

# Division of Hotels and Restaurants

Annual Report

2006-2007



Florida Department of  
**Business & Professional  
Regulation**





The Division of Hotels and Restaurants (H&R) is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida.<sup>1</sup> The mission of the division is to protect the health and safety of the public by providing the industry with quality inspections and fair regulation. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.<sup>2</sup>

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.

During the past fiscal year, the division was authorized 271 positions to provide program services and an operating budget of \$16,995,160. During this period, the division:

- conducted a total of 110,409 public food service and lodging establishment inspections to ensure sanitation and safety standards (see table on page 9);
- cited a total of 754,911 violations of sanitary standards in public food service and lodging establishments (see tables on pages 11-14);
- 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 2006-2007, the Bureau of Sanitation and Safety accomplished 110,409 inspections of the more than 80,935 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 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.

<sup>1</sup> Pursuant to Chapter 509, Florida Statutes.

<sup>2</sup> Pursuant to Chapter 399, Florida Statutes.

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 that affect the division and for making recommendations to management regarding rules and policies influenced by those changes. The technical coordinators also assist in the application of laws and rules, help resolve implementation issues for field staff and industry, and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. 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 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 80,935 public food and lodging establishments and 43,434 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, 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 division 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**

**Doug Melvin, 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 national standards of the American Society of Mechanical Engineers' Safety Code for Elevators and Escalators and the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes. Other accompanying standards include the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; Americans with Disability Act Requirements; Chapter 61C-5, Florida Administrative Code, and Chapter 30, Florida Building Code.

The bureau issues Certificates of Operation for elevators and other vertical conveyances; issues construction and alteration permits; verifies service maintenance contract agreements; licenses registered elevator companies; and issues professional credentials for Certified Elevator Technician, Certified Elevator Inspector, and Certificates of Competency. They also register providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators. In addition, they coordinate annual renewals of Certificates of Operation and licensed credentials for professions 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 changed to a regulatory function in recent years. To assure rider safety, bureau inspectors monitor the quality of private elevator inspections and local contracted programs. In addition to performing inspections, bureau inspectors respond to complaints, educate owners about their responsibility to have annual safety inspections and work to eliminate code violations in their respective regions. During Fiscal Year 2006-2007, the bureau conducted 2,784 monitoring inspections, a two-fold increase over the last 4 years. The bureau's oversight role for over 68,000 conveyances continues to increase because of growth in new elevator construction and registration of new private elevator inspection firms doing business in the State.

## **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 over 28,000 hospitality industry employees in 3,940 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 2006-2007 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 2,775 cases were assigned to HEP for compliance related training. Print materials are offered in several other languages including Mandarin Chinese, Creole and Spanish.



# Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2006-2007

District	New/Conversion	Closed	Remodel	Total	Fees
1	528	23	82	633	\$94,950
2	524	37	213	774	\$116,100
3	643	53	189	885	\$132,750
4	1,316	60	278	1,654	\$248,100
5	441	90	140	671	\$100,650
6				0	\$0
7	464	83	83	630	\$94,500
<b>Total</b>	<b>3,916</b>	<b>346</b>	<b>985</b>	<b>5,247</b>	<b>\$787,050</b>

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

Table 2: Number of Variances and Fees Processed—FY 2006-2007

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	2	7	9	\$300	\$2,100	\$2,400
2	4	1	5	\$600	\$300	\$900
3	15	4	19	\$2,250	\$1,200	\$3,450
4	19	36	55	\$2,850	\$10,800	\$13,650
5	5	5	10	\$750	\$1,500	\$2,250
6	1	2	3	\$150	\$600	\$750
7	9	11	20	\$1,350	\$3,300	\$4,650
<b>Total</b>	<b>55</b>	<b>66</b>	<b>121</b>	<b>\$8,250</b>	<b>\$19,800</b>	<b>\$28,050</b>

## Public Lodging and Food Service Establishment

# Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2006-2007

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>PUBLIC LODGING ESTABLISHMENTS</b>								
Hotels	303	216	171	296	139	95	118	1,338
Motels	295	422	538	611	393	359	364	2,982
Nontransient Apartments	5,802	3,922	2,763	2,145	1,422	1,039	897	17,990
Transient Apartments	148	305	220	110	39	22	188	1,032
Nontransient Rooming Houses	52	29	12	21	11	3	13	141
Transient Rooming Houses	63	32	39	41	19	12	13	219
Bed and Breakfasts	54	18	33	46	76	24	16	267
Resort Condominiums								
Single	212	26	65	816	25	246	30	1,420
Group	76	82	93	250	57	193	227	978
Collective	37	17	113	48	23	134	147	519
Resort Dwellings								
Single	230	31	2,333	6,000	28	843	88	9,553
Group	11	5	12	9	8	15	10	70
Collective	44	3	53	104	9	106	136	455
<b>SUBTOTAL</b>	<b>7,327</b>	<b>5,108</b>	<b>6,445</b>	<b>10,497</b>	<b>2,249</b>	<b>3,091</b>	<b>2,247</b>	<b>36,964</b>
<b>PUBLIC FOOD SERVICE ESTABLISHMENTS</b>								
Seating	4,833	6,314	6,165	7,193	4,257	2,768	4,120	35,650
Permanent Nonseating	836	1,011	937	1,059	516	276	448	5,083
Theme Park Food Carts	0	0	14	18	7	0	0	39
Catering	63	104	57	97	48	32	38	439
Hot Dog Carts	86	59	157	113	92	19	35	561
Mobile Food Dispensing Vehicles	295	171	344	387	180	125	169	1,671
Vending Machines	0	23	21	427	15	0	42	528
<b>SUBTOTAL</b>	<b>6,113</b>	<b>7,682</b>	<b>7,695</b>	<b>9,294</b>	<b>5,115</b>	<b>3,220</b>	<b>4,852</b>	<b>43,971</b>
<b>GRAND TOTAL</b>	<b>13,440</b>	<b>12,790</b>	<b>14,140</b>	<b>19,791</b>	<b>7,364</b>	<b>6,311</b>	<b>7,099</b>	<b>80,935</b>

