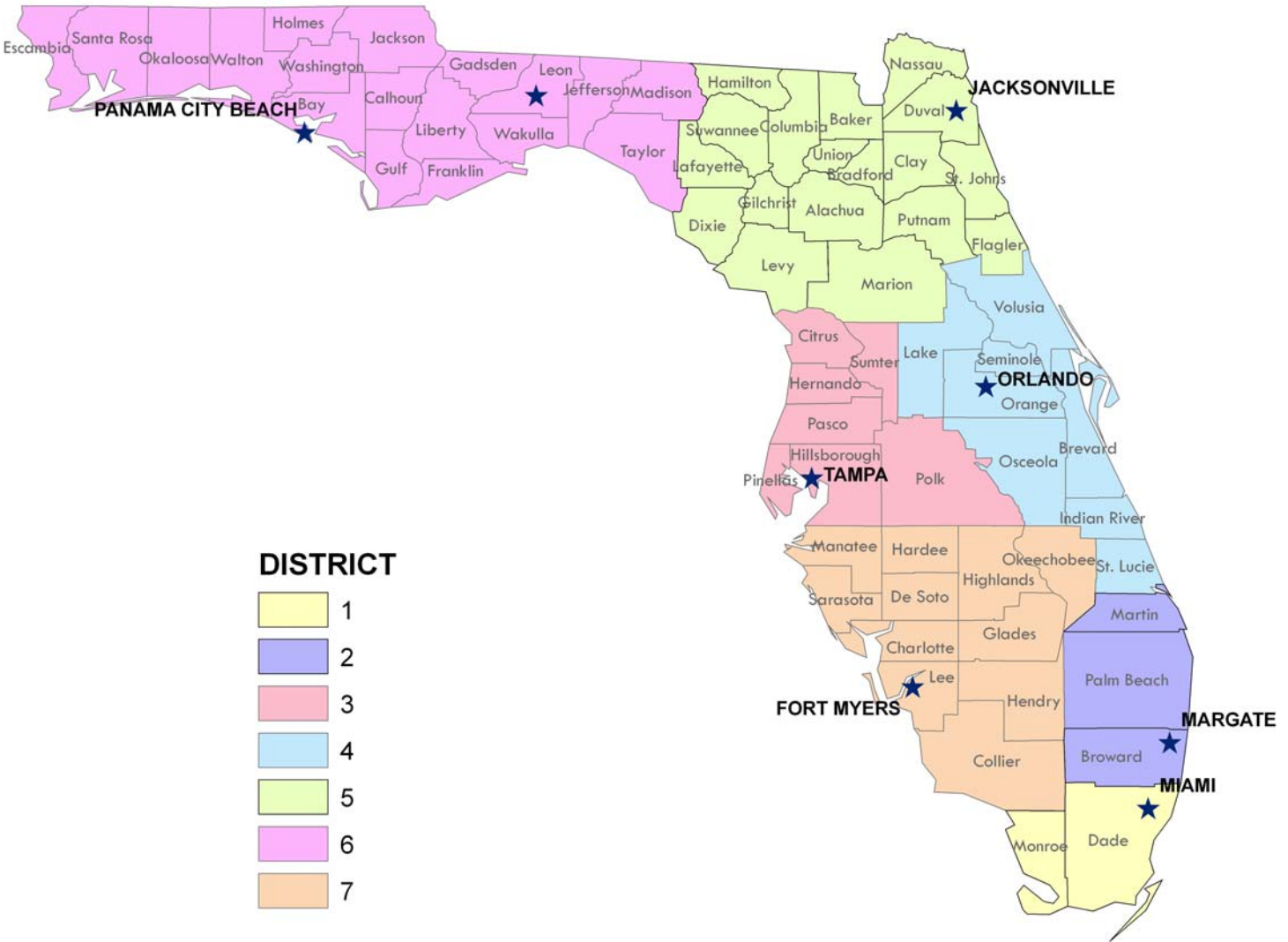
Angel Gonzalez, Director of Education

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 contain over 6,000 items, including over 60 periodicals.

During the past year, the Hospitality Education Program trained more than 20,000 hospitality industry employees in 2,495 workshops offered in communities throughout the state. HEP workshops are offered in English and Spanish. The increase in the number of seminars conducted by our program during fiscal year 2005-2006 is related to the change from open classes to scheduling on-site workshops due to administrative complaints which required HEP classes and stipulated settlements. In order to maximize HEP's training resources, many of the seminars were held by telephone/distance learning instead of on-site classes for businesses with less than 10 total staff. Last year's record setting pace in the number of cases processed by the Office of Compliance impacted HEP's number considerably, as 1500 cases were assigned to HEP for compliance related training. Print materials are offered in several other languages including Mandarin Chinese, Creole and Spanish.

Regulatory Districts and Offices



Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2005-2006

| DISTRICT | New Construction | Conversion | Remodeled | Total | Fees |
|--------------|------------------|--------------|--------------|--------------|------------------|
| 1 | 47 | 379 | 101 | 527 | \$79,050 |
| 2 | 66 | 498 | 192 | 756 | \$113,400 |
| 3 | 70 | 619 | 203 | 892 | \$133,800 |
| 4 | 104 | 1139 | 304 | 1,547 | \$232,050 |
| 5 | 51 | 463 | 158 | 672 | \$100,800 |
| 6* | 0 | 0 | 0 | 0 | \$0 |
| 7 | 56 | 446 | 75 | 577 | \$86,550 |
| TOTAL | 394 | 3,544 | 1,033 | 4,971 | \$745,650 |

* NOTE: District 6 plan reviews were processed in District 4.

Table 2: Number of Variances and Fees Processed—FY 2005-2006

| DISTRICT | No. of Variances | | | Fees | | |
|--------------|------------------|-----------|-----------|--------------|-----------------|-----------------|
| | Routine | Emergency | Total | Routine | Emergency | Total |
| 1 | 0 | 3 | 3 | 0 | \$900 | \$900 |
| 2 | 6 | 5 | 11 | 900 | \$1,500 | \$2,400 |
| 3 | 4 | 3 | 7 | 600 | \$900 | \$1,500 |
| 4 | 9 | 37 | 46 | 1,350 | \$11,100 | \$12,450 |
| 5 | 4 | 2 | 6 | 600 | \$600 | \$1,200 |
| 6 | 0 | 1 | 1 | 0 | \$300 | \$300 |
| 7 | 6 | 5 | 11 | 900 | \$1,500 | \$2,400 |
| TOTAL | 29 | 56 | 85 | 4,350 | \$16,800 | \$21,150 |

Public Lodging and Food Service Establishment

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2005-2006

| Establishment Type | DISTRICT | | | | | | | TOTAL |
|---|---------------|---------------|---------------|---------------|--------------|--------------|--------------|---------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| PUBLIC LODGING ESTABLISHMENTS | | | | | | | | |
| Hotels | 312 | 215 | 165 | 288 | 126 | 80 | 110 | 1,296 |
| Motels | 305 | 441 | 559 | 628 | 399 | 363 | 372 | 3,067 |
| Nontransient Apartments | 6,097 | 4,119 | 2,862 | 2,228 | 1,450 | 1,039 | 930 | 18,725 |
| Transient Apartments | 142 | 314 | 226 | 112 | 44 | 23 | 193 | 1,054 |
| Nontransient Rooming Houses | 57 | 29 | 15 | 22 | 10 | 4 | 14 | 151 |
| Transient Rooming Houses | 66 | 33 | 47 | 48 | 21 | 11 | 13 | 239 |
| Bed and Breakfasts | 55 | 15 | 32 | 45 | 75 | 23 | 19 | 264 |
| Resort Condominiums | | | | | | | | |
| Single | 201 | 24 | 47 | 637 | 24 | 228 | 33 | 1,194 |
| Group | 71 | 82 | 95 | 237 | 56 | 190 | 232 | 963 |
| Collective | 33 | 20 | 121 | 54 | 20 | 120 | 158 | 526 |
| Resort Dwellings | | | | | | | | |
| Single | 201 | 22 | 2,221 | 5,539 | 24 | 855 | 69 | 8,931 |
| Group | 11 | 4 | 9 | 9 | 10 | 18 | 10 | 71 |
| Collective | 34 | 4 | 46 | 96 | 7 | 95 | 143 | 425 |
| SUBTOTAL | 7,585 | 5,322 | 6,445 | 9,943 | 2,266 | 3,049 | 2,296 | 36,906 |
| PUBLIC FOOD SERVICE ESTABLISHMENTS | | | | | | | | |
| Seating | 4,732 | 6,213 | 6,058 | 6,978 | 4,155 | 2,724 | 3,986 | 34,846 |
| Permanent Nonseating | 847 | 1,000 | 939 | 1,048 | 494 | 258 | 425 | 5,011 |
| Theme Park Food Carts | 0 | 0 | 14 | 19 | 8 | 0 | 0 | 41 |
| Catering | 61 | 105 | 60 | 97 | 48 | 28 | 34 | 433 |
| Hot Dog Carts | 100 | 52 | 141 | 146 | 130 | 23 | 39 | 631 |
| Mobile Food Dispensing Vehicles | 307 | 160 | 395 | 424 | 183 | 114 | 145 | 1,728 |
| Vending Machines | 0 | 32 | 19 | 415 | 12 | 0 | 48 | 526 |
| SUBTOTAL | 6,047 | 7,562 | 7,626 | 9,127 | 5,030 | 3,147 | 4,677 | 43,216 |
| GRAND TOTAL | 13,632 | 12,884 | 14,071 | 19,070 | 7,296 | 6,196 | 6,973 | 80,122 |

