

# Division of Hotels and Restaurants

Annual Report

2008-2009



Florida Department of  
**Business & Professional  
Regulation**





**Charles W. Drago**, Secretary

**Charlie Crist**, Governor

September 30, 2009

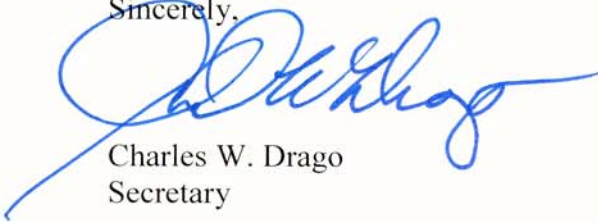
The Honorable Charlie Crist, Governor  
The Capitol  
Tallahassee, Florida 32399-0001

Dear Governor Crist:

Pursuant to Section 509.032(5), Florida Statutes, I am enclosing a copy of the Division of Hotels and Restaurants Annual Report for Fiscal Year 2008-2009.

If you have any questions, please let me know.

Sincerely,



Charles W. Drago  
Secretary

CWD/tc  
Enclosures

cc: The Honorable Jeff Atwater, Senate President  
The Honorable Larry Cretul, Speaker of the House

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 Director's Office;
- the Bureau of Sanitation and Safety Inspections;
- the Bureau of Field Services; and
- the Bureau of Elevator Safety.

During the past fiscal year, the division was authorized 302 positions to provide program services and an operating budget of \$19,140,392. During this period, the division:

- centralized public food service plan review from seven district offices to Tallahassee providing cost reductions and faster turnaround for its customers;
- implemented Chapter 2008-55, Laws of Florida, removing fire violation authority from the division, but requiring periodic reporting of observed violations to the State Fire Marshal;
- conducted a total of 164,046 public food service and lodging establishment inspections to ensure sanitation and safety standards (see tables on pages 10-11);
- performed over 98% of the statutorily required inspections for public food service and lodging establishments (see table on page 12);
- cited a total of 888,552 violations of sanitary standards in public food service and lodging establishments (see tables on pages 13-20);
- continued to enhance efficiencies gained through the enterprise-wide re-engineering project to improve operations and inspections;
- completed implementation of a department-wide document management system to reduce filing space and allow easier retrieval of documents statewide;
- researched upgrades to field inspection hardware and software to allow better communications between field and office staff, specifically to provide e-mail capabilities to field staff; and
- received 17 Prudential - Davis Productivity Awards recognizing cost savings and exemplary performance.

## **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.

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

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

The Hospitality Education Program (HEP), was designed to provide education and information to operators of hospitality businesses licensed by the division. The program is funded by a fee which is included as part of every public lodging and food service establishment's license fee.

During the past year, the Hospitality Education Program trained 29,281 hospitality industry employees in 4,948 workshops offered in communities throughout the state. HEP workshops were offered in English and Spanish.

Effective October 1, 2009, Chapter 2009-195, Laws of Florida, makes changes to chapter 509, Florida Statutes, eliminating the division's role of education provider to a single purpose of administering the school-to-career grant. As a result, the food employee and discipline-related training previously provided by HEP has been discontinued.

## **BUREAU OF SANITATION AND SAFETY INSPECTIONS**

**Kendall Burkett, Bureau Chief**

During Fiscal Year 2008-2009, the Bureau of Sanitation and Safety Inspections accomplished 164,046 inspections of the 82,595 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. 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.

**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.

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 US Food and Drug Administration (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 in food service sanitation and safety. In 2008-2009, OPQ facilitated 7,247 continuing education hours statewide.

OPQ staff is responsible for monitoring federal and state food 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.

**Office of Plan Review (OPR)** oversees plan review for new or altered food service establishments, acting on variance requests and ensuring statewide consistency. Centralization of plan review from the district offices to Tallahassee Headquarters was completed in January 2009. OPR reviewed 5,215 plans for a total of \$782,000 collected in revenue; a 2.6% increase from the previous year. In addition, OPR also improved turnaround times for plan review approvals from 22.5 days to an average of 16 days. Centralization also resolved numerous workload inequities and substantially improved customer service.

Throughout the centralization process, OPR implemented various process improvements, cost reduction and avoidance strategies, including electronic plan review submission, thereby reducing postage and printing costs. Furthermore, OPR transitioned to paperless storage of approved plans, which allows for immediate division-wide access, and streamlines the licensure process.

## **BUREAU OF FIELD SERVICES**

**Thomas N. Coker, Bureau Chief**

The Bureau of Field Services supports the rest of the division to ensure achievement of the core mission. This bureau includes the division's licensure and compliance sections. In addition, the bureau 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 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 stewards reside in this unit and are responsible for creating and disseminating customized reports for the division's staff and the public.

### **Licensure Section**

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 82,595 public food and lodging establishments and 47,271 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. Continued implementation of the departmental document management system this fiscal year created the opportunity to integrate incoming and outgoing documents into an electronic system for faster retrieval statewide, eliminating physical storage of thousands of paper documents annually.

### **Compliance Section**

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 time and reduces the need for litigation. In addition, the Compliance Section pioneered electronic storage, retrieval and sharing using available network resources, and at fiscal year end were testing migration of their current system to the new department document management system.

## **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' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.2, A17.3 and A18.1) 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; NFPA Life Safety Code, Americans with Disability Act and Florida Accessibility Code; Chapter 61C-5, Florida Administrative Code; and Chapter 30, Florida Building Code-Buildings.

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 and Miami Beach, Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that the programs adhere to state standards.

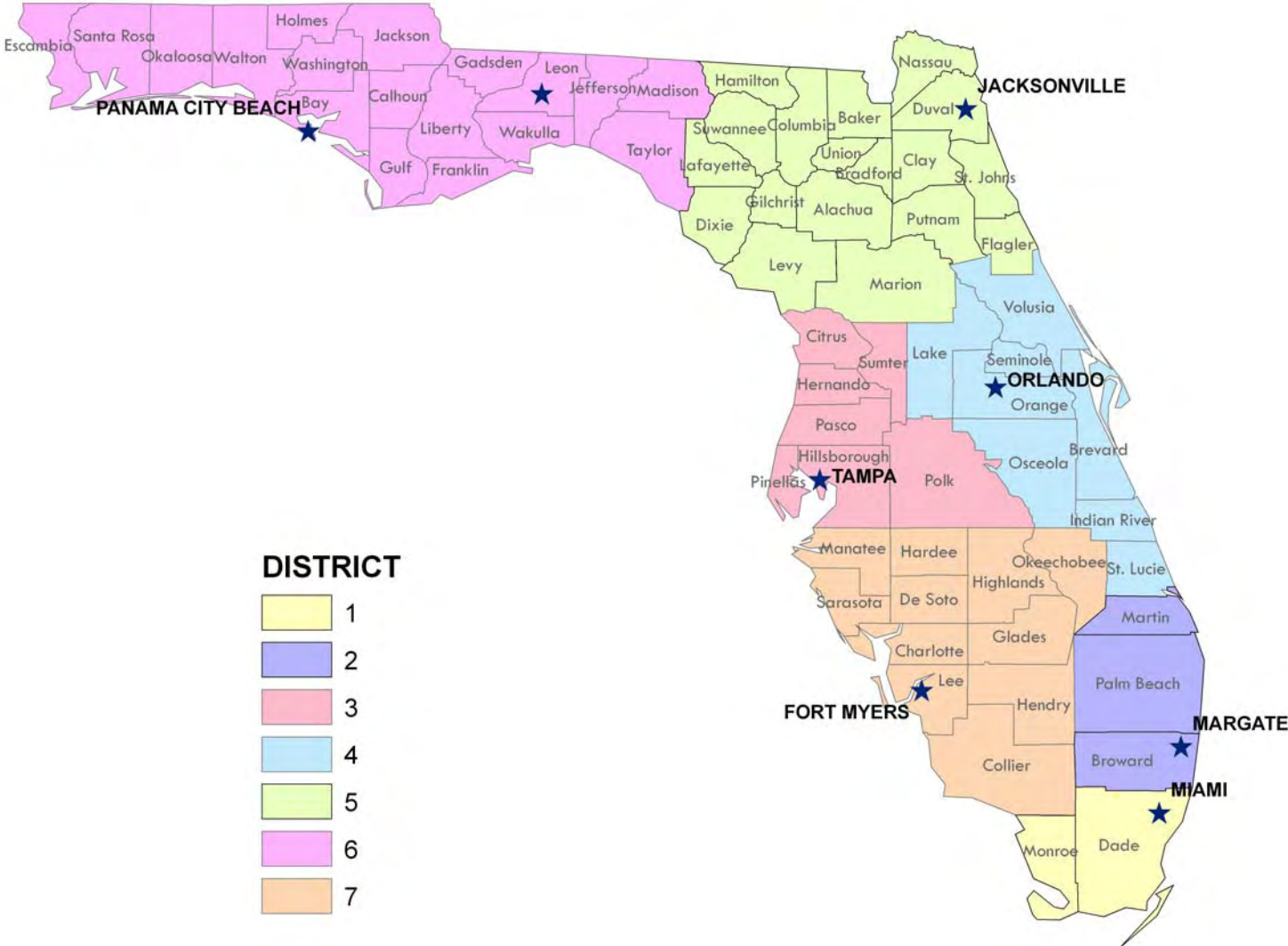
The bureau's statutory responsibility changed to a regulatory function in recent years. To assure rider safety, bureau inspectors monitor the quality of private elevator inspections and local contracted programs. In addition to performing inspections, the bureau's twelve certified elevator inspectors 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 2008-2009, these inspectors conducted 6,989 monitoring inspections. The bureau's oversight role for over 50,000 conveyances and five contracted jurisdictions continues to increase because of growth in new elevator construction and registration of new private elevator inspection firms doing business in the State.