SOURCE: DBPR Single Licensing System 07.01.2007

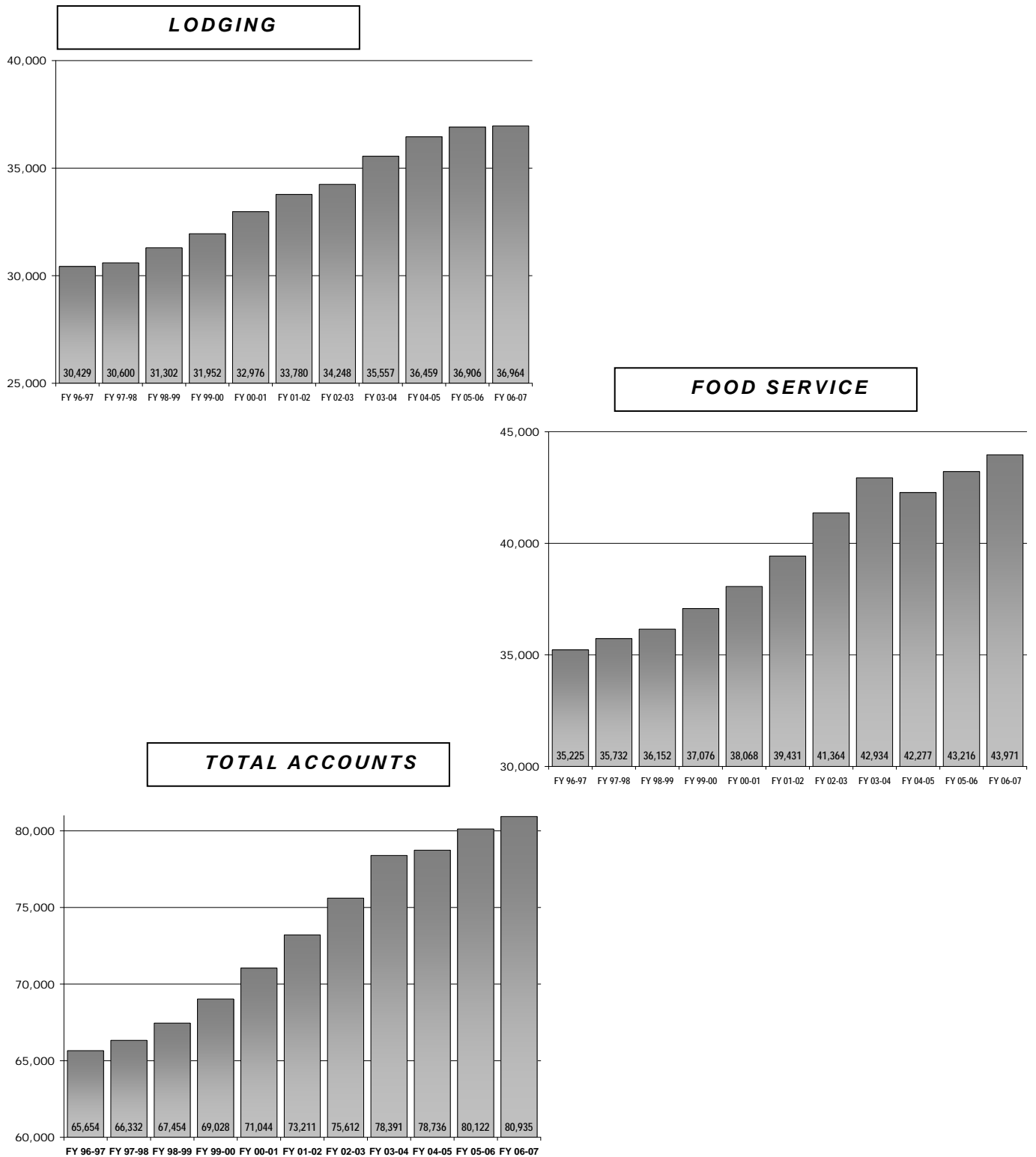
Table 4: Temporary Food Service Event Licenses Issued — FY 2006-2007

License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	545	439	210	478	146	176	18	2,012
4-30 day license	292	339	581	684	276	124	308	2,604
Annual license	2	5	2	5	2	0	1	17
<b>Total</b>	<b>839</b>	<b>783</b>	<b>793</b>	<b>1,167</b>	<b>424</b>	<b>300</b>	<b>327</b>	<b>4,633</b>

SOURCE: DBPR Single Licensing System 07.08.2007

# Licensing

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



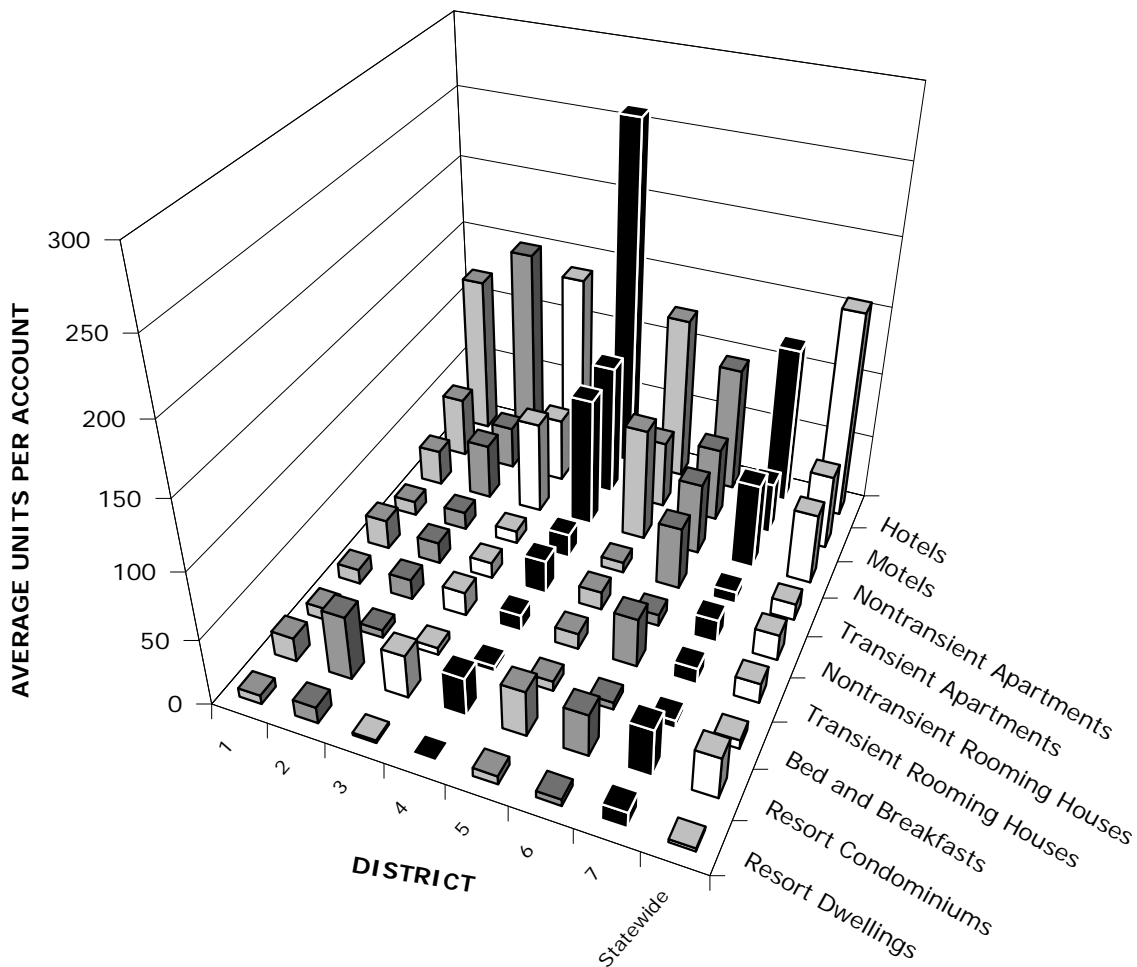


# Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2006-2007

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	36,477	32,300	23,709	77,251	17,328	9,079	14,199	210,343
Motels	13,555	13,657	26,304	61,453	20,201	20,239	14,366	169,775
Nontransient Apartments	157,520	166,111	193,610	211,251	122,357	56,680	58,194	965,723
Transient Apartments	1,621	4,058	2,104	2,037	313	1,044	1,725	12,902
Nontransient Rooming Houses	1,169	474	146	548	152	26	228	2,743
Transient Rooming Houses	703	499	707	534	227	443	159	3,272
Bed and Breakfasts	496	108	183	225	550	130	102	1,794
Resort Condominiums	5,922	6,054	8,789	32,914	3,599	18,230	14,500	90,008
Resort Dwellings	1,892	485	4,660	9,814	283	4,773	2,844	24,751
<b>TOTAL</b>	<b>219,355</b>	<b>223,746</b>	<b>260,212</b>	<b>396,027</b>	<b>165,010</b>	<b>110,644</b>	<b>106,317</b>	<b>1,481,311</b>

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2006-2007



# Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2006-2007

PUBLIC FOOD SERVICE INSPECTIONS								
DISTRICT	LICENSING*	TYPE OF INSPECTION						TOTAL
		ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	SERVICE REQUEST	EPIDEMIOLOGICAL <sup>1</sup>	OTHER <sup>2</sup>	
1	875	9,229	217	8	18	0	8	10,355
2	1,117	10,822	346	43	2	7	17	12,354
3	1,185	13,924	376	17	4	0	1	15,507
4	1,480	16,068	642	77	5	0	9	18,281
5	884	7,872	511	20	0	0	0	9,287
6	497	4,915	365	18	0	2	0	5,797
7	702	8,506	364	16	1	0	1	9,590
<b>TOTAL</b>	<b>6,740</b>	<b>71,336</b>	<b>2,821</b>	<b>199</b>	<b>30</b>	<b>9</b>	<b>36</b>	<b>81,171</b>