SOURCE: DBPR Single Licensing System 07.03.2006

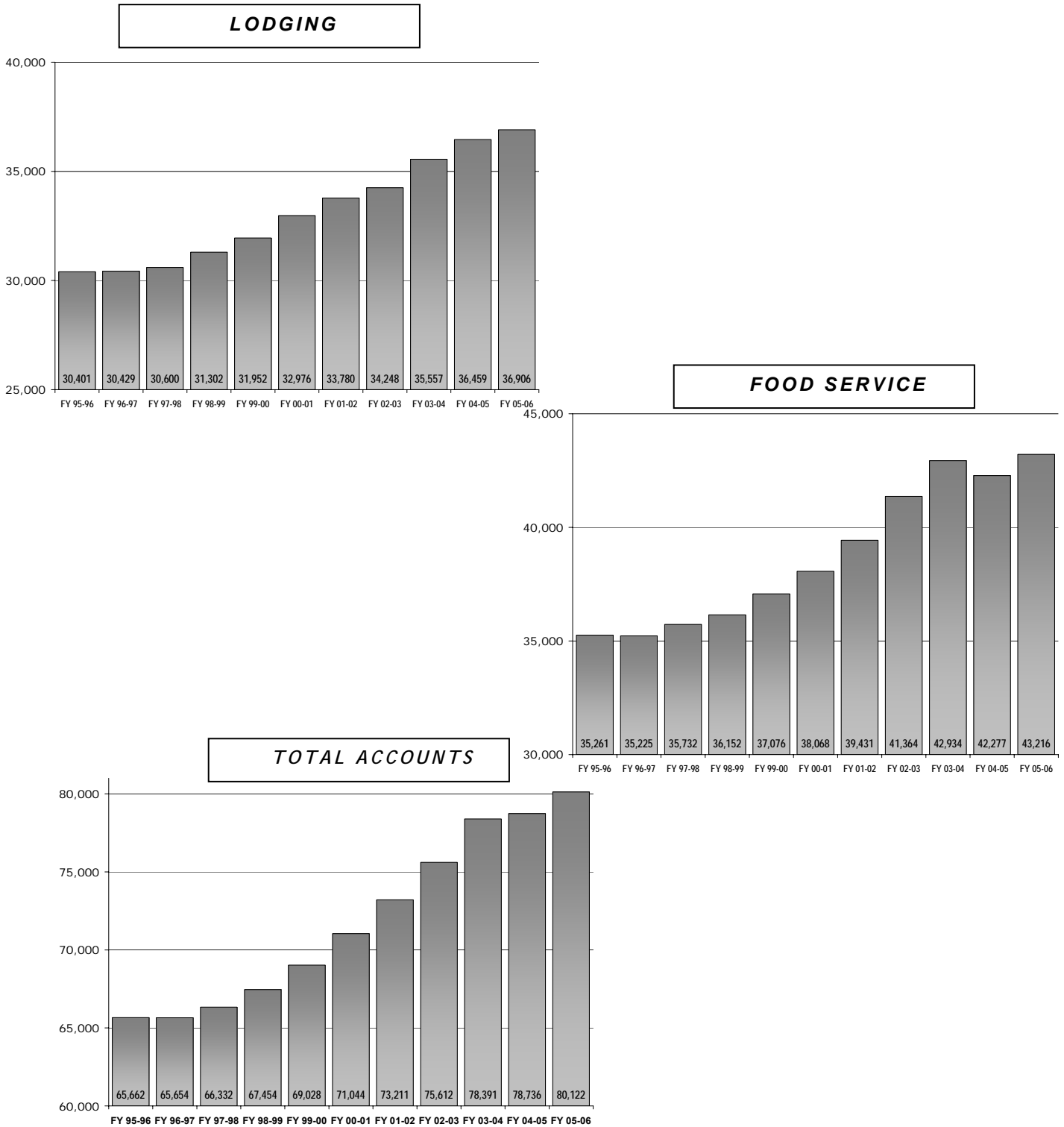
Table 4: Temporary Food Service Event Licenses Issued — FY 2005-2006

| License Type | DISTRICT | | | | | | | TOTAL |
|------------------|------------|------------|------------|--------------|------------|------------|------------|--------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 1-3 day license | 627 | 3665 | 194 | 618 | 143 | 176 | 45 | 2,168 |
| 4-30 day license | 198 | 286 | 380 | 720 | 308 | 114 | 212 | 2,218 |
| Annual license | 1 | 8 | 1 | 4 | 1 | 2 | 0 | 17 |
| Total | 826 | 659 | 575 | 1,342 | 452 | 292 | 257 | 4,403 |

SOURCE: DBPR Single Licensing System 07.24.2006

Licensing

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

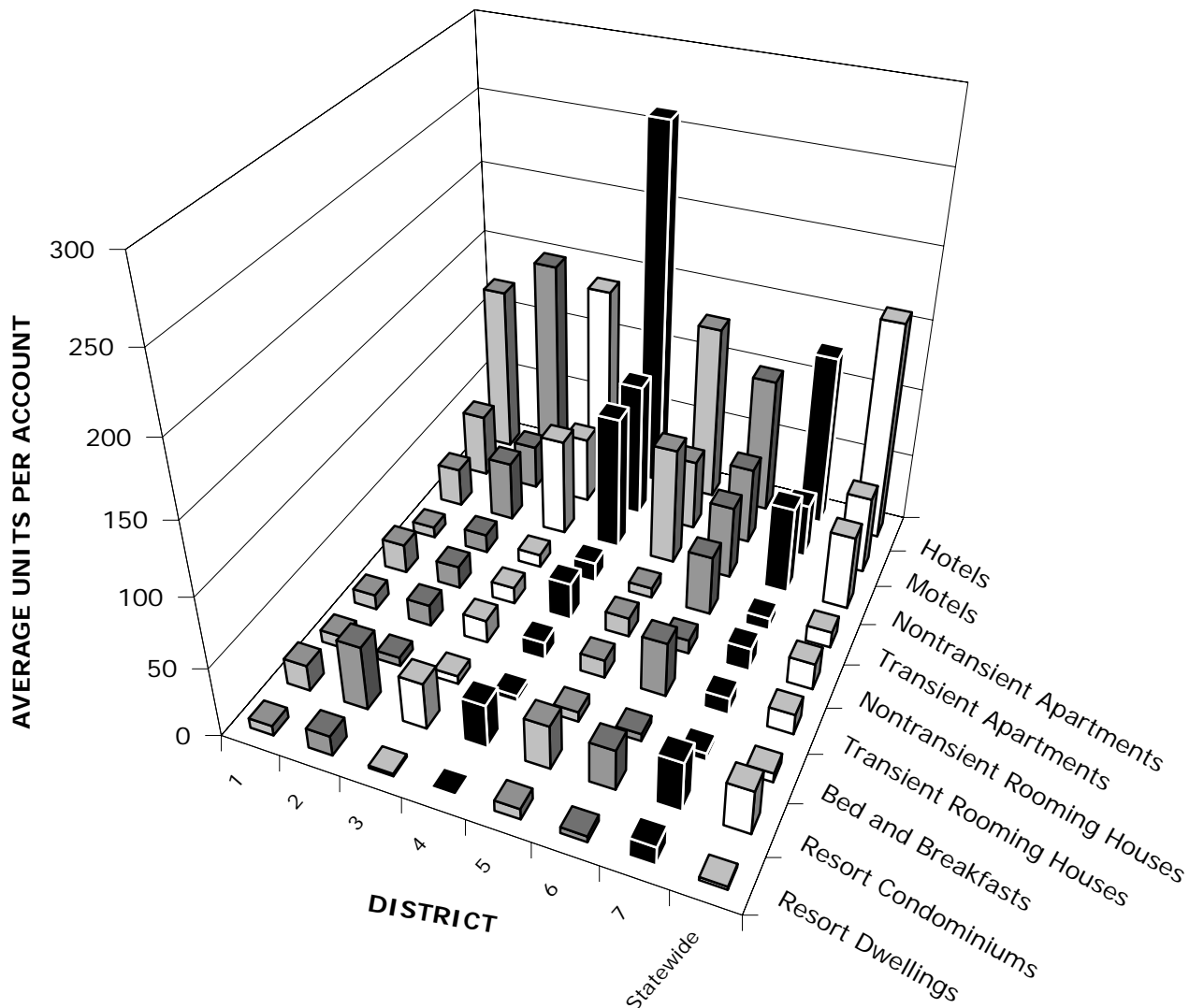


Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2005-2006

| ESTABLISHMENT TYPE | DISTRICT | | | | | | | Total |
|-----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| Hotels | 37,899 | 31,987 | 22,880 | 75,413 | 16,156 | 7,924 | 13,808 | 206,067 |
| Motels | 14,115 | 14,108 | 27,037 | 61,714 | 20,519 | 20,413 | 14,592 | 172,498 |
| Nontransient Apartments | 171,671 | 179,254 | 203,371 | 217,707 | 123,573 | 55,106 | 59,040 | 1,009,722 |
| Transient Apartments | 1,124 | 4,231 | 2,130 | 1,656 | 327 | 998 | 1,732 | 12,198 |
| Nontransient Rooming Houses | 1,209 | 469 | 182 | 608 | 139 | 40 | 237 | 2,884 |
| Transient Rooming Houses | 712 | 514 | 782 | 627 | 274 | 434 | 158 | 3,501 |
| Bed and Breakfasts | 499 | 96 | 187 | 220 | 542 | 122 | 111 | 1,777 |
| Resort Condominiums | 5,719 | 5,857 | 8,802 | 29,713 | 3,162 | 15,700 | 15,181 | 84,134 |
| Resort Dwellings | 1,755 | 435 | 3,979 | 8,411 | 320 | 4,265 | 3,017 | 22,182 |
| TOTAL | 234,703 | 236,951 | 269,350 | 396,069 | 165,012 | 105,002 | 107,876 | 1,514,963 |