## **Participation in National Food Safety Initiatives**

The Division of Hotels and Restaurants participates in the U.S. Food and Drug Administration's voluntary National Retail Food Regulatory Program Standards. The division is the largest restaurant inspection program nationwide to meet five program standards. The standards provide a framework for regulatory entities to voluntarily assess retail food safety programs utilizing nationally recognized criteria. These benchmark standards for food safety programs are not simply minimum requirements, but they enumerate the best practices for retail food safety inspection programs. The nine standards are the division's primary tool for continuous improvement in food safety operations. The goal is to fully integrate the standards into the division's core value system and daily operations.

The division is actively involved in national food safety initiatives through the FDA and the national Conference for Food Protection. Several division staff members serve on key committees or councils where their input helps to shape national model codes and policies. The conference is comprised of representatives from industry, academia, consumer interest groups and regulators from federal, state and local jurisdictions and is the national forum for the deliberation of issues relative to food safety, including recommendations for the FDA Food Code.

# Regulatory Districts and Offices



# Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2008-2009

District	New/Conversion	Closed	Remodel	Total	Fees
1	519	11	148	678	\$101,700
2	467	8	247	722	\$108,300
3	685	6	311	1,002	\$150,300
4	690	24	370	1,084	\$162,600
5	475	12	225	712	\$106,800
6	290	4	126	420	\$63,000
7	404	3	190	597	\$89,550
<b>Total</b>	<b>3,530</b>	<b>68</b>	<b>1,617</b>	<b>5,215</b>	<b>\$782,250</b>

\* NOTE: Tallahassee central plan review office processed 83% of all plan reviews this year. Plan review functions transferred from the district offices to Tallahassee headquarters during the first 6 months.

Table 2: Number of Variances and Fees Processed—FY 2008-2009

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	3	3	6	\$450	\$900	\$1,350
2	3	6	9	\$450	\$1,800	\$2,250
3	7	3	10	\$1,050	\$900	\$1,950
4	8	17	25	\$1,200	\$5,100	\$6,300
5	4	3	7	\$600	\$900	\$1,500
6	1	0	1	\$150	\$0	\$150
7	1	6	7	\$150	\$1,800	\$1,950
<b>Total</b>	<b>27</b>	<b>38</b>	<b>65</b>	<b>\$4,050</b>	<b>\$11,400</b>	<b>\$15,450</b>



## Public Lodging and Food Service Establishment

# Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2008-2009

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>PUBLIC LODGING ESTABLISHMENTS</b>								
Hotels	306	226	213	325	181	122	141	1,514
Motels	293	395	526	585	379	352	352	2,882
Nontransient Apartments	5,395	3,811	2,708	2,180	1,434	1,044	867	17,439
Transient Apartments	189	266	205	108	44	22	176	1,010
Nontransient Rooming Houses	50	33	12	24	15	4	13	151
Transient Rooming Houses	58	31	40	35	20	10	13	207
Bed and Breakfasts	51	21	32	40	73	27	18	262
Resort Condominiums								
Single	219	21	122	1,051	102	189	40	1,744
Group	67	72	89	258	45	174	209	914
Collective	38	11	75	53	23	131	133	464
Resort Dwellings								
Single	298	52	3,181	6,337	93	655	122	10,738
Group	10	6	12	10	7	15	12	72
Collective	53	7	78	123	20	101	119	501
<b>SUBTOTAL</b>	<b>7,027</b>	<b>4,952</b>	<b>7,293</b>	<b>11,129</b>	<b>2,436</b>	<b>2,846</b>	<b>2,215</b>	<b>37,898</b>
<b>PUBLIC FOOD SERVICE ESTABLISHMENTS</b>								
Seating	4,919	6,214	6,233	7,282	4,356	2,878	4,196	36,078
Permanent Nonseating	824	940	893	1,044	520	283	461	4,965
Theme Park Food Carts	0	0	12	20	7	0	0	39
Catering	75	106	70	103	51	45	55	505
Hot Dog Carts	158	62	238	172	112	33	50	825
Mobile Food Dispensing Vehicles	275	166	373	410	163	136	152	1,675
Vending Machines	4	20	22	389	126	2	47	610
<b>SUBTOTAL</b>	<b>6,255</b>	<b>7,508</b>	<b>7,841</b>	<b>9,420</b>	<b>5,335</b>	<b>3,377</b>	<b>4,961</b>	<b>44,697</b>
<b>GRAND TOTAL</b>	<b>13,282</b>	<b>12,460</b>	<b>15,134</b>	<b>20,549</b>	<b>7,771</b>	<b>6,223</b>	<b>7,176</b>	<b>82,595</b>

SOURCE: DBPR Single Licensing System 07.01.2009

Table 4: Temporary Food Service Event Licenses Issued — FY 2008-2009

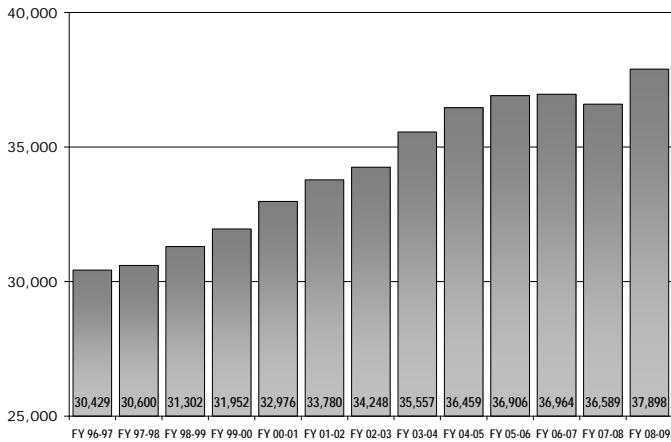
License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	608	458	287	679	318	247	69	2,666
4-30 day license	317	416	871	770	349	131	348	3,202
Annual license	2	6	4	8	5	6	3	34
<b>Total</b>	<b>927</b>	<b>880</b>	<b>1,162</b>	<b>1,457</b>	<b>672</b>	<b>384</b>	<b>420</b>	<b>5,902</b>