PUBLIC LODGING INSPECTIONS								
DISTRICT	LICENSING	TYPE OF INSPECTION						TOTAL
		ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	OTHER <sup>2</sup>		
1	327	6,954	117	6	7		5	7,416
2	205	5,310	34	6	0		2	5,557
3	209	4,466	75	3	0		2	4,755
4	294	4,097	130	19	0		0	4,540
5	121	2,473	61	4	0		0	2,659
6	134	1,793	73	3	0		0	2,003
7	83	2,189	36	0	0		0	2,308
<b>TOTAL</b>	<b>1,373</b>	<b>27,282</b>	<b>526</b>	<b>41</b>	<b>7</b>		<b>9</b>	<b>29,238</b>

TOTAL INSPECTIONS								
DISTRICT	LICENSING	TYPE OF INSPECTION						TOTAL
		ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	EPIDEMIOLOGICAL <sup>1</sup>	OTHER <sup>2</sup>	
1	1,202	16,183	334	14	25	0	13	17,771
2	1,322	16,132	380	49	2	7	19	17,911
3	1,394	18,390	451	20	4	0	3	20,262
4	1,774	20,165	772	96	5	0	9	22,821
5	1,005	10,345	572	24	0	0	0	11,946
6	631	6,708	438	21	0	2	0	7,800
7	785	10,695	400	16	1	0	1	11,898
<b>TOTAL</b>	<b>8,113</b>	<b>98,618</b>	<b>3,347</b>	<b>240</b>	<b>37</b>	<b>9</b>	<b>45</b>	<b>110,409</b>

SOURCE: DBPR Single Licensing System 07.11.2007

<sup>1</sup> 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.

<sup>2</sup> "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. 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 2006-2007

PUBLIC FOOD SERVICE INSPECTIONS								
DISTRICT	TYPE OF INSPECTION							TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	EPIDEMIOLOGICAL <sup>1</sup>	OTHER <sup>2</sup>	
1	71	2,679	19	0	0	0	0	2,769
2	220	4,006	97	13	0	2	1	4,339
3	110	5,086	109	2	0	1	0	5,308
4	122	4,822	92	4	0	0	0	5,040
5	126	3,224	143	5	0	0	0	3,498
6	15	1,457	109	2	0	2	0	1,585
7	67	3,696	74	2	1	0	0	3,840
<b>TOTAL</b>	<b>731</b>	<b>24,970</b>	<b>643</b>	<b>28</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>26,379</b>

PUBLIC LODGING INSPECTIONS								
DISTRICT	TYPE OF INSPECTION							TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	OTHER <sup>2</sup>		
1	24	904	11	2	0	0	0	941
2	79	809	13	1	0	0	0	902
3	28	861	15	3	0	0	0	907
4	55	1,014	14	4	0	0	0	1,087
5	40	597	20	1	0	0	0	658
6	9	422	21	1	0	0	0	453
7	6	555	7	0	0	1	0	569
<b>TOTAL</b>	<b>241</b>	<b>5,162</b>	<b>101</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5,517</b>

TOTAL INSPECTIONS								
DISTRICT	TYPE OF INSPECTION							TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	SERVICE REQUEST	EPIDEMIOLOGICAL <sup>1</sup>	OTHER <sup>2</sup>	
1	95	3,583	30	2	0	0	0	3,710
2	299	4,815	110	14	0	2	1	5,241
3	138	5,947	124	5	0	1	0	6,215
4	177	5,836	106	8	0	0	0	6,127
5	166	3,821	163	6	0	0	0	4,156
6	24	1,879	130	3	0	2	0	2,038
7	73	4,251	81	2	1	0	1	4,409
<b>TOTAL</b>	<b>972</b>	<b>30,132</b>	<b>744</b>	<b>40</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>31,896</b>

SOURCE: DBPR Single Licensing System 07.31.2006

<sup>1</sup> 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.

<sup>2</sup> "Other" inspections include discontinued categories, information calls, training and quality assurance inspections.

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.

# Violations

Table 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2006-2007

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS</b>					
01 Food from approved source; wholesome, sound condition (manually entered/scanned)	263	0	263	0.04%	0.003
01A Food obtained from approved source	220	0	220	0.03%	0.003
01B Wholesome, sound condition	3,864	0	3,864	0.57%	0.048
02 Original container; properly labeled, date marking, shell stock tags	31,654	0	31,654	4.63%	0.390
02-11 Consumer advisory on raw/undercooked oysters	853	0	853	0.12%	0.011
02-13 Consumer advisory on raw/undercooked animal products	12,298	0	12,298	1.80%	0.152
03 Food at proper temperature (manually entered/scanned)	601	0	601	0.09%	0.007
03A Cold food at proper temperatures during storage, display, service, transport and cold holding	11,937	0	11,937	1.75%	0.147
03B Hot food at proper temperature	3,545	0	3,545	0.52%	0.044
03C Foods properly cooked/reheated	584	0	584	0.09%	0.007
03D Foods properly cooled	1,251	0	1,251	0.18%	0.015
07 Unwrapped or potentially hazardous food not reserved	123	0	123	0.02%	0.002
08A Food protection during storage, prep, display, service, transportation	39,049	0	39,049	5.71%	0.481
08B Cross-contamination, equipment, personnel, storage	1,875	0	1,875	0.27%	0.023
09 Foods handled with minimum contact	9,268	0	9,268	1.36%	0.114
11 Personnel with infections restricted	70	0	70	0.01%	0.001
12A Hands washed and clean, good hygienic practices (observed), alternative operation plan	12,843	0	12,843	1.88%	0.158
12B Proper hygienic practices, eating/drinking/smoking (evidence)	9,151	0	9,151	1.34%	0.113
22 Food contact surfaces clean and sanitized	54,723	0	54,723	8.00%	0.674
32 Restroom with self-closing doors, fixtures operate properly, facility clean, supplied with handsoap, disposable towels or hand drying devices, tissue, covered waste receptacles	43,978	0	43,978	6.43%	0.542
41A Toxic items properly stored	9,636	0	9,636	1.41%	0.119
41B Toxic items labeled and used properly	7,701	0	7,701	1.13%	0.095
53A Food management certification valid	13,131	0	13,131	1.92%	0.162
53B Employee Training verification	13,925	0	13,925	2.04%	0.172
<b>Subtotal: FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS</b>	<b>282,543</b>	<b>0</b>	<b>282,543</b>	<b>41.33%</b>	<b>3.481</b>

NOTE: Based on initial inspections only.

Continued on next page

# Violations

Table 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2006-2007  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
04 Facilities to maintain product temperature	4,546	0	4,546	0.66%	0.056
05 Thermometers provided and conspicuously placed	13,764	0	13,764	2.01%	0.170
06 Potentially hazardous food properly thawed	3,098	0	3,098	0.45%	0.038
08 Food protection/cross-contamination (manually entered/scanned)	912	0	912	0.13%	0.011
08C Potential for cross-contamination; storage practices; damaged food segregated	253	0	253	0.04%	0.003
10 In-use food dispensing utensils properly stored	0	13,080	13,080	1.91%	0.161
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	655	0	655	0.10%	0.008
13 Clean clothes, hair restraints	0	8,865	8,865	1.30%	0.109
14 Food contact surfaces designed, constructed, maintained, installed, located	0	23,847	23,847	3.49%	0.294
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	11,557	11,557	1.69%	0.142
16 Dishwashing facilities designed, constructed, operated	3,608	0	3,608	0.53%	0.044
17 Thermometers, gauges, test kits provided	8,479	0	8,479	1.24%	0.104
18 Pre-flushed, scraped, soaked	0	2,356	2,356	0.34%	0.029
19 Wash, rinse water clean, proper temperature	0	283	283	0.04%	0.003
20 Sanitizing concentration or temperature (manually entered/scanned)	297	0	297	0.04%	0.004
20A Sanitizing concentration	6,231	0	6,231	0.91%	0.077
20B Sanitizing temperature	756	0	756	0.11%	0.009
21 Wiping cloths clean, used properly, stored	0	13,802	13,802	2.02%	0.170
23 Non-food contact surfaces clean	0	21,691	21,691	3.17%	0.267
24 Storage/handling of clean equipment, utensils	0	12,330	12,330	1.80%	0.152
25 Single service items properly stored, handled, dispensed	0	12,049	12,049	1.76%	0.148
26 Single service articles not re-used	0	804	804	0.12%	0.010
27 Water source safe, hot and cold under pressure	4,668	0	4,668	0.68%	0.058
28 Sewage and waste water disposed properly	1,277	0	1,277	0.19%	0.016
29 Plumbing installed and maintained	0	10,415	10,415	1.52%	0.128
30 Cross-connection, back siphonage, backflow	6,846	0	6,846	1.00%	0.084
31 Toilet and handwashing facilities, number, convenient, designed, installed	10,522	0	10,522	1.54%	0.130
33 Containers covered, adequate number, insect and rodent proof, emptied at proper intervals, clean	0	8,990	8,990	1.32%	0.111

NOTE: Based on initial inspections only.