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2005-2006



Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2005-2006

| PUBLIC FOOD SERVICE INSPECTIONS | | | | | | | | | | |
|---------------------------------|--------------|---------------|--------------------|----------------------|-----------------|------------------------------|----------|--------------------|------------------------|-------|
| DISTRICT | LICENSING* | ROUTINE | TYPE OF INSPECTION | | | | | OTHER ² | TEMPORARY ³ | TOTAL |
| | | | COMPLAINT - FULL | COMPLAINT - PARTIAL* | SERVICE REQUEST | EPIDEMIOLOGICAL ¹ | | | | |
| 1 | 1,292 | 9,045 | 204 | 3 | 58 | 0 | 0 | 0 | 10,602 | |
| 2 | 1,388 | 10,027 | 348 | 21 | 0 | 0 | 1 | 3 | 11,788 | |
| 3 | 1,677 | 13,115 | 644 | 80 | 24 | 0 | 0 | 0 | 15,540 | |
| 4 | 1,954 | 15,618 | 636 | 229 | 20 | 0 | 2 | 0 | 18,459 | |
| 5 | 1,046 | 7,714 | 494 | 86 | 0 | 0 | 2 | 0 | 9,342 | |
| 6 | 592 | 4,249 | 347 | 9 | 1 | 3 | 0 | 0 | 5,201 | |
| 7 | 928 | 7,316 | 416 | 21 | 13 | 0 | 0 | 0 | 8,694 | |
| TOTAL | 8,877 | 67,084 | 3,089 | 449 | 116 | 3 | 5 | 3 | 79,626 | |

| PUBLIC LODGING INSPECTIONS | | | | | | | |
|----------------------------|--------------|---------------|--------------------|---------------------|-----------------|--------------------|---------------|
| DISTRICT | LICENSING | ROUTINE | TYPE OF INSPECTION | | | OTHER ² | TOTAL |
| | | | COMPLAINT - FULL | COMPLAINT - PARTIAL | SERVICE REQUEST | | |
| 1 | 766 | 7,682 | 198 | 7 | 13 | 0 | 8,666 |
| 2 | 705 | 5,530 | 78 | 10 | 0 | 0 | 6,323 |
| 3 | 1272 | 4,621 | 121 | 20 | 3 | 0 | 6,037 |
| 4 | 2053 | 4,305 | 138 | 64 | 5 | 0 | 6,565 |
| 5 | 331 | 2,446 | 71 | 9 | 0 | 0 | 2,857 |
| 6 | 430 | 1,685 | 62 | 3 | 0 | 0 | 2,180 |
| 7 | 333 | 2,148 | 61 | 3 | 4 | 2 | 2,551 |
| TOTAL | 5,890 | 28,417 | 729 | 116 | 25 | 2 | 35,179 |

| TOTAL INSPECTIONS | | | | | | | | | | |
|-------------------|---------------|---------------|--------------------|---------------------|-----------------|------------------------------|----------|--------------------|------------------------|-------|
| DISTRICT | LICENSING | ROUTINE | TYPE OF INSPECTION | | | | | OTHER ² | TEMPORARY ³ | TOTAL |
| | | | COMPLAINT - FULL | COMPLAINT - PARTIAL | SERVICE REQUEST | EPIDEMIOLOGICAL ¹ | | | | |
| 1 | 2,058 | 16,727 | 402 | 10 | 71 | 0 | 0 | 0 | 19,268 | |
| 2 | 2,093 | 15,557 | 426 | 31 | 0 | 0 | 1 | 3 | 18,111 | |
| 3 | 2,949 | 17,736 | 765 | 100 | 27 | 0 | 0 | 0 | 21,577 | |
| 4 | 4,007 | 19,923 | 774 | 293 | 25 | 0 | 2 | 0 | 25,024 | |
| 5 | 1,377 | 10,160 | 565 | 95 | 0 | 0 | 2 | 0 | 12,199 | |
| 6 | 1,022 | 5,934 | 409 | 12 | 1 | 3 | 0 | 0 | 7,381 | |
| 7 | 1,261 | 9,464 | 477 | 24 | 17 | 0 | 2 | 0 | 11,245 | |
| TOTAL | 14,767 | 95,501 | 3,818 | 565 | 141 | 3 | 7 | 3 | 114,805 | |

SOURCE: DBPR Single Licensing System 07.31.2006

¹ Epidemiological inspections are usually recorded as routine. This does not reflect total number of foodborne illness investigations conducted by the division. For a complete accounting of foodborne illness complaints, see Table 10.

² "Other" inspections include discontinued categories, information calls, training and quality assurance inspections.

³ Recording of temporary events was assumed by Bureau of Central Intake and Licensing in November 2004. Beginning at that time, inspections were no longer routinely data entered. For a complete accounting of temporary events, see Table 4.

Inspections

Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2005-2006

| PUBLIC FOOD SERVICE INSPECTIONS | | | | | | | | | |
|---------------------------------|--------------------|---------------|------------------|---------------------|-----------------|------------------------------|--------------------|------------------------|---------------|
| DISTRICT | TYPE OF INSPECTION | | | | | | | | TOTAL |
| | LICENSING | ROUTINE | COMPLAINT - FULL | COMPLAINT - PARTIAL | SERVICE REQUEST | EPIDEMIOLOGICAL ¹ | OTHER ² | TEMPORARY ³ | |
| 1 | 46 | 2,287 | 15 | 0 | 7 | 0 | 0 | 0 | 2,355 |
| 2 | 173 | 3,286 | 89 | 3 | 0 | 0 | 0 | 0 | 3,551 |
| 3 | 51 | 4,274 | 160 | 7 | 2 | 0 | 0 | 0 | 4,494 |
| 4 | 105 | 4,785 | 100 | 37 | 0 | 0 | 0 | 0 | 5,027 |
| 5 | 11 | 3,065 | 61 | 6 | 0 | 0 | 0 | 0 | 3,143 |
| 6 | 17 | 1,176 | 50 | 1 | 0 | 1 | 0 | 0 | 1,245 |
| 7 | 41 | 2,787 | 70 | 2 | 3 | 0 | 0 | 0 | 2,903 |
| TOTAL | 444 | 21,660 | 545 | 56 | 12 | 1 | 0 | 0 | 22,718 |

| PUBLIC LODGING INSPECTIONS | | | | | | | |
|----------------------------|--------------------|--------------|------------------|---------------------|-----------------|--------------------|--------------|
| DISTRICT | TYPE OF INSPECTION | | | | | | TOTAL |
| | LICENSING | ROUTINE | COMPLAINT - FULL | COMPLAINT - PARTIAL | SERVICE REQUEST | OTHER ² | |
| 1 | 9 | 728 | 15 | 0 | 0 | 0 | 752 |
| 2 | 181 | 1,152 | 27 | 0 | 0 | 0 | 1,360 |
| 3 | 41 | 1,071 | 34 | 1 | 0 | 0 | 1,147 |
| 4 | 101 | 1,089 | 17 | 7 | 0 | 0 | 1,214 |
| 5 | 1 | 642 | 11 | 0 | 0 | 0 | 654 |
| 6 | 13 | 277 | 15 | 0 | 0 | 0 | 305 |
| 7 | 40 | 506 | 15 | 0 | 3 | 0 | 564 |
| TOTAL | 386 | 5,465 | 134 | 8 | 3 | 0 | 5,996 |

| TOTAL INSPECTIONS | | | | | | | | | |
|-------------------|--------------------|---------------|------------------|---------------------|-----------------|-----------------|--------------------|-----------|---------------|
| DISTRICT | TYPE OF INSPECTION | | | | | | | | TOTAL |
| | LICENSING | ROUTINE | COMPLAINT - FULL | COMPLAINT - PARTIAL | SERVICE REQUEST | EPIDEMIOLOGICAL | OTHER ⁴ | TEMPORARY | |
| 1 | 55 | 3,015 | 30 | 0 | 7 | 0 | 0 | 0 | 3,107 |
| 2 | 354 | 4,438 | 116 | 3 | 0 | 0 | 0 | 0 | 4,911 |
| 3 | 92 | 5,345 | 194 | 8 | 2 | 0 | 0 | 0 | 5,641 |
| 4 | 206 | 5,874 | 117 | 44 | 0 | 0 | 0 | 0 | 6,241 |
| 5 | 12 | 3,707 | 72 | 6 | 0 | 0 | 0 | 0 | 3,797 |
| 6 | 30 | 1,453 | 65 | 1 | 0 | 1 | 0 | 0 | 1,550 |
| 7 | 81 | 3,293 | 85 | 2 | 6 | 0 | 0 | 0 | 3,467 |
| TOTAL | 830 | 27,125 | 679 | 64 | 15 | 1 | 0 | 0 | 28,714 |

SOURCE: DBPR Single Licensing System 07.31.2006

¹ Epidemiological inspections are usually recorded as routine. This does not reflect total number of foodborne illness investigations conducted by the division. For a complete accounting of foodborne illness complaints, see Table 10.