SOURCE: DBPR Single Licensing System 08.02.2009

# Licensing

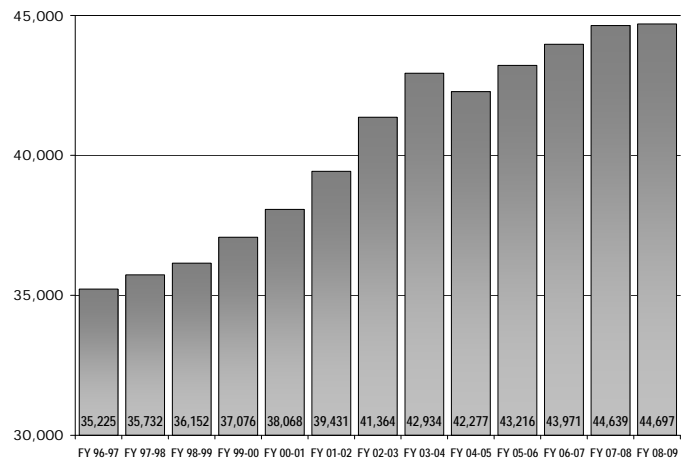
Figure 1: Historical Comparison of Total Number of Public Lodging and Food Service Accounts

## LODGING

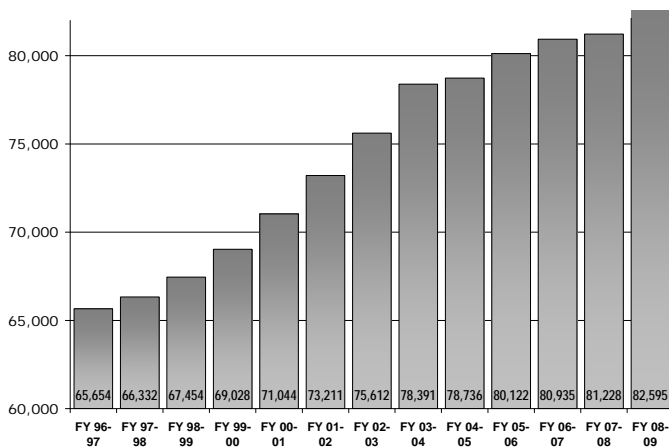


In January 2008, the division administratively closed over 1,500 resort condominium and dwelling accounts that were expired over one year, resulting in a net decrease in lodging accounts for FY 2007-08.

## FOOD SERVICE



## TOTAL ACCOUNTS



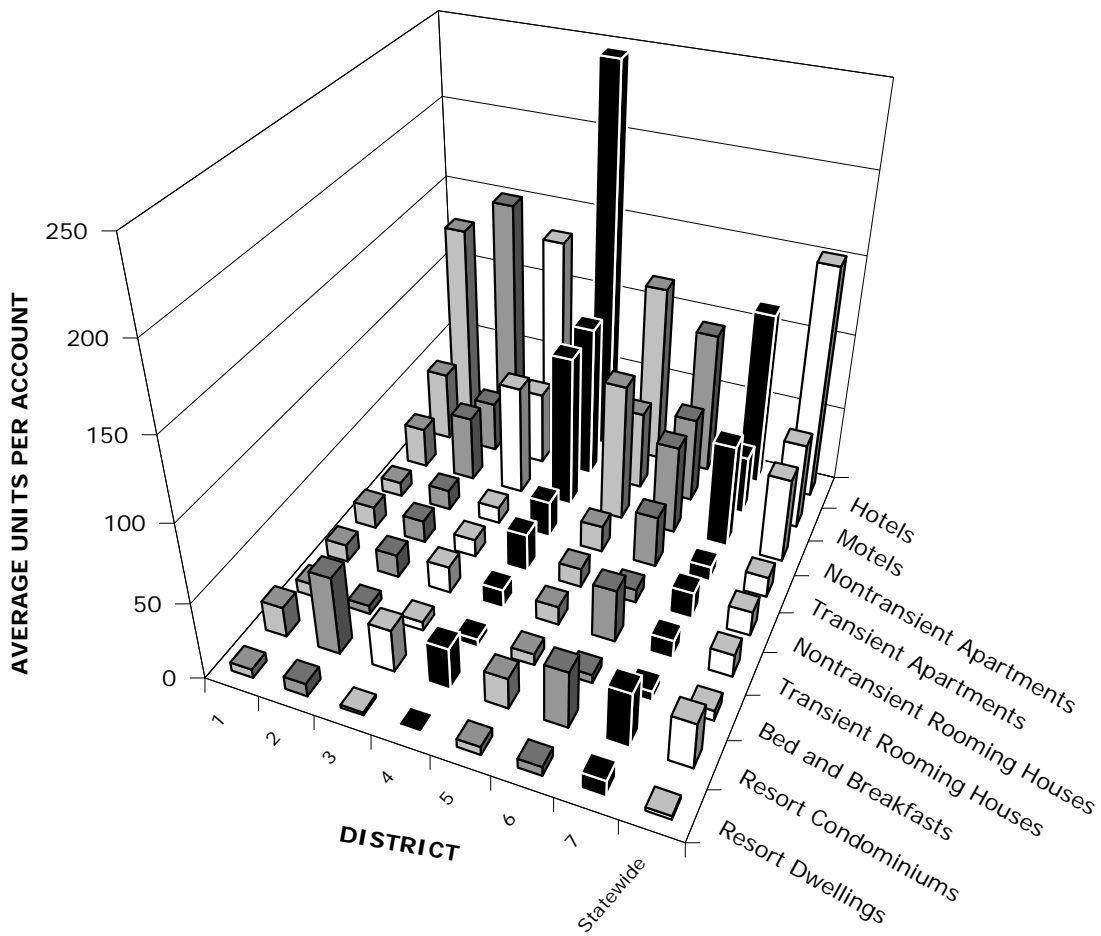
# Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2008-2009

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	39,150	34,073	28,388	80,394	21,152	11,447	16,181	230,785
Motels	13,478	13,069	25,394	58,798	19,593	19,782	13,707	163,821
Nontransient Apartments	143,001	163,590	195,662	217,976	129,228	61,187	59,087	969,731
Transient Apartments	1,792	3,540	2,228	2,624	759	744	1,721	13,408
Nontransient Rooming Houses	725	488	141	611	186	35	229	2,415
Transient Rooming Houses	677	468	699	439	243	345	159	3,030
Bed and Breakfasts	440	119	186	216	536	148	121	1,766
Resort Condominiums	6,447	5,309	7,929	37,626	3,417	18,360	13,775	92,863
Resort Dwellings	2,052	543	6,083	9,929	654	4,635	2,783	26,679
<b>TOTAL</b>	<b>207,762</b>	<b>221,199</b>	<b>266,710</b>	<b>408,613</b>	<b>175,768</b>	<b>116,683</b>	<b>107,763</b>	<b>1,504,498</b>

SOURCE: DBPR Single Licensing System 07.01.2009

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2008-2009



# Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2008-2009

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER	
1	960	12,258	318	2	85	13,623
2	1,118	15,480	395	25	9	17,027
3	1,268	17,112	563	41	2	18,986
4	1,476	21,364	643	87	8	23,578
5	972	10,510	409	30	1	11,922
6	561	8,491	365	28	0	9,445
7	764	10,823	315	10	4	11,916
<b>TOTAL</b>	<b>7,119</b>	<b>96,038</b>	<b>3,008</b>	<b>223</b>	<b>109</b>	<b>106,497</b>