Continued on next page

# Violations

Table 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2006-2007  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
34 Outside storage area clean, enclosure properly constructed	0	3,450	3,450	0.50%	0.043
35 Vermin-insect/rodent presence or protection. Animals prohibited. (manually entered/scanned)	385	0	385	0.06%	0.005
35A Presence of insects/rodents. Animals prohibited.	6,640	0	6,640	0.97%	0.082
35B Outer openings protected from insects; rodent proof	5,269	0	5,269	0.77%	0.065
36 Physical facilities-floors properly constructed, clean, drained, coved	0	19,852	19,852	2.90%	0.245
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	31,505	31,505	4.61%	0.388
38 Lighting provided as required. Fixtures shielded	0	12,101	12,101	1.77%	0.149
39 Rooms and equipment - vented as required	0	612	612	0.09%	0.008
40 Employee lockers provided and used, clean	0	3,774	3,774	0.55%	0.046
41 Toxic items properly stored, labeled and used properly (manually entered/scanned)	542	0	542	0.08%	0.007
42 Premises maintained, no unnecessary articles. Cleaning and maintenance equipment properly stored. Kitchen restricted.	0	9,663	9,663	1.41%	0.119
43 Complete separation from living/sleeping area, laundry	0	62	62	0.01%	0.001
44 Clean and soiled linen segregated and properly stored	0	420	420	0.06%	0.005
45 Fire extinguishers - proper and sufficient	36,379	0	36,379	5.32%	0.448
46 Exiting System - adequate, good repair	11,437	0	11,437	1.67%	0.141
47 Electrical wiring = adequate, good repair	15,152	0	15,152	2.22%	0.187
48 Gas appliances - properly installed, maintained	1,818	0	1,818	0.27%	0.022
49 Flammable/combustible materials - properly stored	1,574	0	1,574	0.23%	0.019
50 Current license, properly displayed	7,843	0	7,843	1.15%	0.097
51 Other conditions sanitary and safe operation	0	19,376	19,376	2.83%	0.239
52 False/Misleading statements published or advertised relating to food/beverage	461	0	461	0.07%	0.006
53 Food management certification valid/Employee Training (manually entered/scanned)	546	0	546	0.08%	0.007
54 Florida Clean Indoor Air Act Compliance	0	133	133	0.02%	0.002
55 Automatic Gratuity Notice	0	14	14	0.00%	0.000
56 Copy of Chapter 509, Florida Statutes, available	0	6,086	6,086	0.89%	0.075
57 HEP Information Provided (not a violation, not counted in total)	0	88	88	0.01%	0.001
58 Smoke Free (not a violation, not counted in total)	0	4	4	0.00%	0.000

NOTE: Based on initial inspections only.

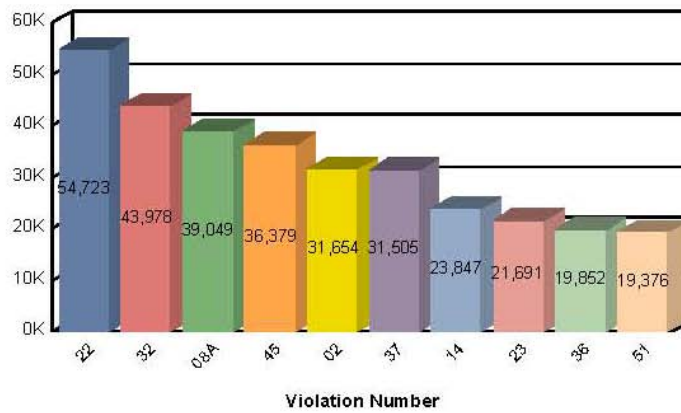
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# Violations

Table 8: Number and Type of Violations Found in Public Food Service Establishments—FY 2006-2007  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>Subtotal: GOOD RETAIL PRACTICES</b>	<b>153,958</b>	<b>247,312</b>	<b>401,270</b>	<b>58.70%</b>	<b>4.944</b>
<b>GRAND TOTAL</b>	<b>436,501</b>	<b>247,117</b>	<b>683,618</b>		<b>8.422</b>
<b>Average per Inspection:</b>		<b>5.378</b>	<b>3.045</b>	<b>8.422</b>	

## Top 10 Violations



## Public Lodging Establishment

**Violations****Table 9: Number and Type of Violations Found in Public Lodging Establishments—FY 2006-2007**

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
01 Safety: Fire extinguishers/standpipe systems	8,989	0	8,989	12.61%	0.307
02 Safety: Fire hazards	2,378	0	2,378	3.34%	0.081
03 Safety: Sprinkler system	1,197	0	1,197	1.68%	0.041
04 Safety: Smoke detectors - fire alarm systems	5,167	0	5,167	7.25%	0.177
05 Safety: Smoke detectors - hearing impaired	1,138	0	1,138	1.60%	0.039
06 Safety: Exits - obstructions, exit signs, emergency lights	4,253	0	4,253	5.97%	0.145
07 Safety: Electrical deficiencies	2,018	0	2,018	2.83%	0.069
08 Safety: Boiler, boiler room	1,019	0	1,019	1.43%	0.035
09 Safety: Lighting - public, guest rooms	358	0	358	0.50%	0.012
10 Safety: Adequate heating	34	0	34	0.05%	0.001
11 Safety: Appliances properly installed; maintained	188	0	188	0.26%	0.006
12 Safety: Balcony - railing safety, certification	3,418	0	3,418	4.79%	0.117
13 Safety: Building repair	0	4,805	4,805	6.74%	0.164
14 Safety: Proper locking devices	229	0	229	0.32%	0.008
15 Sanitation: Bathrooms - public, guest, supplies	0	849	849	1.19%	0.029
16 Sanitation: Water source safe; hot/cold provided	135	0	135	0.19%	0.005
17 Sanitation: Bedding - bed linens, towels	0	682	682	0.96%	0.023
18 Sanitation: Household furnishings	0	764	764	1.07%	0.026
19 Sanitation: Plumbing	0	4,645	4,645	6.52%	0.159
20 Sanitation: Ventilation	0	353	353	0.50%	0.012
21 Sanitation: Toxics - storage, use	404	0	404	0.57%	0.014
22 Sanitation: Ice protection	377	0	377	0.53%	0.013
23 Sanitation: Glassware, tableware, utensils sanitized	455	0	455	0.64%	0.016
24 Sanitation: Vermin control	869	0	869	1.22%	0.030
25 Sanitation: Premises maintained	0	6,857	6,857	9.62%	0.235
26 Sanitation: Garbage and refuse disposal	0	5,964	5,964	8.37%	0.204
27 Sanitation: Sewage and waste water disposal	166	0	166	0.23%	0.006
28 Consumer Protection: Advertisement	67	0	67	0.09%	0.002
29 Consumer Protection: Guest property - liability, notified	0	24	24	0.03%	0.001
30 Consumer Protection: Room Rate Schedule	0	1,856	1,856	2.60%	0.063

NOTE: Based on initial inspections only.