² "Other" inspections include discontinued categories, information calls, training and quality assurance inspections.

³ Recording of temporary events was assumed by Bureau of Central Intake and Licensing in November 2004. Beginning at that time, inspections were no longer routinely data entered. For a complete accounting of temporary events, see Table 4.

Public Food Service Establishment

Violations

Table 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2005-2006

| Violation Codes | Critical | Non-Critical | Total | % of All Violations | Avg # per Insp |
|---|----------|--------------|--------|---------------------|----------------|
| 01 Food from approved source; wholesome, sound condition (indeterminate/scanned) | 265 | | 265 | 0.05% | 0.003 |
| 01A Approved source | 93 | | 93 | 0.02% | 0.001 |
| 01B Wholesome, sound condition | 1,248 | | 1,248 | 0.24% | 0.016 |
| 02 Original container, properly labeled, date marking | | 15,523 | 15,523 | 3.04% | 0.195 |
| 03 Food at proper temperature (indeterminate/scanned) | 960 | | 960 | 0.19% | 0.012 |
| 03A Cold food at proper temperatures during storage, display, service, transport and cold holding | 8,414 | | 8,414 | 1.65% | 0.106 |
| 03B Hot food at proper temperatures | 2,210 | | 2,210 | 0.43% | 0.028 |
| 03C Foods properly cooked/reheated | 281 | | 281 | 0.05% | 0.004 |
| 03D Foods properly cooled | 696 | | 696 | 0.14% | 0.009 |
| 04 Facilities to maintain product temperature | 3,689 | | 3,689 | 0.72% | 0.046 |
| 05 Thermometers provided and conspicuously placed | 11,004 | | 11,004 | 2.15% | 0.138 |
| 06 Potentially hazardous food properly thawed | 2,666 | | 2,666 | 0.52% | 0.033 |
| 07 Unwrapped or potentially hazardous food not reserved | 31 | | 31 | 0.01% | 0.000 |
| 08 Food protection/cross-contamination (indeterminate/scanned) | 1,660 | | 1,660 | 0.32% | 0.021 |
| 08A Food protection during storage, prep, display, service, transport | 23,758 | | 23,758 | 4.65% | 0.299 |
| 08B Cross-contamination, equipment, personnel, storage | 748 | | 748 | 0.15% | 0.009 |
| 08C Potential for cross-contamination; storage practices; damaged food segregated | 206 | | 206 | 0.04% | 0.003 |
| 09 Foods handled with minimum contact | 4,762 | | 4,762 | 0.93% | 0.060 |
| 10 In-use food dispensing utensils properly stored | | 11,499 | 11,499 | 2.25% | 0.144 |
| 11 Persons with infections restricted | 49 | | 49 | 0.01% | 0.001 |
| 12 Hand washing, hygiene, alternative operation plan (indeterminate/scanned) | 941 | | 941 | 0.18% | 0.012 |
| 12A Hands washed and clean, good hygienic practices (observed), alternative operation plan | 7,546 | | 7,546 | 1.48% | 0.095 |
| 12B Proper hygienic practices, eating/drinking/smoking (evidence) | 5,015 | | 5,015 | 0.98% | 0.063 |
| 13 Clean clothes, hair restraints | | 5,272 | 5,272 | 1.03% | 0.066 |
| 14 Food contact surfaces designed, constructed, maintained, installed, located | | 19,646 | 19,646 | 3.84% | 0.247 |
| 15 Non-food contact surfaces designed, constructed, maintained, installed, located | | 10,500 | 10,500 | 2.05% | 0.132 |
| 16 Dishwashing facilities designed, constructed, operated | 2,894 | | 2,894 | 0.57% | 0.036 |
| 17 Thermometers, gauges, test kits provided | 7,767 | | 7,767 | 1.52% | 0.098 |
| 18 Pre-flushed, scraped, soaked | | 1,254 | 1,254 | 0.25% | 0.016 |
| 19 Wash, rinse water clean, proper temperature | | 268 | 268 | 0.05% | 0.003 |

Continued on next page

Public Food Service Establishment

ViolationsTable 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2005-2006
(continued)

| Violation Codes | Critical | Non-Critical | Total | % of All Violations | Avg # per Insp |
|--|----------|--------------|--------|---------------------|----------------|
| 20 Sanitizing concentration or temperature (indeterminate/scanned) | 529 | | 529 | 0.10% | 0.007 |
| 20A Sanitizing concentration | 5,414 | | 5,414 | 1.06% | 0.068 |
| 20B Sanitizing temperature | 650 | | 650 | 0.13% | 0.008 |
| 21 Wiping cloths clean, used properly, stored | | 12,405 | 12,405 | 2.43% | 0.156 |
| 22 Food contact surfaces of equipment and utensils clean | | 37,011 | 37,011 | 7.24% | 0.465 |
| 23 Non-food contact surfaces clean | | 20,549 | 20,549 | 4.02% | 0.258 |
| 24 Storage/handling of clean equipment, utensils | | 8,483 | 8,483 | 1.66% | 0.107 |
| 25 Single service items properly stored, handled, dispensed | | 8,390 | 8,390 | 1.64% | 0.105 |
| 26 Single service articles not re-used | | 634 | 634 | 0.12% | 0.008 |
| 27 Water source safe, hot and cold under pressure | 3,745 | | 3,745 | 0.73% | 0.047 |
| 28 Sewage and waste water disposed properly | 1,181 | | 1,181 | 0.23% | 0.015 |
| 29 Plumbing installed and maintained | | 9,384 | 9,384 | 1.84% | 0.118 |
| 30 Cross-connection, back siphonage, backflow | 4,497 | | 4,497 | 0.88% | 0.057 |
| 31 Toilet and handwashing facilities, number, convenient, designed, installed | 9,797 | | 9,797 | 1.92% | 0.123 |
| 32 Restroom with self-closing doors, fixtures operate properly, facility clean, supplied with handsoap, disposable towels or hand drying devices, tissue, covered waste receptacles. | | 31,801 | 31,801 | 6.22% | 0.400 |
| 33 Containers covered, adequate number, insect and rodent proof, emptied at proper intervals, clean | | 7,817 | 7,817 | 1.53% | 0.098 |
| 34 Outside storage area clean, enclosure properly constructed | | 3,240 | 3,240 | 0.63% | 0.041 |
| 35 Vermin-insect/rodent presence or protection. Animals prohibited. (indeterminate/scanned) | 689 | | 689 | 0.13% | 0.009 |
| 35A Presence of insects/rodents. Animals prohibited. | 4,935 | | 4,935 | 0.97% | 0.062 |
| 35B Outer openings protected from insects; rodent proof | 3,937 | | 3,937 | 0.77% | 0.049 |
| 36 Floors properly constructed, clean, drained, covered | | 18,098 | 18,098 | 3.54% | 0.227 |
| 37 Walls, ceilings, and attached equipment, constructed, clean | | 29,591 | 29,591 | 5.79% | 0.372 |
| 38 Lighting provided as required. Fixtures shielded | | 10,947 | 10,947 | 2.14% | 0.138 |
| 39 Rooms and equipment - vented as required | | 540 | 540 | 0.11% | 0.007 |
| 40 Employee lockers provided and used clean | | 2,493 | 2,493 | 0.49% | 0.031 |
| 41 Toxic items properly stored, labeled and used properly (indeterminate/scanned) | 885 | | 885 | 0.17% | 0.011 |
| 41A Toxic items properly stored | 4,612 | | 4,612 | 0.90% | 0.058 |
| 41B Toxic items labeled and used properly | 4,491 | | 4,491 | 0.88% | 0.056 |
| 42 Premises maintained, free of litter, unnecessary articles. Cleaning and maintenance equipment properly stored. Kitchen restricted to authorized personnel | | 8,754 | 8,754 | 1.71% | 0.110 |

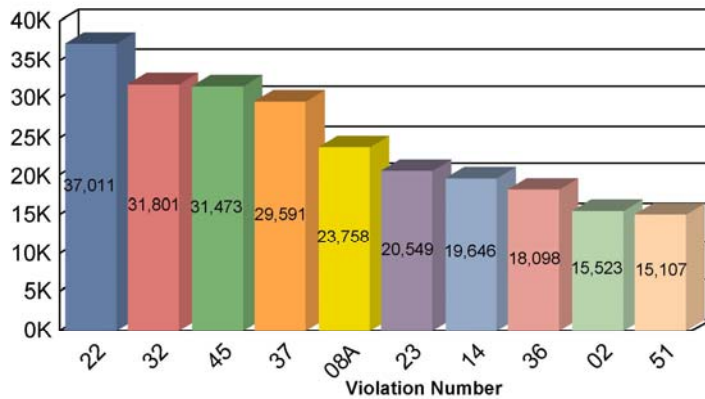
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Violations