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER	
1	310	7,359	110	4	8	7,791
2	272	5,800	64	1	0	6,137
3	197	5,645	107	1	1	5,951
4	206	5,405	193	32	0	5,836
5	132	2,819	87	2	0	3,040
6	103	2,386	69	7	1	2,566
7	88	2,637	29	2	0	2,756
<b>TOTAL</b>	<b>1,308</b>	<b>32,051</b>	<b>659</b>	<b>49</b>	<b>10</b>	<b>34,077</b>

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER	
1	1,270	19,617	428	6	93	21,414
2	1,390	21,280	459	26	9	23,164
3	1,465	22,757	670	42	3	24,937
4	1,682	26,769	836	119	8	29,414
5	1,104	13,329	496	32	1	14,962
6	664	10,877	434	35	1	12,011
7	852	13,460	344	12	4	14,672
<b>TOTAL</b>	<b>8,427</b>	<b>128,089</b>	<b>3,667</b>	<b>272</b>	<b>119</b>	<b>140,574</b>

SOURCE: DBPR Single Licensing System 07.30.2009

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.



# Inspections

Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2008-2009

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	29	2,279	27	0	0	2,335
2	81	3,420	41	1	0	3,543
3	42	3,006	18	1	0	3,067
4	46	3,584	30	6	0	3,666
5	96	2,917	67	4	0	3,084
6	10	1,432	32	8	0	1,482
7	32	3,256	27	1	0	3,316
<b>TOTAL</b>	<b>336</b>	<b>19,894</b>	<b>242</b>	<b>21</b>	<b>0</b>	<b>20,493</b>

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	9	1,077	26	0	1	1,113
2	33	733	7	1	0	774
3	6	214	3	0	0	223
4	7	217	6	0	0	230
5	21	176	5	0	0	202
6	1	126	10	3	0	140
7	6	291	0	0	0	297
<b>TOTAL</b>	<b>83</b>	<b>2,834</b>	<b>57</b>	<b>4</b>	<b>1</b>	<b>2,979</b>

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	38	3,356	53	0	1	3,448
2	114	4,153	48	2	0	4,317
3	48	3,220	21	1	0	3,290
4	53	3,801	36	6	0	3,896
5	117	3,093	72	4	0	3,286
6	11	1,558	42	11	0	1,622
7	38	3,547	27	1	0	3,613
<b>TOTAL</b>	<b>419</b>	<b>22,728</b>	<b>299</b>	<b>25</b>	<b>1</b>	<b>23,472</b>

SOURCE: DBPR Single Licensing System 07.30.2009

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

# Inspections

Table 8: Public Lodging and Food Service Establishment Inspection Frequency and Performance—FY 2008-2009

- **Apartments 99.3% (target 100%)**
- **Lodging (non apartments) 99.9% inspected at least once (target 100%)**
- **Lodging (non apartments) 99.4% inspected twice (target 100%)**
- **Food Establishments 99.6% inspected at least once (target 100%)**
- **Food Establishments 97.5% inspected twice (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	44,737	5,020	18,450	68,207
Percent Change Since Last Fiscal Year	0.16%	0.95%	-0.52%	0.04%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	89,474	10,040	18,450	117,964
Number Active Licenses Inspected Once This Period	2,118	85	15,625	17,828
Number Active Licenses Inspected Twice This Period	42,461	4,932	2,689	50,082
Number Active Licenses Not Inspected This Period	158	3	136	297
Percent Active Licenses Inspected Once This Period	4.73%	1.69%	84.69%	26.14%
Percent Active Licenses Inspected Twice This Period	94.91%	98.25%	14.57%	73.43%
Percent Active Licenses Not Inspected This Period	0.35%	0.06%	0.74%	0.44%
Number Active Licenses that Met or Exceeded Annual Requirement	43,623	4,990	18,314	66,927
Percent Active Licenses that Met or Exceeded Annual Requirement	97.51%	99.40%	99.26%	98.12%

SOURCE: DBPR Single Licensing System reports run on 07.04.2008.

\*Other than apartments, resort condos and resort dwellings. For purpose of this table, the term "lodging" includes hotels, motels, rooming houses and bed & breakfast inns. Resort condominiums and resort dwellings are inspected in response to complaints and are not included above. All data for this table was collected on 7/04/2008. The number of active licenses is slightly different from Table 3 because of license processing accomplished since compiling the data for that table.

# Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2008-2009

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>					
15-06 Hoods shall be sized and configured to provide for the capture and removal of grease-laden vapors	0	27	27	0.00%	0.000
15-07 The distance between the grease removal device and the cooking surface shall be as great as possible but not less than 18 inches.	0	3	3	0.00%	0.000
15-08 Where grease removal devices are used in conjunction with charcoal or charcoal-type broilers, including gas or electrically heated char-broilers, a minimum vertical distance of 4 feet shall be maintained between the lower edge of the grease removal device and the cooking surface	0	1	1	0.00%	0.000
15-09 Grease filters shall be installed at an angle not less than 45 degrees from the horizontal	0	11	11	0.00%	0.000
15-10 Listed grease filters, listed baffles, or other listed grease removal devices for use with commercial cooking equipment shall be provided	0	3	3	0.00%	0.000
15-24 Grease filters shall be easily accessible and removable for cleaning	0	33	33	0.00%	0.000
15-25 Grease filters shall be equipped with a grease drip tray beneath their lower edges	0	283	283	0.03%	0.003
15-26 Filter-equipped exhaust systems shall not be operated with filters removed	0	229	229	0.03%	0.002
15-27 Mesh filters shall not be used	0	17	17	0.00%	0.000
15-28 Grease filters shall be arranged so that all exhaust air shall pass through the grease filters	0	2,749	2,749	0.34%	0.026
15-39 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	17	17	0.00%	0.000
15-40 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	125	125	0.02%	0.001
15-41 A heavy metal container or cart (minimum 16 gauge) with a cover shall be provided for the removal of ash	0	1	1	0.00%	0.000
15-42 Grease filter orientation and installation	0	365	365	0.04%	0.003
35B-02 Doors required to swing in the direction of egress travel	5	0	5	0.00%	0.000
37-20 Hoods, grease removal devices, fans, ducts, and other appurtenances shall be cleaned to bare metal prior to surfaces becoming heavily contaminated with grease or oily sludge	0	2,003	2,003	0.24%	0.019
39-03 Exhaust systems shall be operated whenever cooking equipment is turned on	0	87	87	0.01%	0.001
39-05 Cooking equipment used in processes producing smoke or grease-laden vapors shall be equipped with a sufficient exhaust system	0	102	102	0.01%	0.001
39-09 All solid fuel cooking equipment served by hood and duct systems shall be separate from all other exhaust systems	0	10	10	0.00%	0.000
45 Fire extinguishers - proper and sufficient	9,713	0	9,713	1.19%	0.091
46 Exiting System - adequate, good repair	5,085	0	5,085	0.62%	0.048
47 Electrical wiring = adequate, good repair	9,933	0	9,933	1.21%	0.093
48 Gas appliances - properly installed, maintained	2,022	0	2,022	0.25%	0.019
49 Flammable/combustible materials - properly stored	934	0	934	0.11%	0.009
<b>Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>	<b>27,692</b>	<b>6,066</b>	<b>33,758</b>	<b>4.12%</b>	<b>0.317</b>

NOTE: Based on initial inspections only.