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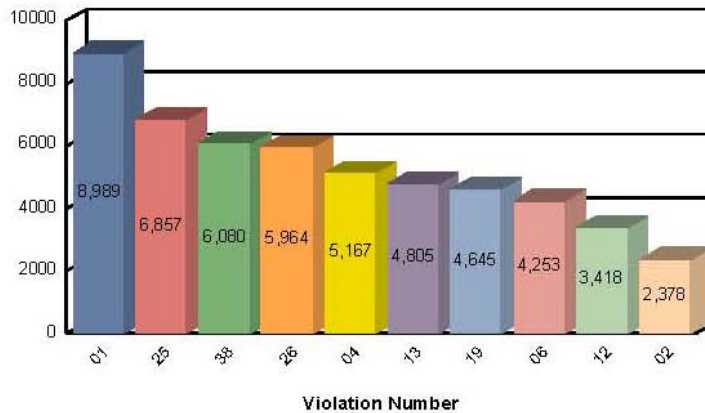
Public Lodging Establishment

# Violations

Table 9: Number and Type of Violations Found in Public Lodging Establishments—FY 2006-2007  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
31 Consumer Protection: Room rates posted	0	2,020	2,020	2.83%	0.069
32 Consumer Protection: Security Deposit	0	47	47	0.07%	0.002
33 Consumer Protection: Unethical business practices; overbooking	35	0	35	0.05%	0.001
34 Consumer Protection: Licensee - criminal conduct	0	12	12	0.02%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	4	4	0.01%	0.000
36 Consumer Protection: Telephone surcharge posted	0	1,047	1,047	1.47%	0.036
37 Consumer Protection: Guest register	0	74	74	0.10%	0.003
38 General: Current license - displayed, available upon request	6,080	0	6,080	8.53%	0.208
39 General: Housekeeping	0	863	863	1.21%	0.030
40 General: Other conditions - safe, sanitary	0	332	332	0.47%	0.011
41 General: Posting operator service agreement	0	50	50	0.07%	0.002
42 General: Blocking operator access	0	12	12	0.02%	0.000
43 General: Copy of Chapter 509, Florida Statutes, available	0	1,059	1,059	1.49%	0.036
44 HEP Information Provided (not a violation, not counted in total)	0	11	11	0.02%	0.000
<b>GRAND TOTAL</b>	<b>38,974</b>	<b>32,319</b>	<b>71,293</b>		<b>2.439</b>
<b>Average per Inspection:</b>		<b>1.333</b>	<b>1.105</b>	<b>2.439</b>	

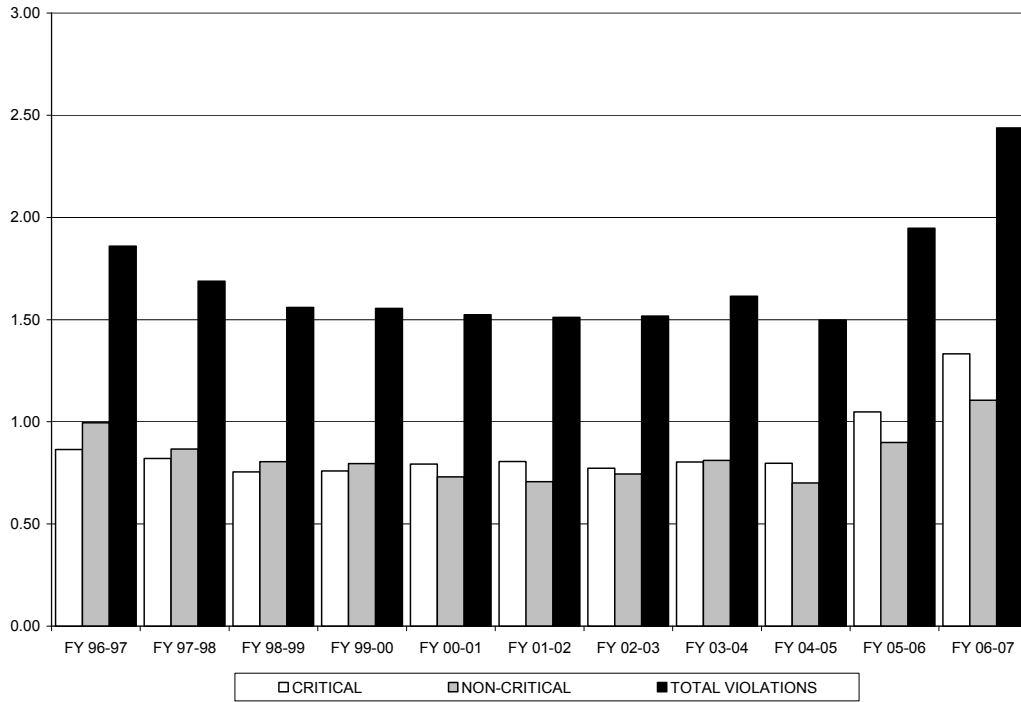
## Top 10 Violations



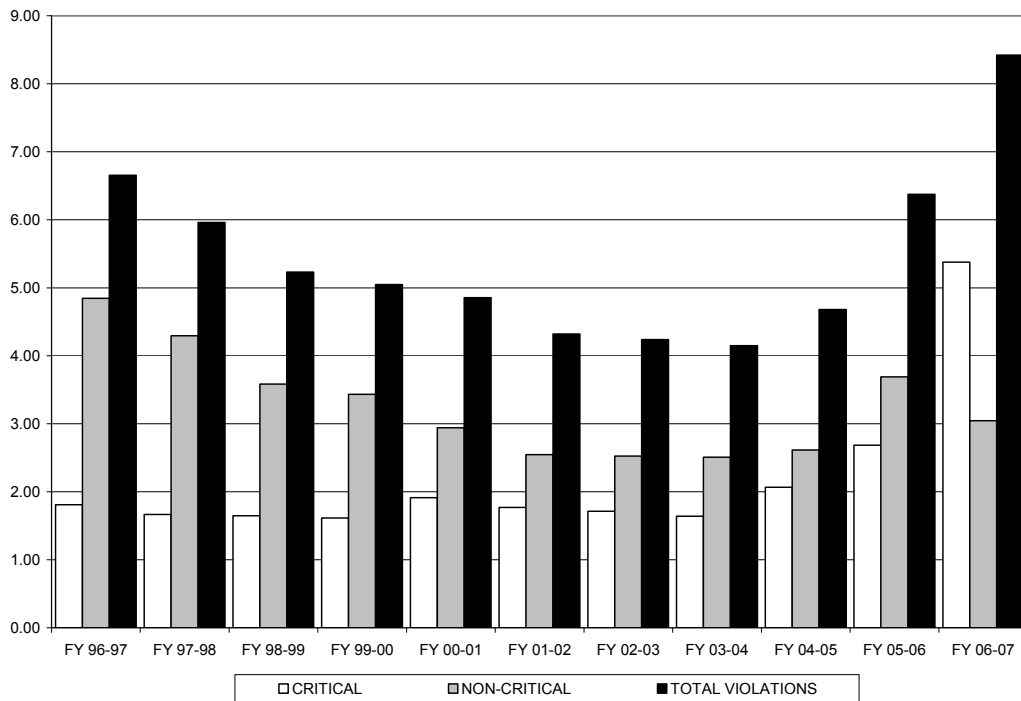
# Violations

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

## Lodging



## Food Service



# Foodborne Illness Complaints

Table 10: Foodborne Illness Complaint Activity—FY 2006-2007

Disposition	Miami	Margate	Tampa	Orlando	Jax	Panama City	Ft. Myers	Total
<b>Food Service</b>								
Change of Ownership	0	1	0	0	0	0	0	1
Comp. Assnd to Wrong Est.	0	0	2	0	2	0	1	5
Complied with Warning	0	0	0	0	0	6	0	6
Data Entry Error	0	0	0	0	0	1	0	1
Discharge	0	0	0	1	0	0	0	1
Emergency Order	0	1	0	0	0	0	0	1
Entry Error	0	1	0	0	0	0	0	1
Handle by Phone	0	4	0	3	3	0	0	10
Insp Performed- Allegation Not Observed	1	179	94	198	204	23	182	881
Insp Performed-Allegation Confirmed	1	8	1	63	36	0	5	114
Mult. Comp. Consolidated	0	1	0	0	0	0	0	1
No Further Action Required	0	4	0	0	0	0	0	4
Out of Business	0	0	0	0	1	0	0	1
Referred to Department of Ag.	0	0	0	1	0	0	0	1
Unknown	100	131	38	79	68	147	13	576
Unproven	0	92	0	0	0	0	0	92
Warning Issued	0	0	0	2	0	1	0	3
<b>Subtotal: Food Service</b>	<b>102</b>	<b>422</b>	<b>135</b>	<b>347</b>	<b>314</b>	<b>178</b>	<b>201</b>	<b>1699</b>
<b>Grand Total</b>	<b>102</b>	<b>422</b>	<b>135</b>	<b>347</b>	<b>314</b>	<b>178</b>	<b>201</b>	<b>1699</b>