Table 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2005-2006
(continued)

| Violation Codes | Critical | Non-Critical | Total | % of All Violations | Avg # per Insp |
|--|----------------|----------------|----------------|---------------------|----------------|
| 43 Complete separation from living/sleeping area, laundry | | 60 | 60 | 0.01% | 0.001 |
| 44 Clean and soiled linen segregated and properly stored | | 374 | 374 | 0.07% | 0.005 |
| 45 Fire extinguishers - proper and sufficient | 31,473 | | 31,473 | 6.15% | 0.395 |
| 46 Exiting System - adequate, good repair | 10,588 | | 10,588 | 2.07% | 0.133 |
| 47 Electrical wiring = adequate, good repair | 11,706 | | 11,706 | 2.29% | 0.147 |
| 48 Gas appliances - properly installed, maintained | 1,079 | | 1,079 | 0.21% | 0.014 |
| 49 Flammable/combustible materials - properly stored | 1,000 | | 1,000 | 0.20% | 0.013 |
| 50 Current license properly displayed | 6,151 | | 6,151 | 1.20% | 0.077 |
| 51 Other conditions sanitary and safe operation | | 15,107 | 15,107 | 2.95% | 0.190 |
| 52 False/Misleading statements published or advertised relating to food/beverage | | 185 | 185 | 0.04% | 0.002 |
| 53 Food management certification valid/Employee Training (indeterminate/scanned) | 820 | | 820 | 0.16% | 0.010 |
| 53A Food management certification valid | 9,625 | | 9,625 | 1.88% | 0.121 |
| 53B Employee Training | 9,117 | | 9,117 | 1.78% | 0.115 |
| 54 Florida Clean Indoor Air Act | | 109 | 109 | 0.02% | 0.001 |
| 55 Automatic Gratuity Notice | | 20 | 20 | 0.00% | 0.000 |
| 56 Copy of Chapter 509, Florida Statutes, available | | 3,790 | 3,790 | 0.74% | 0.048 |
| 57 HEP Information Provided (not a violation, not counted in total) | | 63 | 63 | 0.01% | 0.001 |
| 58 Smoke Free (not a violation, not counted in total) | | 62 | 62 | 0.01% | 0.001 |
| Indeterminate (not counted in total) | | 3,695 | 3,695 | 0.72% | 0.046 |
| Grand Totals: | 213,824 | 293,744 | 507,568 | | 6.377 |
| Average per Inspection: | | 2.687 | 3.691 | 6.377 | |

Top 10 Violations



Public Lodging Establishment

Violations

Table 9: Number and Type of Violations Found in Public Lodging Establishments—FY 2005-2006

| Violation Codes | Critical | Non-Critical | Total | % of All Violations | Avg # per Insp |
|---|----------|--------------|-------|---------------------|----------------|
| 01 Safety: Fire Extinguishers, Standpipe System | 9,081 | | 9,081 | 13.03% | 0.258 |
| 02 Safety: Fire Hazards | 1,733 | | 1,733 | 2.49% | 0.049 |
| 03 Safety: Sprinkler System | 1,114 | | 1,114 | 1.60% | 0.032 |
| 04 Safety: Smoke Detectors, Alarm Systems | 4,756 | | 4,756 | 6.82% | 0.135 |
| 05 Safety: Smoke Detectors, Hearing Impaired | 1,153 | | 1,153 | 1.65% | 0.033 |
| 06 Safety: Exits, Obstructions | 4,401 | | 4,401 | 6.31% | 0.125 |
| 07 Safety: Electrical Deficiencies | 1,593 | | 1,593 | 2.29% | 0.046 |
| 08 Safety: Boiler, Boiler Room | 223 | | 223 | 0.32% | 0.006 |
| 09 Safety: Lighting; Public, Emergency, Guest Room | 422 | | 422 | 0.61% | 0.012 |
| 10 Safety: Adequate Heating | 28 | | 28 | 0.04% | 0.001 |
| 11 Safety: Appliances properly installed and maintained | 167 | | 167 | 0.24% | 0.005 |
| 12 Safety: Balcony, railing safety, certification | 3,601 | | 3,601 | 5.17% | 0.102 |
| 13 Safety: Building Repair | | 4,867 | 4,867 | 6.98% | 0.138 |
| 14 Safety: Proper Locking Devices | 384 | | 384 | 0.55% | 0.011 |
| 15 Sanitation: Bathrooms -- Public, Guest, Supplies | | 830 | 830 | 1.19% | 0.024 |
| 16 Water source safe; hot/cold provided | 134 | | 134 | 0.19% | 0.004 |
| 17 Bedding; bed linens, towels | | 957 | 957 | 1.37% | 0.027 |
| 18 Sanitation: Household Furnishings | | 775 | 775 | 1.11% | 0.022 |
| 19 Sanitation: Plumbing | | 3,560 | 3,560 | 5.11% | 0.101 |
| 20 Sanitation: Ventilation | | 368 | 368 | 0.53% | 0.010 |
| 21 Sanitation: Toxics - Storage, Use | 248 | | 248 | 0.36% | 0.007 |
| 22 Sanitation: Ice protection | 316 | | 316 | 0.45% | 0.009 |
| 23 Sanitation: Glassware, Tableware, Utensils sanitized | 424 | | 424 | 0.61% | 0.012 |
| 24 Sanitation: Vermin Control | 932 | | 932 | 1.34% | 0.026 |
| 25 Sanitation: Premises Maintained | | 7,143 | 7,143 | 10.25% | 0.203 |
| 26 Sanitation: Garbage and Refuse Disposal | | 5,858 | 5,858 | 8.40% | 0.167 |
| 27 Sanitation: Sewage and Waste Water Disposal | 161 | | 161 | 0.23% | 0.005 |
| 28 Consumer Protection: Advertisement | 65 | | 65 | 0.09% | 0.002 |
| 29 Consumer Protection: Guest property - liability, notified | | 22 | 22 | 0.03% | 0.001 |
| 30 Consumer Protection: Room Rate Schedule | | 1,678 | 1,678 | 2.41% | 0.048 |
| 31 Consumer Protection: Room rates posted | | 1,830 | 1,830 | 2.63% | 0.052 |
| 32 Consumer Protection: Security Deposit | | 7 | 7 | 0.01% | 0.000 |
| 33 Consumer Protection: Unethical Business Practices; Overbooking | 10 | | 10 | 0.01% | 0.000 |
| 34 Consumer Protection: Licensee; Criminal Conduct | | 24 | 24 | 0.03% | 0.001 |

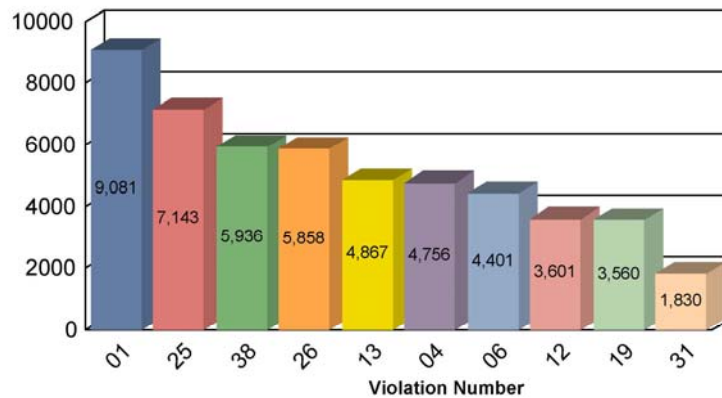
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Violations

Table 9: Number and Type of Violations Found in Public Lodging Establishments—FY 2005-2006
(continued)

| Violation Codes | Critical | Non-Critical | Total | % of All Violations | Avg # per Insp |
|---|---------------|---------------|---------------|---------------------|----------------|
| 35 Consumer Protection: Florida Clean Air Act | | 15 | 15 | 0.02% | 0.000 |
| 36 Consumer Protection: Telephone Surcharge Posted | | 1,069 | 1,069 | 1.53% | 0.030 |
| 37 Consumer Protection: Guest register | | 62 | 62 | 0.09% | 0.002 |
| 38 General: Current License Displayed, Available Upon Request | 5,936 | | 5,936 | 8.52% | 0.169 |
| 39 General: Housekeeping | | 954 | 954 | 1.37% | 0.027 |
| 40 General: Other Conditions, Safe, Sanitary | | 481 | 481 | 0.69% | 0.014 |
| 41 General: Posting Operator Service Agreement | | 97 | 97 | 0.14% | 0.003 |
| 42 General: Blocking Operator Access | | 25 | 25 | 0.04% | 0.001 |
| 43 General: Copy of Chapter 509 available | | 1,006 | 1,006 | 1.44% | 0.029 |
| 44 HEP Information Provided (not a violation, not counted in total) | | 24 | 24 | 0.03% | 0.001 |
| Indeterminate (not counted in total) | | 1,171 | 1,171 | 1.68% | 0.033 |
| Grand Totals: | 36,882 | 31,628 | 68,510 | | 1.948 |
| Average per Inspection: 1.048 0.899 1.948 | | | | | |