Continued on next page

# Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2008-2009  
(continued)

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)	30	0	30	0.00%	0.000
01A Food obtained from approved source	260	0	260	0.03%	0.002
01B Wholesome, sound condition	6,778	0	6,778	0.83%	0.064
02 Original container; properly labeled, date marking, shell stock tags	40,963	0	40,963	5.00%	0.385
02-11 Consumer advisory on raw/undercooked oysters	614	0	614	0.08%	0.006
02-13 Consumer advisory on raw/undercooked animal products	4,374	0	4,374	0.53%	0.041
03 Food at proper temperature (manually entered/scanned)	70	0	70	0.01%	0.001
03A Cold food at proper temperatures during storage, display, service, transport and cold holding	16,595	0	16,595	2.03%	0.156
03B Hot food at proper temperature	5,483	0	5,483	0.67%	0.051
03C Foods properly cooked/reheated	937	0	937	0.11%	0.009
03D Foods properly cooled	2,531	0	2,531	0.31%	0.024
07 Unwrapped or potentially hazardous food not reserved	68	0	68	0.01%	0.001
08A Food protection during storage, prep, display, service, transportation	54,258	0	54,258	6.63%	0.510
08B Cross-contamination, equipment, personnel, storage	3,558	0	3,558	0.43%	0.033
09 Foods handled with minimum contact	14,812	0	14,812	1.81%	0.139
11 Personnel with infections restricted	315	0	315	0.04%	0.003
12A Hands washed and clean, good hygienic practices (observed), alternative operation plan	19,254	0	19,254	2.35%	0.181
12B Proper hygienic practices, eating/drinking/smoking (evidence)	12,081	0	12,081	1.48%	0.113
22 Food contact surfaces clean and sanitized	79,940	0	79,940	9.77%	0.751
32 Restroom with self-closing doors, fixtures operate properly, facility clean, supplied with handsoap, disposable towels or hand drying devices, tissue, covered waste receptacles.	53,335	0	53,335	6.52%	0.501
41A Toxic items properly stored	11,336	0	11,336	1.38%	0.106
41B Toxic items labeled and used properly	11,683	0	11,683	1.43%	0.110
53 Food management certification valid/Employee Training (manually entered/scanned)	58	0	58	0.01%	0.001
53A Food management certification valid	17,073	0	17,073	2.09%	0.160
53B Employee Training verification	16,452	0	16,452	2.01%	0.154
<b>Subtotal: FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS</b>	<b>372,858</b>	<b>0</b>	<b>372,858</b>	<b>45.55%</b>	<b>3.501</b>

NOTE: Based on initial inspections only.

Continued on next page



# Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2008-2009  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
04 Facilities to maintain product temperature	6,311	0	6,311	0.77%	0.059
05 Thermometers provided and conspicuously placed	17,599	0	17,599	2.15%	0.165
06 Potentially hazardous food properly thawed	4,221	0	4,221	0.52%	0.040
08 Food protection/cross-contamination (manually entered/scanned)	82	0	82	0.01%	0.001
08C Potential for cross-contamination; storage practices; damaged food segregated	92	0	92	0.01%	0.001
10 In-use food dispensing utensils properly stored	0	17,503	17,503	2.14%	0.164
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	46	0	46	0.01%	0.000
13 Clean clothes, hair restraints	0	9,636	9,636	1.18%	0.090
14 Food contact surfaces designed, constructed, maintained, installed, located	0	34,781	34,781	4.25%	0.327
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	10,590	10,590	1.29%	0.099
16 Dishwashing facilities designed, constructed, operated	4,898	0	4,898	0.60%	0.046
17 Thermometers, gauges, test kits provided	10,179	0	10,179	1.24%	0.096
18 Pre-flushed, scraped, soaked	0	3,494	3,494	0.43%	0.033
19 Wash, rinse water clean, proper temperature	0	321	321	0.04%	0.003
20 Sanitizing concentration or temperature (manually entered/scanned)	56	0	56	0.01%	0.001
20A Sanitizing concentration	8,993	0	8,993	1.10%	0.084
20B Sanitizing temperature	1,002	0	1,002	0.12%	0.009
21 Wiping cloths clean, used properly, stored	0	19,972	19,972	2.44%	0.188
23 Non-food contact surfaces clean	0	29,012	29,012	3.54%	0.272
24 Storage/handling of clean equipment, utensils	0	18,499	18,499	2.26%	0.174
25 Single service items properly stored, handled, dispensed	0	15,869	15,869	1.94%	0.149
26 Single service articles not re-used	0	887	887	0.11%	0.008
27 Water source safe, hot and cold under pressure	6,910	0	6,910	0.84%	0.065
28 Sewage and waste water disposed properly	1,267	0	1,267	0.15%	0.012
29 Plumbing installed and maintained	0	11,574	11,574	1.41%	0.109
30 Cross-connection, back siphonage, backflow	7,154	0	7,154	0.87%	0.067
31 Toilet and handwashing facilities, number, convenient, designed, installed	16,113	0	16,113	1.97%	0.151
33 Containers covered, adequate number, insect and rodent proof, emptied at proper intervals, clean	0	9,180	9,180	1.12%	0.086

NOTE: Based on initial inspections only.

Continued on next page

# Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2008-2009  
(continued)

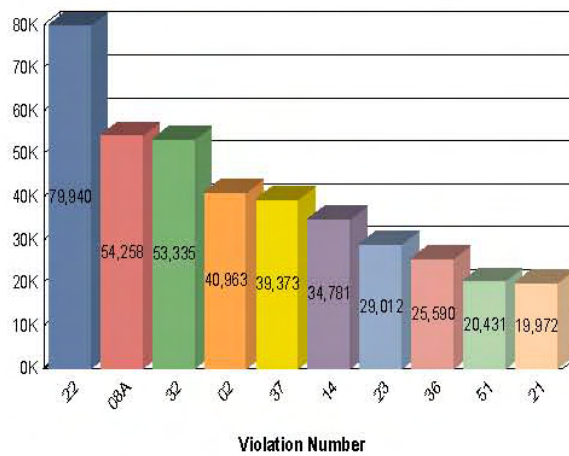
Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
34 Outside storage area clean, enclosure properly constructed	0	3,475	3,475	0.42%	0.033
35 Vermin-insect/rodent presence or protection. Animals prohibited. (manually entered/scanned)	39	0	39	0.00%	0.000
35A Presence of insects/rodents. Animals prohibited.	9,071	0	9,071	1.11%	0.085
35B Outer openings protected from insects; rodent proof	7,070	0	7,070	0.86%	0.066
36 Physical facilities-floors properly constructed, clean, drained, coved	0	25,590	25,590	3.13%	0.240
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	39,373	39,373	4.81%	0.370
38 Lighting provided as required. Fixtures shielded	0	11,858	11,858	1.45%	0.111
39 Rooms and equipment - vented as required	0	384	384	0.05%	0.004
40 Employee lockers provided and used, clean	0	4,103	4,103	0.50%	0.039
41 Toxic items properly stored, labeled and used properly (manually entered/scanned)	53	0	53	0.01%	0.000
42 Premises maintained, no unnecessary articles. Cleaning and maintenance equipment properly stored. Kitchen restricted.	0	12,329	12,329	1.51%	0.116
43 Complete separation from living/sleeping area, laundry	0	45	45	0.01%	0.000
44 Clean and soiled linen segregated and properly stored	0	403	403	0.05%	0.004
50 Current license, properly displayed	10,481	0	10,481	1.26%	0.098
51 Other conditions sanitary and safe operation	0	20,431	20,431	2.50%	0.192
52 False/Misleading statements published or advertised relating to food/beverage	781	0	781	0.10%	0.007
54 Florida Clean Indoor Air Act Compliance	0	107	107	0.01%	0.001
55 Automatic Gratuity Notice	0	50	50	0.01%	0.000
56 Copy of Chapter 509, Florida Statutes, available	0	14	14	0.00%	0.000
57 HEP Information Provided (not a violation, not counted in total)	0	15	15	0.00%	0.000
<b>Subtotal: GOOD RETAIL PRACTICES</b>	<b>112,418</b>	<b>299,522</b>	<b>411,940</b>	<b>50.33%</b>	<b>3.668</b>

# Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2008-2009

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GRAND TOTAL</b>	<b>512,968</b>	<b>305,546</b>	<b>818,514</b>		<b>7.686</b>
<b>Average per Inspection:</b>		<b>4.817</b>	<b>2.869</b>	<b>7.686</b>	

## Top 10 Violations



NOTE: Based on initial inspections only.