SOURCE: Single Licensing System 07.01.2007

# Consumer Complaints

Table 11: Consumer Complaint Activity—FY 2006-2007

Disposition	Miami	Margate	Tampa	Orlando	Jax	Panama City	Ft. Myers	Total
<b>Food Service</b>								
Change of Ownership	0	0	1	0	0	0	2	3
Comp. Assnd to Wrong Est.	0	0	2	2	1	1	0	6
Complied with Warning	0	0	0	2	0	16	0	18
Data Entry Error	0	0	0	0	1	0	0	1
Discharge	0	0	0	1	0	0	0	1
Emergency Order	0	1	0	2	0	0	0	3
Entry Error	0	1	1	0	0	0	0	2
Handle by Phone	0	0	0	29	25	9	0	63
Insp Performed- Allegation Not Observed	4	239	119	353	274	51	231	1271
Insp Performed-Allegation Confirmed	1	97	41	210	152	1	93	595
Letter/Email Sent	0	0	0	1	0	0	0	1
Monitoring Completed	0	2	0	0	0	0	0	2
Mult. Comp. Consolidated	0	0	1	0	0	0	1	2
No Further Action Required	0	2	0	0	0	0	0	2
No Jurisdiction	0	1	0	1	5	0	0	7
Out of Business	0	0	2	0	3	1	0	6
Referred To Another Agency	0	2	0	0	0	0	0	2
Unknown	271	206	59	179	133	260	29	1137
Unproven	0	40	0	0	0	0	0	40
Warning Issued	0	0	0	6	0	0	0	6
<b>Subtotal: Food Service</b>	<b>276</b>	<b>591</b>	<b>226</b>	<b>786</b>	<b>594</b>	<b>339</b>	<b>356</b>	<b>3168</b>
<b>Lodging</b>								
Comp. Assnd to Wrong Est.	0	1	0	0	1	1	0	3
Complied with Warning	0	0	0	0	0	6	0	6
Data Entry Error	0	0	0	0	0	0	1	1
Handle by Phone	0	1	0	6	4	1	0	12
Insp Performed- Allegation Not Observed	2	31	37	111	45	11	29	266
Insp Performed-Allegation Confirmed	0	19	14	64	30	0	8	135
Letter/Email Sent	0	0	0	0	0	1	0	1
No Further Action Required	0	3	0	0	0	0	0	3
No Jurisdiction	0	2	0	0	0	0	1	3
Referred to Dept of Health	0	0	0	1	0	0	0	1
Unknown	174	42	25	82	20	61	5	409
Unproven	0	4	0	0	0	0	0	4
Warning Issued	0	0	0	2	0	0	0	2
<b>Subtotal: Lodging</b>	<b>176</b>	<b>103</b>	<b>76</b>	<b>266</b>	<b>100</b>	<b>81</b>	<b>44</b>	<b>846</b>
<b>Grand Total</b>	<b>452</b>	<b>694</b>	<b>302</b>	<b>1052</b>	<b>694</b>	<b>420</b>	<b>400</b>	<b>4014</b>

SOURCE: Single Licensing System 07.01.2007

# Compliance

Table 12: Public Food and Lodging Compliance Activity—FY 2006-2007

	July 2006	Aug. 2006	Sept. 2006	Oct. 2006	Nov. 2006	Dec. 2006	Jan. 2007	Feb. 2007	March 2007	April 2007	May 2007	June 2007	Total
<b>Compliance Activity</b>													
Total Administrative Complaints Issued	243	346	428	445	285	396	419	316	361	400	344	303	4,286
Settlement Conferences	271	316	308	401	382	439	381	332	354	398	389	373	4,344
Administrative Complaint Settlement Rate	82%	82%	82%	86%	93%	81%	83%	86%	79%	83%	79%	81%	83%
Stipulated Fines	\$187,350	\$176,800	\$187,350	\$240,700	\$235,550	\$223,050	\$226,600	\$235,250	\$241,150	\$238,900	\$214,500	\$193,050	\$2,600,250
Hearing Requests to General Counsel	13	17	11	17	18	20	22	9	14	27	24	17	209
Agency Action to General Counsel	21	48	39	37	21	61	41	34	59	34	65	50	510
Orders Clerked	279	266	272	391	237	307	372	377	362	353	311	245	3,772
Total Fines Collected	\$197,804	\$232,025	\$222,121	\$228,636	\$146,795	\$276,475	\$289,076	\$209,723	\$280,135	\$317,506	\$237,782	\$229,525	\$2,867,603
<b>Unlicensed Activity</b>													
Information Calls	2	5	3	4	7	1	6	13	2	0	4	4	51
Speaking/ Training/ Meeting	5	3	3	8	2	0	4	4	5	2	6	6	48
Confirmed leads provided to district offices	31	12	8	21	7	0	15	88	14	6	0	6	208