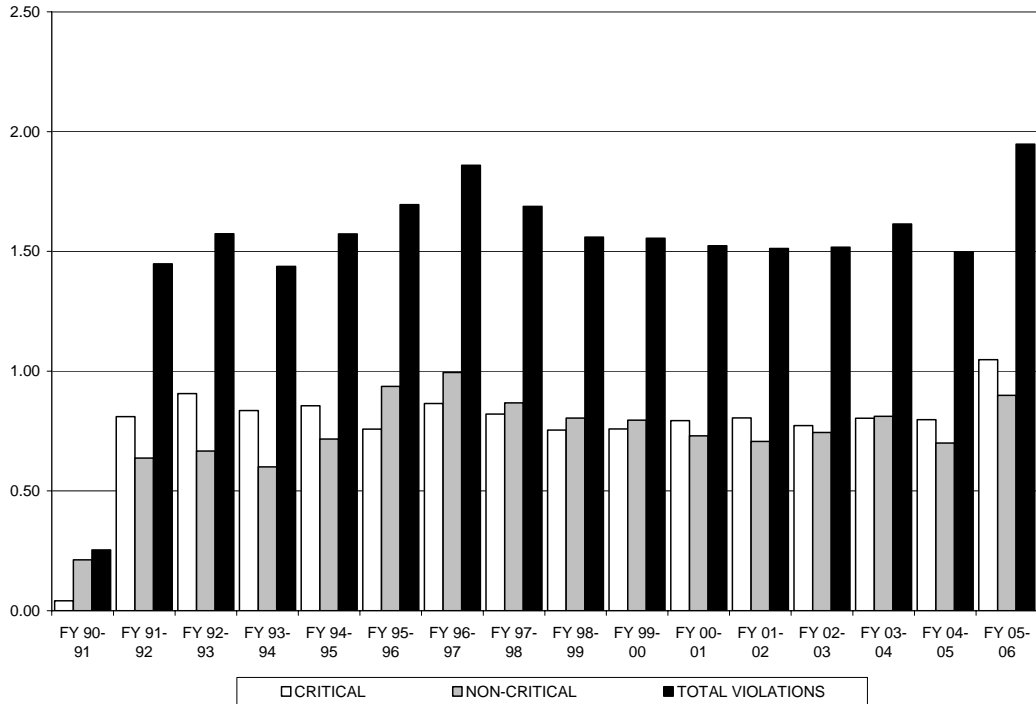
Top 10 Violations



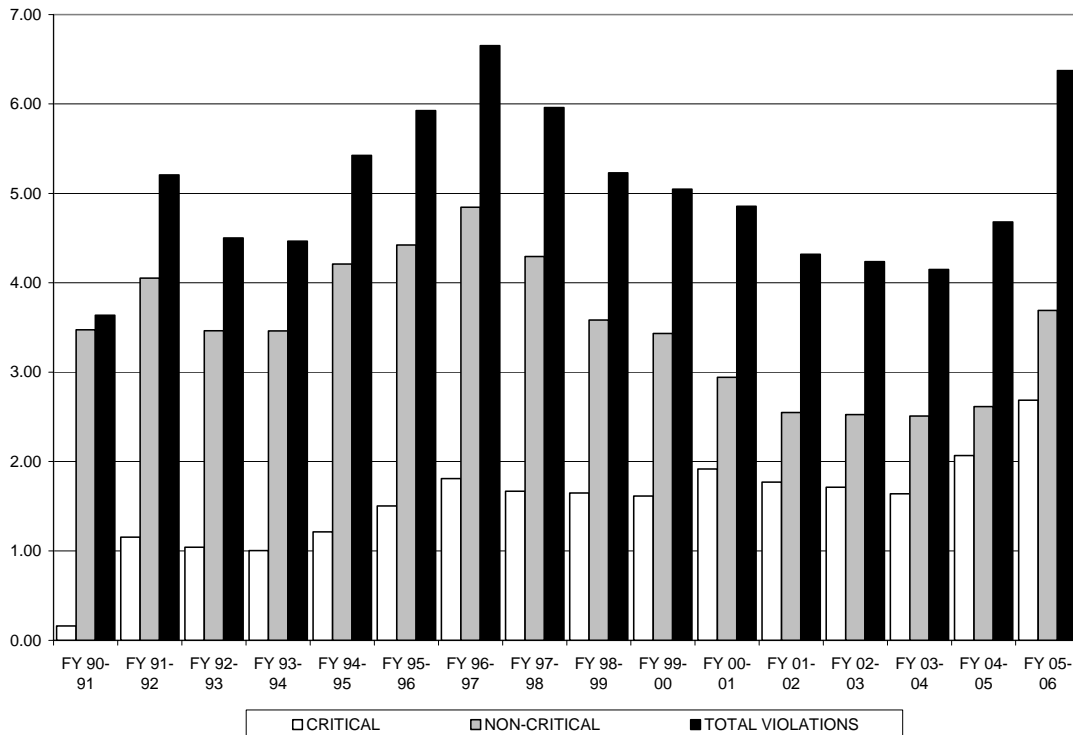
Violations

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

Lodging



Food Service



Foodborne Illness Complaints

Table 10: Foodborne Illness Complaint Activity—FY 2005-2006

| Disposition | Miami | Margate | Tampa | Orlando | Jax | Panama City | Ft. Myers | Total |
|---|-----------|------------|------------|------------|------------|-------------|------------|-------------|
| Food Service | | | | | | | | |
| AC - Recommended | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Comp. Assnd to Wrong Est. | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 |
| Complied with Warning | 0 | 0 | 0 | 15 | 0 | 0 | 0 | 15 |
| Data Entry Error | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Emergency Order | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| Handle by Phone | 0 | 5 | 0 | 15 | 5 | 0 | 0 | 25 |
| Insp Performed- Allegation Not Observed | 0 | 172 | 151 | 147 | 128 | 36 | 184 | 818 |
| Insp Performed-Allegation Confirmed | 0 | 5 | 2 | 31 | 30 | 7 | 6 | 81 |
| No Further Action Required | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 3 |
| Referred To Another Agency | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Referred to Dept of Health | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 3 |
| Unknown | 76 | 93 | 87 | 148 | 71 | 134 | 6 | 615 |
| Unproven | 0 | 71 | 1 | 0 | 0 | 0 | 0 | 72 |
| Warning Issued | 0 | 1 | 3 | 13 | 0 | 0 | 0 | 17 |
| Subtotal: Food Service | 76 | 353 | 245 | 373 | 235 | 179 | 196 | 1657 |
| Grand Total | 76 | 353 | 245 | 373 | 235 | 179 | 196 | 1657 |

SOURCE: Single Licensing System 07.03.2006

Consumer Complaints

Table 11: Consumer Complaint Activity—FY 2005-2006

| Disposition | Miami | Margate | Tampa | Orlando | Jax | Panama City | Ft. Myers | Total |
|---|------------|------------|------------|-------------|------------|----------------|------------|-------------|
| Food Service | | | | | | | | |
| AC - Recommended | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 |
| Affirmed | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Change of Ownership | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Comp. Assnd to Wrong Est. | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 |
| Complied with Warning | 0 | 0 | 0 | 34 | 0 | 0 | 0 | 34 |
| Data Entry Error | 0 | 0 | 5 | 0 | 1 | 0 | 0 | 6 |
| Emergency Order | 0 | 0 | 2 | 8 | 0 | 0 | 0 | 10 |
| Entry Error | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Handle by Phone | 0 | 3 | 1 | 13 | 44 | 41 | 0 | 102 |
| Insp Performed- Allegation Not Observed | 0 | 306 | 203 | 420 | 260 | 97 | 254 | 1540 |
| Insp Performed-Allegation Confirmed | 0 | 96 | 64 | 134 | 140 | 28 | 106 | 568 |
| Letter/Email Sent | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 |
| No Further Action Required | 0 | 4 | 1 | 1 | 0 | 0 | 0 | 6 |
| No Jurisdiction | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 4 |
| Out of Business | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 4 |
| Referred To Another Agency | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 5 |
| Referred to Department of Ag. | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Referred to Dept of Health | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Unknown | 253 | 141 | 148 | 224 | 258 | 211 | 25 | 1260 |
| Unproven | 1 | 20 | 0 | 0 | 0 | 0 | 0 | 21 |
| Warning Issued | 0 | 1 | 1 | 63 | 0 | 0 | 0 | 65 |
| Subtotal: Food Service | 254 | 575 | 428 | 904 | 707 | 381 | 388 | 3637 |
| Lodging | | | | | | | | |
| AC - Recommended | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Change of Ownership | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Comp. Assnd to Wrong Est. | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 |
| Complied with Warning | 0 | 2 | 0 | 19 | 0 | 0 | 0 | 21 |
| Dismissed | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Emergency Order | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Handle by Phone | 0 | 6 | 0 | 7 | 4 | 44 | 0 | 61 |
| Insp Performed- Allegation Not Observed | 0 | 81 | 58 | 116 | 49 | 26 | 51 | 381 |
| Insp Performed-Allegation Confirmed | 1 | 42 | 28 | 86 | 38 | 12 | 16 | 223 |
| No Further Action Required | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 3 |
| No Jurisdiction | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 7 |
| Out of Business | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Unknown | 327 | 51 | 40 | 93 | 43 | 75 | 5 | 634 |
| Unproven | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 6 |
| Warning Issued | 0 | 0 | 2 | 14 | 0 | 0 | 0 | 16 |
| Subtotal: Lodging | 328 | 198 | 128 | 338 | 134 | 160 | 73 | 1359 |
| Grand Total | 582 | 773 | 556 | 1242 | 841 | 541 | 461 | 4996 |