### Top 10 Food Violations

- 22 \*Food Contact Surfaces Clean and Sanitized
- 08A \*Food Protection
- 32 \*Restrooms Clean
- 02 \*Food Container Labeling
- 37 Walls and Ceilings
- 14 Food Contact Surfaces Designed
- 23 Non-food Contact Surfaces Clean
- 36 Floors
- 51 Clean and Sanitary Conditions
- 21 Wiping Cloths clean, used properly, stored



## Public Lodging Establishment

## Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2008-2009

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>					
01 Safety: Fire extinguishers/standpipe systems	3,189	0	3,189	4.55%	0.094
02 Safety: Fire hazards	2,220	0	2,220	3.17%	0.065
03 Safety: Sprinkler system	329	0	329	0.47%	0.010
04 Safety: Smoke detectors - fire alarm systems	2,441	0	2,441	3.49%	0.072
06 Safety: Exits - obstructions, exit signs, emergency lights	2,535	0	2,535	3.62%	0.074
07 Safety: Electrical deficiencies	1,508	0	1,508	2.15%	0.044
08-03 Safety: Boiler certificate	724	0	724	1.03%	0.021
12-04 Safety: Balcony - railing with greater than 4 inch opening	72	0	72	0.10%	0.002
<b>Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>	<b>13,018</b>	<b>0</b>	<b>13,018</b>	<b>18.59%</b>	<b>0.382</b>
<b>LODGING VIOLATIONS</b>					
05 Safety: Smoke detectors - hearing impaired	1,326	0	1,326	1.89%	0.039
08 Safety: Boiler, boiler room	627	0	627	0.90%	0.018
09 Safety: Lighting - public, guest rooms	319	0	319	0.46%	0.009
10 Safety: Adequate heating	19	0	19	0.03%	0.001
11 Safety: Appliances properly installed; maintained	85	0	85	0.12%	0.002
12 Safety: Balcony - railing safety, certification	4,369	0	4,369	6.24%	0.128
13 Safety: Building repair	0	6,049	6,049	8.64%	0.178
14 Safety: Proper locking devices	207	0	207	0.30%	0.006
15 Sanitation: Bathrooms - public, guest, supplies	0	1,573	1,573	2.25%	0.046
16 Sanitation: Water source safe; hot/cold provided	159	0	159	0.23%	0.005
17 Sanitation: Bedding - bed linens, towels	0	1,167	1,167	1.67%	0.034
18 Sanitation: Household furnishings	0	1,399	1,399	2.00%	0.041
19 Sanitation: Plumbing	0	5,229	5,229	7.47%	0.153
20 Sanitation: Ventilation	0	400	400	0.57%	0.012
21 Sanitation: Toxics - storage, use	723	0	723	1.03%	0.021
22 Sanitation: Ice protection	559	0	559	0.80%	0.016
23 Sanitation: Glassware, tableware, utensils sanitized	816	0	816	1.17%	0.024
24 Sanitation: Vermin control	1,298	0	1,298	1.85%	0.038

NOTE: Based on initial inspections only.

Continued on next page



## Public Lodging Establishment

**Violations**Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2008-2009  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
25 Sanitation: Premises maintained	0	9,796	9,796	13.99%	0.287
26 Sanitation: Garbage and refuse disposal	0	7,083	7,083	10.11%	0.208
27 Sanitation: Sewage and waste water disposal	108	0	108	0.15%	0.003
28 Consumer Protection: Advertisement	112	0	112	0.16%	0.003
29 Consumer Protection: Guest property - liability, notified	0	5	5	0.01%	0.000
30 Consumer Protection: Room Rate Schedule	0	2,054	2,054	2.93%	0.060
31 Consumer Protection: Room rates posted	0	2,354	2,354	3.36%	0.069
32 Consumer Protection: Security Deposit	0	3	3	0.00%	0.000
33 Consumer Protection: Unethical business practices; overbooking	3	0	3	0.00%	0.000
34 Consumer Protection: Licensee - criminal conduct	0	5	5	0.01%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	6	6	0.01%	0.000
36 Consumer Protection: Telephone surcharge posted	0	994	994	1.42%	0.029
37 Consumer Protection: Guest register	0	50	50	0.07%	0.001
38 General: Current license - displayed, available upon request	6,756	0	6,756	9.65%	0.198
39 General: Housekeeping	0	1,156	1,156	1.65%	0.034
40 General: Other conditions - safe, sanitary	0	151	151	0.22%	0.004
41 General: Posting operator service agreement	0	48	48	0.07%	0.001
42 General: Blocking operator access	0	5	5	0.01%	0.000
43 General: Copy of Chapter 509, Florida Statutes, available	0	7	7	0.01%	0.000
44 HEP Information Provided (not a violation, not counted in total)	0	1	1	0.00%	0.000
<b>Subtotal: LODGING VIOLATIONS</b>	<b>17,486</b>	<b>39,556</b>	<b>57,042</b>	<b>81.44%</b>	<b>1.674</b>

NOTE: Based on initial inspections only.

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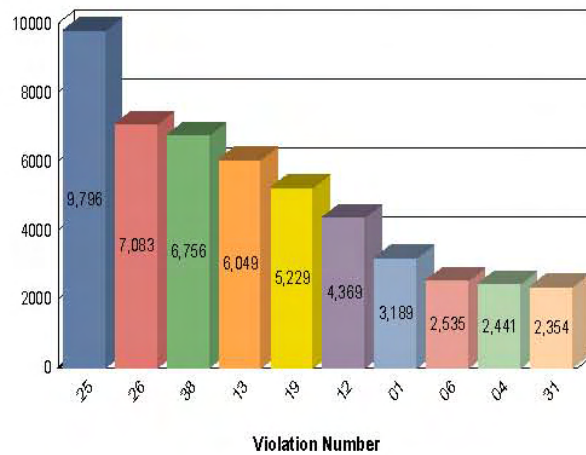
Public Lodging Establishment

# Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2008-2009

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GRAND TOTAL</b>	<b>30,504</b>	<b>39,534</b>	<b>70,038</b>		<b>2.055</b>
<b>Average per Inspection:</b>	<b>0.895</b>	<b>1.160</b>	<b>2.055</b>		

## Top 10 Violations



NOTE: Based on initial inspections only.