SOURCE: Compliance Office statistical report dated 07.03.2007

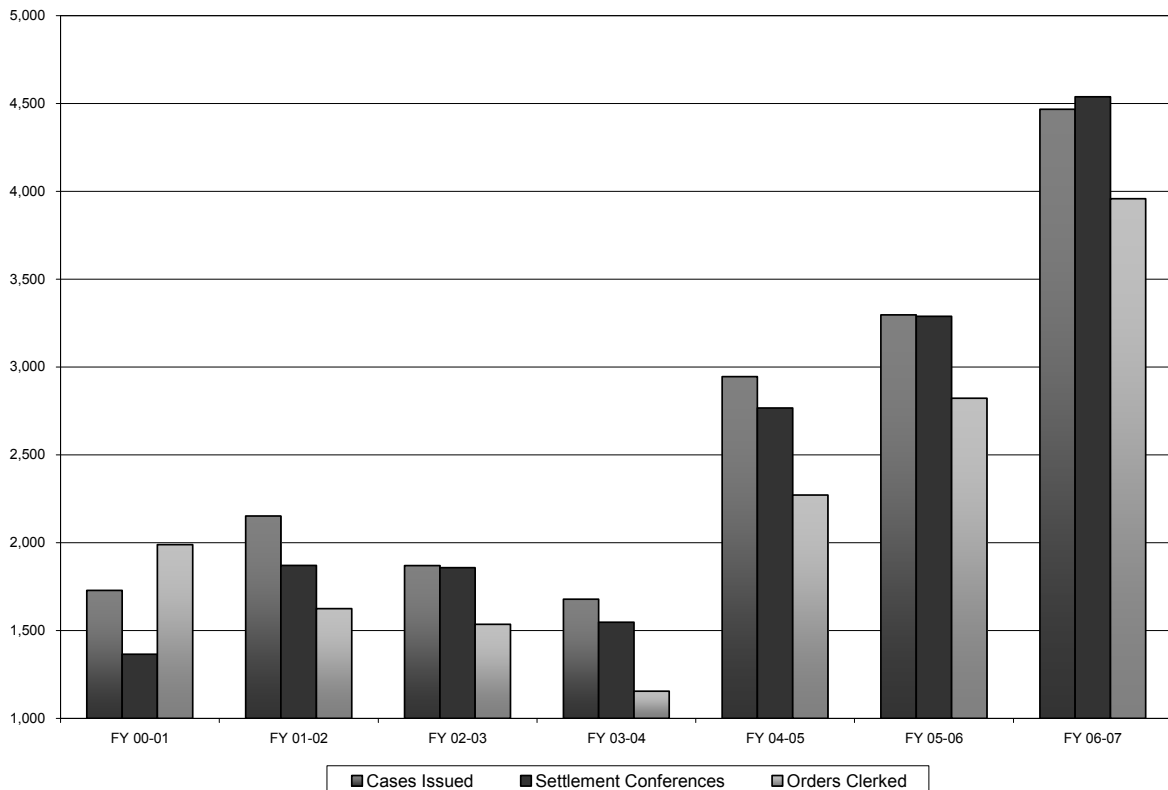
# Compliance

Table 13: Elevator Compliance Activity—FY 2006-2007

	July 2006	Aug. 2006	Sept. 2006	Oct. 2006	Nov. 2006	Dec. 2006	Jan. 2007	Feb. 2007	March 2007	April 2007	May 2007	June 2007	Total
<b>Compliance Activity</b>													
Total Administrative Complaints Issued	59	10	7	62	42	0	0	0	1	0	0	0	181
Settlement Conferences	21	45	30	19	31	26	19	2	1	1	0	0	195
Administrative Complaint Settlement Rate	100%	84%	23%	100%	86%	85%	26%	50%	100%	100%	-	-	74%
Stipulated Fines	\$5,500	\$10,250	\$2,250	\$2,750	\$7,000	\$5,500	\$0	\$0	\$500	\$500	\$0	\$0	\$34,250
Cases Referred to General Counsel	0	7	23	0	2	2	10	1	0	0	0	0	45
Orders Clerked	16	36	20	18	24	40	9	17	5	0	1	0	186
Total Fines Collected	\$9,250	\$5,750	\$6,250	\$5,250	\$3,500	\$5,750	\$7,250	\$5,500	\$5,750	\$1,750	\$2,500	\$2,500	\$61,000

SOURCE: Compliance Office statistical report dated 07.03.2007

Figure 4: Historical Comparison of Compliance Activity



# Financial Information

Table 14: HEP Financial Statement—FY 2006-2007

<b>RESOURCES</b>	
<b>Beginning Cash Balance 7/1/2006</b>	\$ 713,357.30
Less: Obligations from prior year disbursed during current year	\$ 93,478.35
<b>Adjusted Cash Balance 7/1/2006</b>	<b>\$ 713,357.30</b>
<b>Actual Revenue Collected</b>	
Total Revenues from \$10 HEP Fee	\$ 880,939.90
Miscellaneous Fees	\$ 95.00
<b>TOTAL REVENUES</b>	<b>\$ 881,034.90</b>
<b>TOTAL RESOURCES AVAILABLE</b>	<b>\$ 1,594,392.20</b>
<b>EXPENDITURES &amp; ENCUMBRANCES</b>	
<b>Salaries and Benefits</b>	\$ 418,719.23
Temporary Employment	\$ 2,275.00
Stipends for Graduate Assistants	\$ 4,597.46
Employer's Matching FICA	\$ 525.75
<b>SUBTOTAL SALARIES AND BENEFITS</b>	<b>\$ 426,117.44</b>
<b>Expenses</b>	
<b>Operating Expenditures</b>	
Telephone/Communications	\$ 7,632.00
Cellular Phones	\$ 2,354.02
Printing, Copying & Mailing	\$ 159.22
Repair & Maintenance (except vehicles)	
Travel & Seminars	\$ 20,519.06
Vehicle Operation (includes gas, oil, repairs & maintenance)	\$ 12,922.39
Office Supplies	\$ 1,865.96
Rentals	
Conference Rooms	\$ -
Other Rentals	\$ 2,071.60
Subscriptions and Dues	\$ 7,238.07
Reimbursement of Fines and Penalties	\$ 1,038,850.00
<b>Other</b>	
Training Programs Grants	\$ 48,692.66
Insurance	\$ 7,554.00
<b>Nonoperating Expenditures</b>	
Administrative TF	\$ 141,485.00
Director's Office	\$ 35,667.25
Compliance Office	\$ 48,131.46
Information Technology	\$ 24,546.29
Service Charge to General Revenue	\$ 61,662.00
<b>SUBTOTAL EXPENSES</b>	<b>\$ 1,461,350.98</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 1,887,468.42</b>

Source: DBPR Budget Reports

Hospitality Education Program (HEP)

# HEP Activities

Table 15: Summary of HEP Activities—FY 2006-2007

<b>SEMINARS CONDUCTED</b>													
<b>Food Service</b>	<b>Jul 2006</b>	<b>Aug 2006</b>	<b>Sep 2006</b>	<b>Oct 2006</b>	<b>Nov 2006</b>	<b>Dec 2006</b>	<b>Jan 2007</b>	<b>Feb 2007</b>	<b>Mar 2007</b>	<b>Apr 2007</b>	<b>May 2007</b>	<b>Jun 2007</b>	<b>Total</b>
Potentially Hazardous Food & Temperature Control	35	68	50	83	69	52	71	74	110	69	60	68	809
Personnel	13	23	24	46	30	20	23	24	36	33	23	29	324
Food Equipment and Utensils	24	52	42	57	47	35	61	41	66	53	47	58	583
Sanitation	39	59	59	67	57	30	59	45	84	75	67	69	710
Vermin Control	38	50	38	54	40	23	62	39	39	23	29	24	459
Safety	44	75	48	47	43	38	50	52	66	61	54	60	638
Professional Hygiene	9	6	0	2	1	0	0	0	1	1	1	1	22
HACCP	2	0	0	2	1	1	1	0	0	0	0	0	7
Hepatitis A	0	0	0	0	0	0	0	0	0	0	0	0	0
Food Management	1	2	1	1	2	1	2	1	1	2	1	2	17
Cleaning Procedures & Pest Management	4	0	0	1	0	0	0	0	0	0	0	0	5
New Operation	2	0	1	2	1	1	2	0	0	0	1	0	10
Food Employee Training	6	14	5	8	4	3	11	12	10	20	17	12	122
General	0	1	0	0	1	0	0	0	1	0	0	1	4
<b>Total Food Service Seminars Conducted</b>	<b>217</b>	<b>350</b>	<b>268</b>	<b>370</b>	<b>296</b>	<b>204</b>	<b>342</b>	<b>288</b>	<b>414</b>	<b>337</b>	<b>300</b>	<b>324</b>	<b>3,710</b>
<b>Transient Lodging</b>	<b>Jul 2006</b>	<b>Aug 2006</b>	<b>Sep 2006</b>	<b>Oct 2006</b>	<b>Nov 2006</b>	<b>Dec 2006</b>	<b>Jan 2007</b>	<b>Feb 2007</b>	<b>Mar 2007</b>	<b>Apr 2007</b>	<b>May 2007</b>	<b>Jun 2007</b>	<b>Total</b>
Safety	7	13	8	11	6	4	5	6	17	8	7	5	97
Sanitation	1	4	1	4	1	1	1	0	3	2	3	1	22
Consumer Protection	2	5	1	4	1	1	3	1	2	4	3	3	30
General	0	1	2	2	0	0	1	1	0	3	2	3	15
<b>Total Transient Lodging Seminars Conducted</b>	<b>10</b>	<b>23</b>	<b>12</b>	<b>21</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>22</b>	<b>17</b>	<b>15</b>	<b>12</b>	<b>164</b>
<b>Nontransient Lodging</b>	<b>Jul 2006</b>	<b>Aug 2006</b>	<b>Sep 2006</b>	<b>Oct 2006</b>	<b>Nov 2006</b>	<b>Dec 2006</b>	<b>Jan 2007</b>	<b>Feb 2007</b>	<b>Mar 2007</b>	<b>Apr 2007</b>	<b>May 2007</b>	<b>Jun 2007</b>	<b>Total</b>
Safety	1	4	1	1	4	3	1	0	2	5	5	6	33
Sanitation	0	0	1	0	0	2	0	0	1	3	1	4	12
Consumer Protection	0	0	0	0	0	0	0	0	0	3	1	3	7
General	1	1	0	0	1	1	1	0	0	3	3	3	14
<b>Total Nontransient Lodging Seminars Conducted</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>14</b>	<b>10</b>	<b>16</b>	<b>66</b>
<b>Total Seminars Conducted</b>	<b>229</b>	<b>378</b>	<b>282</b>	<b>392</b>	<b>309</b>	<b>216</b>	<b>354</b>	<b>296</b>	<b>439</b>	<b>368</b>	<b>325</b>	<b>352</b>	<b>3,940</b>