SOURCE: Single Licensing System 07.03.2006

Compliance

Table 12: Public Food and Lodging Compliance Activity—FY 2005-2006

| | July 2005 | Aug. 2005 | Sept. 2005 | Oct. 2005 | Nov. 2005 | Dec. 2005 | Jan. 2006 | Feb. 2006 | March 2006 | April 2006 | May 2006 | June 2006 | Total |
|--|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|------------|------------|-----------|-----------|-------------|
| Compliance Activity | | | | | | | | | | | | | |
| Total Administrative Complaints Issued | 184 | 397 | 248 | 282 | 189 | 205 | 199 | 219 | 250 | 260 | 299 | 314 | 3,073 |
| Settlement Conferences | 179 | 421 | 292 | 242 | 288 | 218 | 213 | 224 | 219 | 236 | 292 | 317 | 3,102 |
| Administrative Complaint Settlement Rate | 85% | 67%** | 74% | 74% | 75% | 74% | 83% | 76% | 84% | 85% | 86% | 85% | 80% |
| Stipulated Fines | \$121,850 | \$235,450 | \$169,175 | \$101,950 | \$144,100 | \$103,650 | \$116,550 | \$126,460 | \$123,100 | \$138,350 | \$196,800 | \$215,050 | \$1,768,485 |
| Hearing Requests to General | 18 | 42 | 36 | 21 | 25 | 24 | 20 | 16 | 18 | 12 | 7 | 9 | 238 |
| Agency Action to General Counsel | 9 | 56 | 15 | 36 | 32 | 30 | 12 | 33 | 6 | 34 | 24 | 34 | 326 |
| Orders Clerked | 149 | 135 | 334 | 181 | 172 | 241 | 204 | 194 | 335 | 215 | 205 | 310 | 2,664 |
| Total Fines Collected | \$119,416 | \$183,198 | \$132,964 | \$189,444 | \$113,473 | \$114,223 | \$116,191 | \$187,600 | \$149,702 | \$162,483 | \$135,222 | \$163,501 | \$1,822,056 |
| Unlicensed Activity | | | | | | | | | | | | | |
| New Licenses Issued | 0 | 0 | 0 | 0 | 1 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 11 |
| New Rental Units Licensed | 0 | 0 | 0 | 0 | 25 | 0 | 53 | 0 | 0 | 0 | 0 | 0 | 78 |
| License Revenue | \$0 | \$0 | \$0 | \$0 | \$325 | \$0 | \$3,030 | \$0 | \$0 | \$0 | \$0 | \$0 | \$3,355 |
| Information Calls | 4 | 13 | 6 | 3 | 6 | 8 | 3 | 2 | 6 | 4 | 3 | 0 | 58 |
| Speaking/ Training/ Meeting | 6 | 4 | 0 | 4 | 7 | 7 | 6 | 3 | 4 | 3 | 6 | 3 | 53 |

**Backlog of non-responsive cases handled

Each month stands independently with data compiled at the end of that month.

Compliance

Table 13: Elevator Compliance Activity—FY 2005-2006

| | July 2004 | Aug. 2004 | Sept. 2004 | Oct. 2004 | Nov. 2004 | Dec. 2004 | Jan. 2005 | Feb. 2005 | March 2005 | April 2005 | May 2005 | June 2005 | Total |
|--|--------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|-------------|--------------|----------|
| Compliance Activity | | | | | | | | | | | | | |
| Total Administrative Complaints Issued | 108 | 22 | 0 | 0 | 0 | 0 | 0 | 1 | 24 | 9 | 14 | 30 | 224 |
| Settlement Conferences | 33 | 64 | 18 | 1 | 0 | 15 | 0 | 0 | 5 | 14 | 16 | 22 | 187 |
| Administrative Complaint Settlement Rate | 82% | 47%** | 17% | 100% | 0% | 100% | 0% | 0% | 100% | 100% | 94% | 41% | 63% |
| Stipulated Fines | \$10,000 | \$12,250 | \$1,000 | \$250 | \$0 | \$0 | \$0 | \$0 | \$1,500 | \$4,500 | \$4,000 | \$3,000 | \$35,750 |
| Cases Referred to General Counsel | 7 | 13 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 41 |
| Orders Clerked | 22 | 19 | 30 | 11 | 4 | 7 | 6 | 2 | 19 | 11 | 14 | 13 | 158 |
| Total Fines Collected | \$11,000 | \$15,250 | \$12,000 | \$11,500 | \$750 | \$4,000 | \$750 | \$1,500 | \$0 | \$3,250 | \$6,500 | \$2,000 | \$66,250 |

**Backlog of non-responsive cases handled

Each month stands independently with data compiled at the end of that month.

Financial Information

Table 14: HEP Financial Statement—FY 2005-2006

| RESOURCES | | |
|--|----|---------------------|
| Beginning Cash Balance 7/1/2005 | \$ | 510,516.09 |
| Less: Obligations from prior year disbursed during current year | \$ | 88,502.15 |
| Adjusted Cash Balance 7/1/2005 | \$ | 422,013.94 |
| Actual Revenue Collected | | |
| Total Revenues from \$10 HEP Fee | \$ | 1,110,124.70 |
| Miscellaneous Fees | \$ | 243.50 |
| TOTAL REVENUES | \$ | 1,110,368.20 |
| TOTAL RESOURCES AVAILABLE | \$ | 1,532,382.14 |
| EXPENDITURES & ENCUMBRANCES | | |
| Salaries and Benefits | \$ | 402,306.96 |
| Temporary Employment | \$ | 2,986.75 |
| Stipends for Graduate Assistants | \$ | 5,521.75 |
| Employer's Matching FICA | \$ | 650.90 |
| SUBTOTAL | \$ | 411,466.36 |
| Expenses | | |
| Operating Expenditures | | |
| Telephone/Communications | \$ | 7,302.20 |
| Cellular Phones | \$ | 3,358.03 |
| Printing, Copying & Mailing | \$ | 115.29 |
| Repair & Maintenance | \$ | 1,241.51 |
| Travel & Seminars | \$ | 16,349.92 |
| Gasoline and Lubricants | \$ | 9,486.12 |
| Office Supplies | \$ | 2,221.48 |
| Rentals | | |
| Conference Rooms | \$ | 400.00 |
| Other Rentals | \$ | 2,416.00 |
| Subscriptions and Dues | \$ | 6,391.44 |
| Other Expenses | \$ | 534.87 |
| Other | | |
| Training Programs Grants | \$ | 41,024.68 |
| Insurance | \$ | 9,442.00 |
| Service Operations | \$ | 22,592.46 |
| Nonoperating Expenditures | | |
| Administrative Transfer | \$ | 123,917.08 |
| Director's Office | \$ | 33,759.92 |
| Compliance Office | \$ | 38,502.88 |
| Information Technology | \$ | 39,520.56 |
| Service Charge to General Revenue | \$ | 48,932.04 |
| Other Nonoperating Expenditures | \$ | 50.00 |
| SUBTOTAL | \$ | 407,558.48 |
| TOTAL EXPENDITURES | \$ | 819,024.84 |

Source: DBPR Bureau of Finance and Accounting

Hospitality Education Program (HEP)

HEP Activities

Table 15: Summary of HEP Activities—FY 2005-2006

| SEMINARS CONDUCTED | | | | | | | | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|--------------|
| Food Service | Jul 2005 | Aug 2006 | Sep 2006 | Oct 2006 | Nov 2006 | Dec 2006 | Jan 2006 | Feb 2006 | Mar 2006 | Apr 2006 | May 2006 | Jun 2006 | Total |
| Potentially Hazardous Food & Temperature Control | 18 | 34 | 26 | 37 | 41 | 28 | 37 | 36 | 55 | 48 | 38 | 34 | 432 |
| Personnel | 12 | 23 | 25 | 23 | 33 | 30 | 21 | 19 | 21 | 21 | 16 | 12 | 256 |
| Food Equipment and Utensils | 7 | 11 | 19 | 18 | 25 | 30 | 34 | 18 | 30 | 36 | 29 | 27 | 284 |
| Sanitation | 22 | 28 | 47 | 49 | 56 | 26 | 30 | 27 | 47 | 33 | 39 | 40 | 444 |
| Vermin Control | 7 | 22 | 30 | 22 | 38 | 32 | 28 | 23 | 31 | 24 | 34 | 35 | 326 |
| Safety | 10 | 16 | 45 | 22 | 36 | 31 | 46 | 32 | 48 | 44 | 46 | 35 | 411 |
| Professional Hygiene | 12 | 7 | 3 | 2 | 0 | 0 | 0 | 3 | 3 | 1 | 0 | 5 | 36 |
| HACCP | 3 | 8 | 5 | 8 | 1 | 1 | 6 | 4 | 2 | 3 | 1 | 0 | 42 |
| Hepatitis A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Food Management | 4 | 1 | 5 | 4 | 2 | 1 | 3 | 4 | 2 | 2 | 1 | 2 | 31 |
| Cleaning Procedures & Pest Management | 7 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 11 |
| New Operation | 8 | 4 | 6 | 3 | 3 | 2 | 0 | 0 | 1 | 2 | 2 | 0 | 31 |
| Food Employee Training | | | | | | | | | 0 | 2 | 2 | 8 | 12 |
| General | | | | | | | | | 2 | 1 | 8 | 4 | 15 |
| Total Food Service Seminars Conducted | 110 | 154 | 211 | 189 | 236 | 181 | 205 | 166 | 245 | 217 | 216 | 202 | 2,332 |
| Transient Lodging | Jul 2005 | Aug 2006 | Sep 2006 | Oct 2006 | Nov 2006 | Dec 2006 | Jan 2006 | Feb 2006 | Mar 2006 | Apr 2006 | May 2006 | Jun 2006 | Total |
| Safety | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 1 | 7 | 4 | 12 | 3 | 33 |
| Sanitation | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 2 | 3 | 1 | 12 |
| Consumer Protection | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 3 | 2 | 3 | 2 | 12 |
| General | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 2 | 3 | 2 | 12 |
| New Operation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Transient Lodging Seminars Conducted | 4 | 2 | 0 | 3 | 0 | 0 | 3 | 1 | 17 | 10 | 21 | 8 | 69 |
| Nontransient Lodging | Jul 2005 | Aug 2006 | Sep 2006 | Oct 2006 | Nov 2006 | Dec 2006 | Jan 2006 | Feb 2006 | Mar 2006 | Apr 2006 | May 2006 | Jun 2006 | Total |
| Safety | 1 | 0 | 1 | 0 | 4 | 8 | 13 | 6 | 4 | 5 | 4 | 3 | 49 |
| Sanitation | 4 | 0 | 1 | 0 | 0 | 2 | 4 | 1 | 4 | 2 | 1 | 1 | 20 |
| Consumer Protection | 0 | 0 | 0 | 0 | 2 | 0 | 4 | 0 | 0 | 2 | 0 | 1 | 9 |
| General | 0 | 0 | 0 | 0 | 2 | 1 | 4 | 0 | 0 | 2 | 0 | 1 | 10 |
| New Operation | 0 | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 5 |
| Total Nontransient Lodging Seminars Conducted | 5 | 0 | 2 | 0 | 8 | 12 | 29 | 8 | 8 | 11 | 5 | 6 | 94 |
| Total Seminars Conducted | 119 | 156 | 213 | 192 | 244 | 193 | 237 | 175 | 270 | 238 | 242 | 216 | 2,495 |