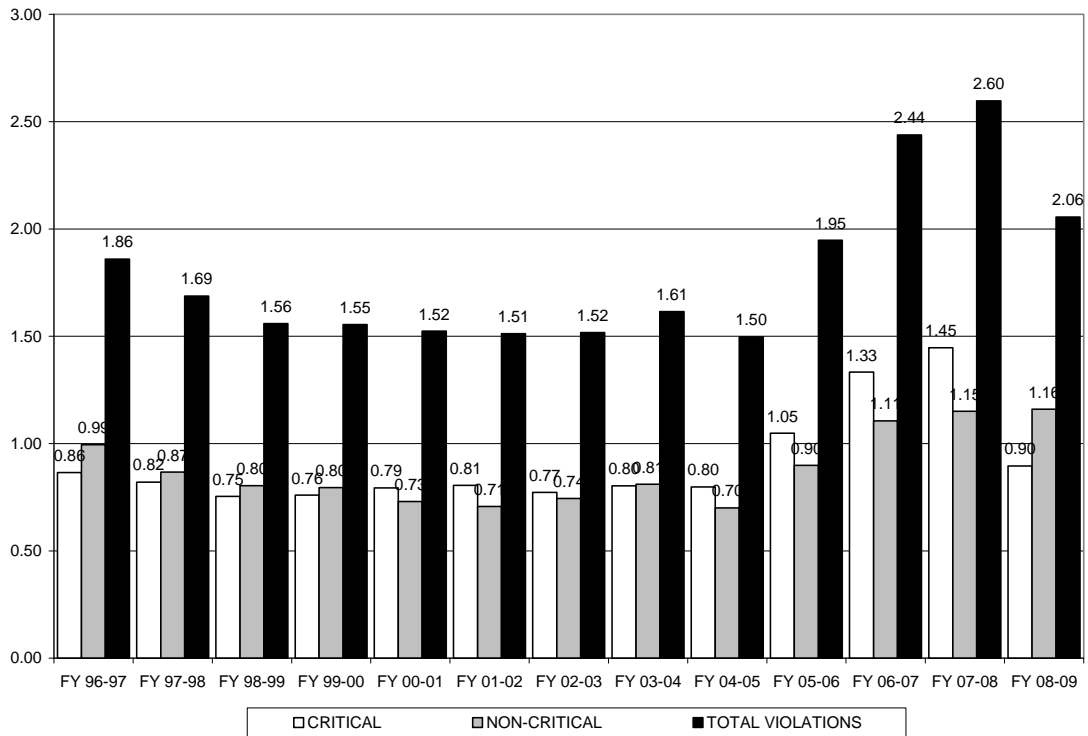
### Top 10 Lodging Violations

- 25 Premises Maintained
- 26 Garbage and Refuse Disposal
- 38 \*Current License Displayed
- 13 Building Repair
- 19 Plumbing
- 12 \*Balcony, Railing Safety
- 01 \*Fire Extinguishers
- 06 \*Exits, Obstructions
- 04 \*Smoke Detectors
- 31 Room Rates Posted

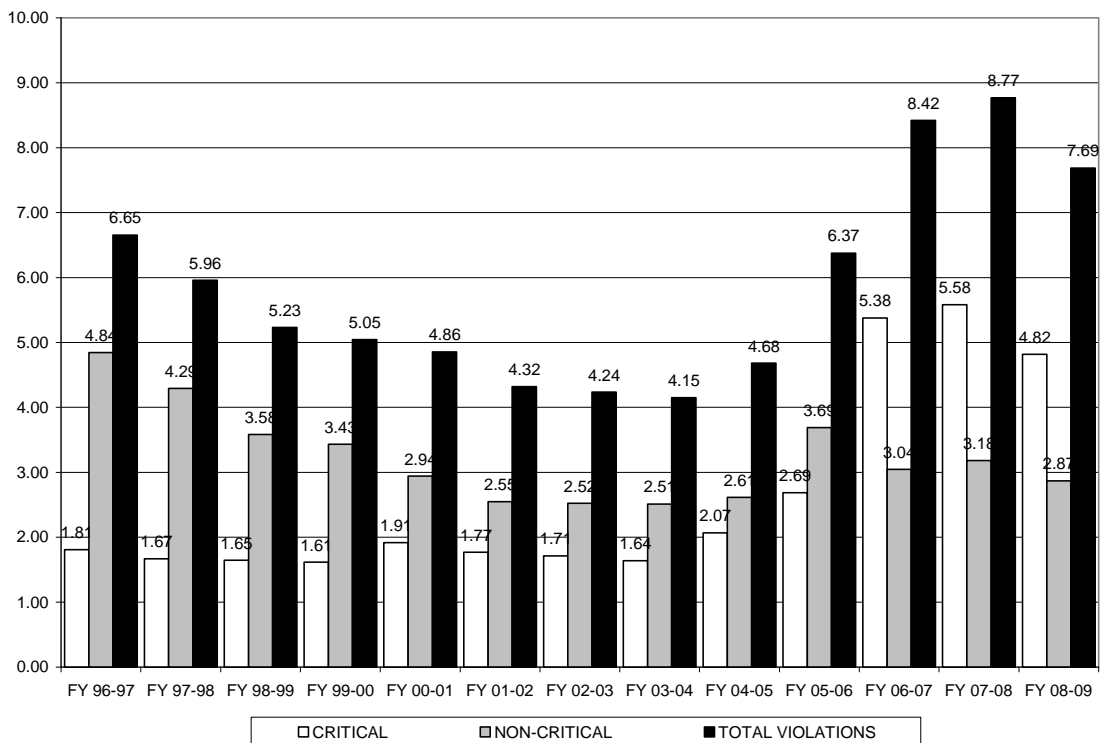
# Violations

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

## Lodging



## Food Service



# Consumer Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2008-2009

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Confirmed	0	5	13	28	17	13	2	78
Not Observed	0	138	183	235	173	73	178	980
Other	84	209	76	22	21	74	4	490
<b>Total</b>	<b>84</b>	<b>352</b>	<b>272</b>	<b>285</b>	<b>211</b>	<b>160</b>	<b>184</b>	<b>1,548</b>

SOURCE: Single Licensing System 08.14.2009

Table 12: Consumer Complaint Activity—FY 2008-2009

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>Food Service</b>								
Confirmed	0	106	130	176	113	87	64	676
Not Observed	0	241	353	411	256	185	167	1,613
Other	324	204	116	101	91	115	13	964
Subtotal	<b>324</b>	<b>551</b>	<b>599</b>	<b>688</b>	<b>460</b>	<b>387</b>	<b>244</b>	<b>3,253</b>
<b>Lodging-Apartments</b>								
Confirmed	0	8	8	13	11	8	3	51
Not Observed	0	14	17	15	12	7	3	68
Other	75	9	14	16	17	14	0	145
Subtotal	<b>75</b>	<b>31</b>	<b>39</b>	<b>44</b>	<b>40</b>	<b>29</b>	<b>6</b>	<b>264</b>
<b>Lodging-Hotels, Motels, Rooming Houses and Bed &amp; Breakfasts</b>								
Confirmed	0	8	16	52	28	18	5	127
Not Observed	0	43	61	105	41	32	17	299
Other	53	19	20	28	10	13	0	143
Subtotal	<b>53</b>	<b>70</b>	<b>97</b>	<b>185</b>	<b>79</b>	<b>63</b>	<b>22</b>	<b>569</b>
<b>Lodging-Resort Condos and Dwellings</b>								
Confirmed	0	1	0	9	0	3	1	14
Not Observed	0	1	1	21	2	0	3	28
Other	5	0	1	4	1	2	0	13
Subtotal	<b>5</b>	<b>2</b>	<b>2</b>	<b>34</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>55</b>
<b>Grand Total</b>	<b>457</b>	<b>654</b>	<b>737</b>	<b>951</b>	<b>582</b>	<b>484</b>	<b>276</b>	<b>4,141</b>

SOURCE: Single Licensing System 08.13.2009

NOTE: Confirmed and Not Observed denotes that the division followed up with an inspection. Disposition "Other" includes all other follow-ups, including phone calls, letters, e-mails, referrals to other agencies, and—most commonly—not recorded, possibly due to an open investigation.