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Hospitality Education Program (HEP)

# HEP Activities

<b>NUMBER OF CANDIDATES</b>													
<b>Food Service</b>	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Total
Potentially Hazardous Food Temperature Control	364	459	324	717	527	415	481	604	704	383	428	454	5,860
Personnel	154	153	149	425	293	145	124	125	209	164	146	241	2,328
Food Equipment and Utensils	193	296	200	445	309	177	370	380	617	365	451	443	4,246
Sanitation	262	315	277	468	401	183	349	325	745	414	448	453	4,640
Vermin Control	252	414	237	291	240	148	388	167	322	100	109	203	2,871
Safety	239	375	213	302	308	215	258	377	609	374	418	419	4,107
Professional Hygiene	404	173	0	29	172	0	0	0	10	18	15	20	841
HACCP	29	0	0	60	10	5	25	0	0	0	0	0	129
Food Management	42	88	26	35	72	28	77	45	22	52	52	76	615
Cleaning Procedures and Pest Management	14	0	0	14	0	0	0	0	0	0	0	0	28
New Operation	2	0	1	3	4	1	3	0	0	0	2	0	16
Food Employee Training	39	189	14	48	34	12	131	80	67	101	133	95	943
General	0	70	0	0	25	0	0	0	12	0	0	2	109
<b>Total Food Service Candidates Attended</b>	<b>1,994</b>	<b>2,532</b>	<b>1,441</b>	<b>2,837</b>	<b>2,395</b>	<b>1,329</b>	<b>2,206</b>	<b>2,103</b>	<b>3,317</b>	<b>1,971</b>	<b>2,202</b>	<b>2,406</b>	<b>26,733</b>
<b>Transient Lodging</b>	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Total
Safety	17	32	46	66	31	3	22	20	306	53	29	43	668
Sanitation	2	15	1	22	5	1	1	0	4	13	4	12	80
Consumer Protection	21	25	17	23	5	1	18	12	3	23	8	18	174
General	0	7	24	18	0	0	1	1	0	15	4	19	89
<b>Total Transient Lodging Candidates Attended</b>	<b>40</b>	<b>79</b>	<b>88</b>	<b>129</b>	<b>41</b>	<b>5</b>	<b>42</b>	<b>33</b>	<b>313</b>	<b>104</b>	<b>45</b>	<b>92</b>	<b>1,011</b>
<b>Nontransient Lodging</b>	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Total
Safety	1	8	4	1	63	71	1	0	3	18	14	15	199
Sanitation	0	0	1	0	0	2	0	0	1	16	8	12	40
Consumer Protection	0	0	0	0	0	0	0	0	0	11	6	10	27
General	1	7	0	0	6	1	1	0	0	16	10	10	52
<b>Total Nontransient Lodging Candidates Attended</b>	<b>2</b>	<b>15</b>	<b>5</b>	<b>1</b>	<b>69</b>	<b>74</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>61</b>	<b>38</b>	<b>47</b>	<b>318</b>
<b>Total Candidates Attended</b>	<b>2,036</b>	<b>2,626</b>	<b>1,534</b>	<b>2,967</b>	<b>2,505</b>	<b>1,408</b>	<b>2,250</b>	<b>2,136</b>	<b>3,634</b>	<b>2,136</b>	<b>2,285</b>	<b>2,545</b>	<b>28,062</b>
<b>EDUCATIONAL MATERIALS</b>	Jul 2006	Aug 2006	Sep 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Total
<b>Total Number of Requests (e-mail / phone / walk-in)</b>	<b>55</b>	<b>138</b>	<b>120</b>	<b>139</b>	<b>130</b>	<b>92</b>	<b>161</b>	<b>131</b>	<b>154</b>	<b>99</b>	<b>83</b>	<b>54</b>	<b>1,356</b>
Items Dispersed by Mail	1,060	2,869	2,231	2,411	2,178	1,935	4,031	3,631	4,034	2,418	1,679	1,039	29,516
Workbooks Dispersed to Candidates (in class)	42	88	26	35	72	28	77	45	22	52	52	76	615
<b>Total Number of Items Dispersed</b>	<b>1,102</b>	<b>2,957</b>	<b>2,257</b>	<b>2,446</b>	<b>2,250</b>	<b>1,963</b>	<b>4,108</b>	<b>3,676</b>	<b>4,056</b>	<b>2,470</b>	<b>1,731</b>	<b>1,115</b>	<b>30,131</b>
<b>WEB HITS</b>	<b>13,858</b>	<b>14,375</b>	<b>14,553</b>	<b>13,499</b>	<b>8,133</b>	<b>11,737</b>	<b>9,290</b>	<b>4,426</b>	<b>7,335</b>	<b>8,581</b>	<b>5,488</b>	<b>5,292</b>	<b>116,567</b>

# HEP Activities

Figure 5: Historical Comparison of Number of HEP Seminars Conducted

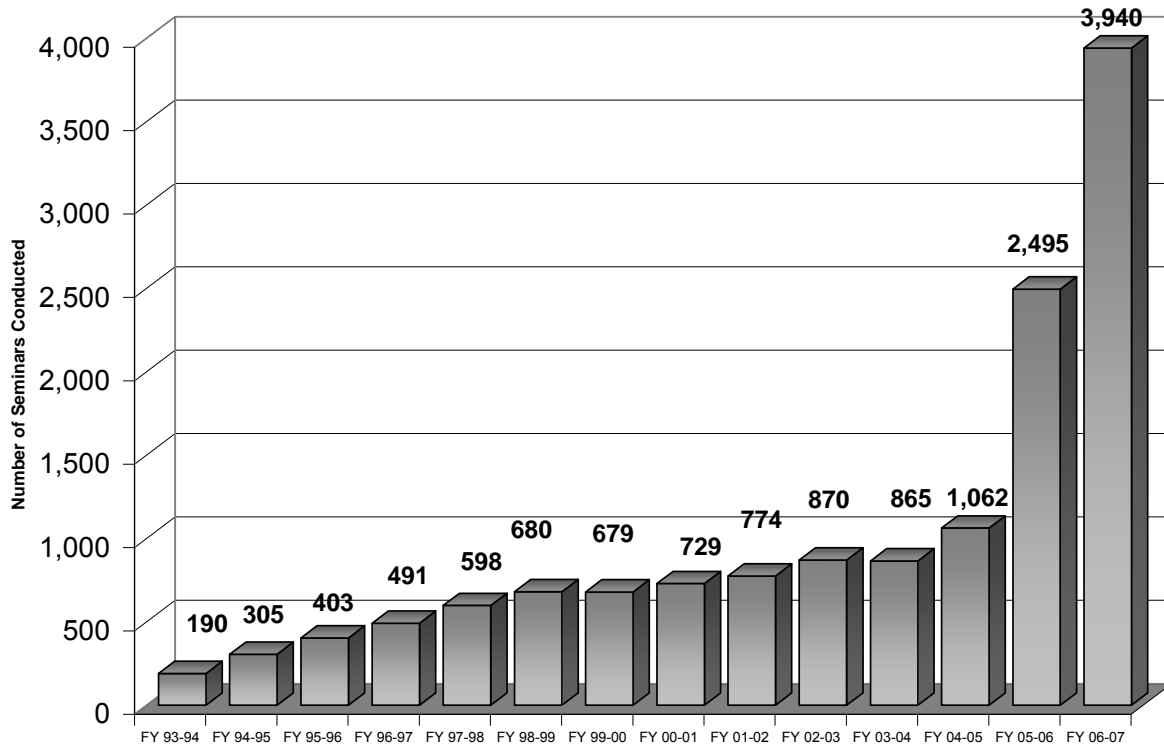


Figure 6: Historical Comparison of Number of HEP Workshop Attendees