Continued on next page

Hospitality Education Program (HEP)

HEP Activities

| NUMBER OF CANDIDATES | | | | | | | | | | | | | |
|--|--------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| | Jul 2005 | Aug 2006 | Sep 2006 | Oct 2006 | Nov 2006 | Dec 2006 | Jan 2006 | Feb 2006 | Mar 2006 | Apr 2006 | May 2006 | Jun 2006 | Total |
| Food Service | | | | | | | | | | | | | |
| Potentially Hazardous Food Temperature Control | 198 | 305 | 197 | 310 | 426 | 304 | 297 | 303 | 647 | 452 | 321 | 270 | 4,030 |
| Personnel | 146 | 164 | 114 | 198 | 251 | 258 | 128 | 171 | 275 | 264 | 125 | 90 | 2,184 |
| Food Equipment and Utensils | 73 | 55 | 84 | 144 | 185 | 284 | 305 | 160 | 414 | 365 | 230 | 145 | 2,444 |
| Sanitation | 197 | 145 | 229 | 450 | 428 | 184 | 207 | 202 | 403 | 292 | 244 | 200 | 3,181 |
| Vermin Control | 99 | 100 | 172 | 145 | 245 | 381 | 153 | 121 | 171 | 159 | 219 | 162 | 2,127 |
| Safety | 71 | 96 | 292 | 145 | 362 | 254 | 352 | 204 | 413 | 352 | 245 | 193 | 2,979 |
| Professional Hygiene | 53 | 204 | 45 | 53 | 0 | 0 | 0 | 31 | 63 | 70 | 0 | 150 | 669 |
| HACCP | 24 | 125 | 52 | 162 | 11 | 41 | 127 | 36 | 13 | 50 | 20 | 0 | 661 |
| Hepatitis A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 6 |
| Food Management | 94 | 40 | 80 | 112 | 93 | 19 | 45 | 63 | 45 | 65 | 38 | 49 | 743 |
| Cleaning Procedures and Pest Management | 32 | 0 | 0 | 12 | 3 | 0 | 0 | 0 | 21 | 0 | 0 | 0 | 68 |
| New Operation | 13 | 4 | 98 | 33 | 7 | 14 | 0 | 0 | 1 | 16 | 11 | 0 | 197 |
| Food Employee Training | | | | | | | | | 0 | 3 | 31 | 77 | 111 |
| General | | | | | | | | | 84 | 70 | 27 | 12 | 193 |
| Total Food Service Candidates Attended | 1,000 | 1,238 | 1,363 | 1,764 | 2,011 | 1,739 | 1,614 | 1,291 | 2,556 | 2,158 | 1,511 | 1,348 | 19,593 |
| Transient Lodging | | | | | | | | | | | | | |
| Safety | 4 | 0 | 0 | 3 | 0 | 0 | 3 | 1 | 40 | 21 | 67 | 7 | 146 |
| Sanitation | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 29 | 8 | 4 | 2 | 47 |
| Consumer Protection | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 19 | 8 | 15 | 5 | 50 |
| General | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 8 | 5 | 14 | 48 |
| New Operation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Transient Lodging Candidates Attended | 8 | 4 | 0 | 5 | 0 | 0 | 4 | 1 | 105 | 45 | 91 | 28 | 291 |
| Nontransient Lodging | | | | | | | | | | | | | |
| Safety | 10 | 0 | 1 | 0 | 20 | 36 | 89 | 11 | 8 | 16 | 5 | 12 | 208 |
| Sanitation | 2 | 0 | 1 | 0 | 0 | 4 | 21 | 1 | 9 | 13 | 2 | 8 | 61 |
| Consumer Protection | 0 | 0 | 0 | 0 | 12 | 0 | 24 | 0 | 0 | 13 | 0 | 8 | 57 |
| General | 0 | 0 | 0 | 0 | 12 | 2 | 21 | 0 | 0 | 13 | 0 | 8 | 56 |
| New Operation | 0 | 0 | 0 | 0 | 0 | 0 | 20 | 0 | 0 | 0 | 0 | 0 | 20 |
| Total Transient Lodging Candidates Attended | 12 | 0 | 2 | 0 | 44 | 42 | 175 | 12 | 17 | 55 | 7 | 36 | 402 |
| Total Candidates Attended | 1,020 | 1,242 | 1,365 | 1,769 | 2,055 | 1,781 | 1,793 | 1,304 | 2,678 | 2,258 | 1,609 | 1,412 | 20,286 |
| EDUCATIONAL MATERIALS | | | | | | | | | | | | | |
| Total Number of Requests (e-mail / phone / walk-in) | 24 | 80 | 47 | 51 | 44 | 48 | 38 | 45 | 55 | 64 | 88 | 109 | 693 |
| Items Dispersed by Mail | 758 | 2,595 | 6,808 | 686 | 763 | 708 | 472 | 737 | 1,045 | 2,223 | 2,185 | 2,188 | 21,168 |
| Workbooks Dispersed to Candidates (in class) | 94 | 40 | 80 | 112 | 93 | 19 | 45 | 63 | 45 | 65 | 38 | 49 | 743 |
| Total Number of Items Dispersed | 852 | 2,635 | 6,888 | 798 | 856 | 727 | 517 | 800 | 1,090 | 2,288 | 2,223 | 2,237 | 21,911 |
| WEB HITS | 8,951 | 9,009 | 10,219 | 10,749 | 11,813 | 10,586 | 13,648 | 13,468 | 15,637 | 14,043 | 12,549 | 11,584 | 142,256 |

HEP Activities

Figure 4: Historical Comparison of Number of HEP Seminars Conducted

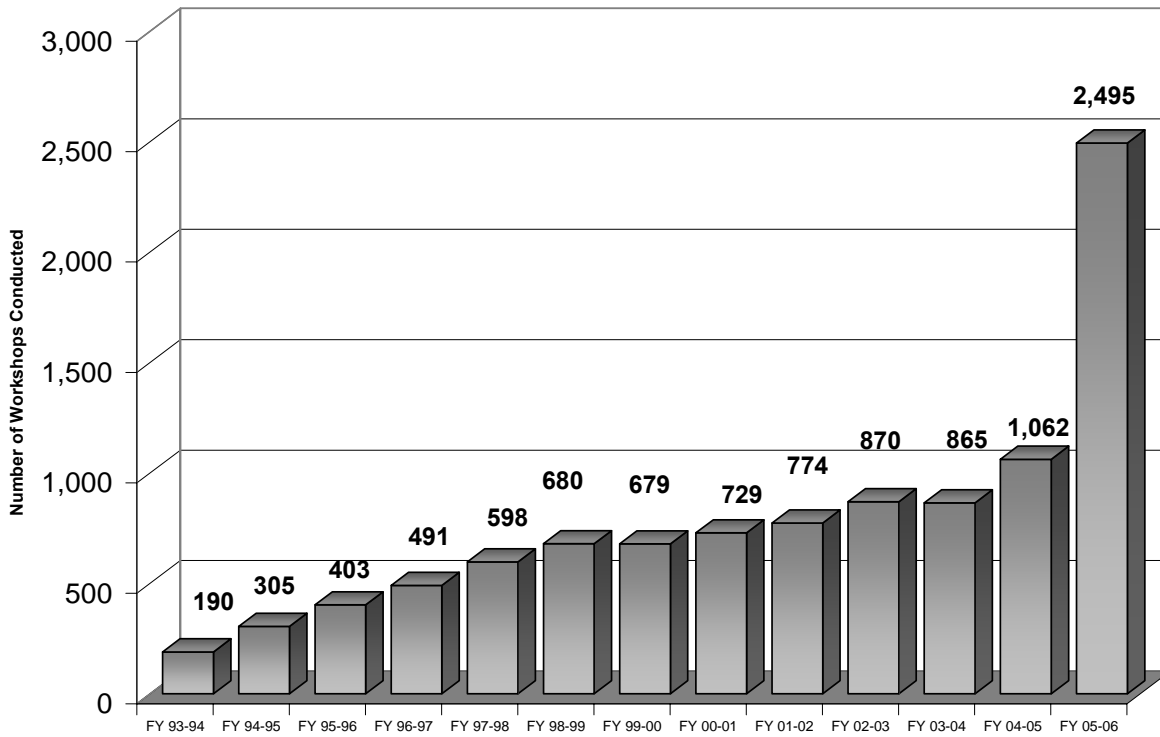


Figure 5: Historical Comparison of Number of HEP Workshop Attendees