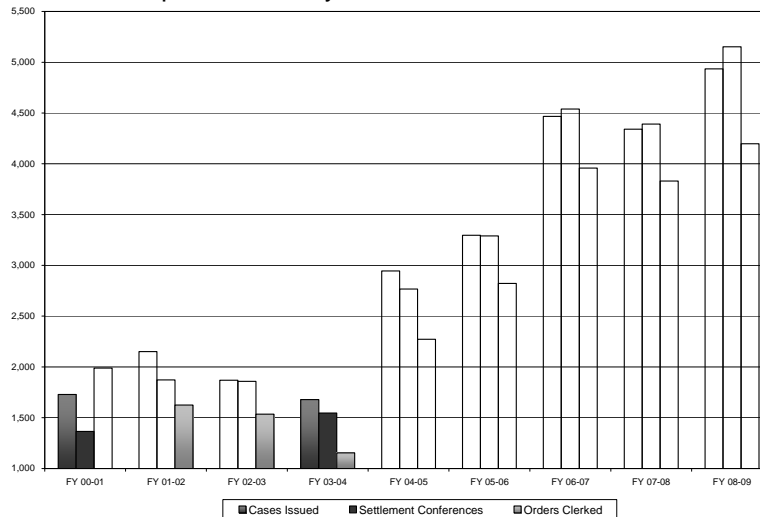
# Compliance

Table 13: Public Food and Lodging Compliance Activity—FY 2008-2009

	July 2008	Aug. 2008	Sept. 2008	Oct. 2008	Nov. 2008	Dec. 2008	Jan. 2009	Feb. 2009	March 2009	April 2009	May 2009	June 2009	Total
<b>Compliance Activity</b>													
Total Administrative Complaints Issued	255	366	365	432	319	445	424	404	565	468	468	423	4,934
Settlement Conferences	281	281	445	460	365	479	443	403	499	479	490	526	5,151
Administrative Complaint Settlement Rate	70%	83%	78%	80%	68%	75%	74%	73%	83%	74%	74%	79%	76%
Stipulated Fines	\$144,950	\$168,950	\$243,000	\$268,850	\$178,900	\$258,650	\$217,950	\$211,700	\$293,450	\$255,050	\$240,700	\$328,300	\$2,810,450
Hearing Requests to General Counsel	23	13	48	40	52	49	43	24	45	57	34	40	468
Agency Action to General Counsel	36	45	68	52	62	67	67	50	70	63	97	65	742
Orders Clerked	316	304	201	436	366	323	290	319	224	365	583	471	4,198
Total Fines Collected	\$344,025	\$282,775	\$170,875	\$371,650	\$305,825	\$344,600	\$260,050	\$250,050	\$197,400	\$293,500	\$503,700	\$474,050	\$3,798,500
<b>Unlicensed Activity</b>													
Information Calls	7	5	12	8	8	8	6	12	15	8	5	12	106
Speaking/ Training/ Meeting	1	0	1	0	0	2	1	3	1	0	1	0	10
Licensing Referral to district offices and Tallahassee	14	10	5	7	20	13	15	14	8	0	11	6	123

SOURCE: Compliance Office statistical report dated 07.01.2009

Figure 4: Historical Comparison of Compliance Activity



# Financial Information

Table 14: HEP Financial Statement—FY 2008-2009

<b>RESOURCES</b>	
<b>Actual Revenue Collected</b>	
Total Revenues from \$10 HEP Fee	\$928,635.00
Miscellaneous Fees	\$0.00
<b>TOTAL REVENUES</b>	<b>\$928,635.00</b>
<b>TOTAL RESOURCES AVAILABLE</b>	<b>\$928,635.00</b>
<b>EXPENDITURES &amp; ENCUMBRANCES</b>	
<b>Salaries and Benefits</b>	\$445,309.02
Temporary Employment	\$2,856.69
Stipends for Graduate Assistants	\$5,957.38
Employer's Matching FICA	\$674.30
<b>SUBTOTAL</b>	<b>\$454,797.39</b>
<b>Expenses</b>	
<b>Operating Expenditures</b>	
Telephone/Communications	\$8,813.93
Cellular Phones	\$2,299.41
Printing, Copying & Mailing	\$929.17
Travel & Seminars	\$17,875.07
Vehicle Operation (includes gas, oil, repairs & maintenance)	\$11,146.90
Office Supplies & Misc Expenses	\$733.20
Rentals	
Conference Rooms	\$130.00
Other Rentals	\$2,244.00
Subscriptions and Dues	\$5,533.44
<b>Other</b>	
Training Programs Grants	\$250,000.00
Insurance	\$5,207.00
Human Services	\$3,628.02
<b>Nonoperating Expenditures</b>	
Service Charge to General Revenue	\$67,413.41
Other Nonoperating Expenditures	\$0.00
<b>SUBTOTAL</b>	<b>\$375,953.55</b>
<b>TOTAL EXPENDITURES</b>	<b>\$830,750.94</b>

Source: DBPR Budget Reports



Hospitality Education Program (HEP)

# HEP Activities

Table 15: Summary of HEP Activities—FY 2008-2009

<b>SEMINARS CONDUCTED</b>													
<b>Food Service</b>	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	<b>Total</b>
Cleaning Procedures & Pest Management	0	0	0	1	0	0	0	1	1	0	0	0	3
Food Employee Training (53B)	8	7	1	2	0	1	3	9	5	12	5	1	54
Food Equipment and Utensils	89	47	59	89	37	79	76	94	91	86	102	45	894
Food Management	2	2	2	3	2	1	2	3	2	2	2	2	25
General	1	0	6	9	10	15	18	24	49	51	52	31	266
HACCP	1	1	1	0	0	0	2	2	0	0	0	1	8
Hepatitis A	0	0	0	0	0	0	0	0	0	0	0	0	0
New Operation	1	0	0	1	0	0	1	2	0	0	0	2	7
Personnel	40	24	38	57	25	34	52	52	69	73	61	37	562
Potentially Hazardous Food & Temperature Control	83	66	82	107	61	86	94	102	106	101	106	68	1,062
Professional Hygiene	0	8	2	3	1	0	1	1	2	0	3	2	23
Safety	53	39	26	34	10	20	11	15	24	31	27	16	306
Sanitation	97	53	65	109	56	79	83	88	78	100	102	58	968
Vermin Control	40	31	53	54	40	18	47	38	33	44	31	25	454
FET Seminar	17	19	23	25	22	25	13	19	21	16	20	13	233
Foodborne Illness Training	0	0	0	2	0	0	1	1	0	1	1	0	6
<b>Total Food Service Seminars Conducted</b>	<b>432</b>	<b>297</b>	<b>358</b>	<b>496</b>	<b>264</b>	<b>358</b>	<b>404</b>	<b>451</b>	<b>481</b>	<b>517</b>	<b>512</b>	<b>301</b>	<b>4,871</b>
<b>Transient Lodging</b>	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	<b>Total</b>
Consumer Protection	1	1	0	2	0	0	0	0	1	0	0	1	6
General	2	1	0	0	1	0	1	0	1	2	2	4	14
Safety	5	4	3	2	1	1	2	3	4	4	1	4	34
Sanitation	3	0	0	1	0	0	0	1	2	1	1	1	10
<b>Total Transient Lodging Seminars Conducted</b>	<b>11</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>64</b>
<b>Nontransient Lodging</b>	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	<b>Total</b>
Consumer Protection	0	0	0	0	0	0	0	0	0	0	0	0	0
General	0	0	0	0	1	1	0	0	0	1	0	0	3
Safety	1	1	0	2	0	0	1	1	1	0	0	1	8
Sanitation	0	0	0	0	2	0	0	0	0	0	0	0	2
<b>Total Nontransient Lodging Seminars Conducted</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>13</b>
<b>Total Seminars Conducted</b>	<b>444</b>	<b>304</b>	<b>361</b>	<b>503</b>	<b>269</b>	<b>360</b>	<b>408</b>	<b>456</b>	<b>490</b>	<b>525</b>	<b>516</b>	<b>312</b>	<b>4,948</b>

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Hospitality Education Program (HEP)

# HEP Activities

NUMBER OF CANDIDATES													
Food Service	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Total
Potentially Hazardous Food Temperature Control	502	397	634	716	287	434	512	641	538	610	637	286	6,194
Personnel	340	123	272	357	158	153	271	367	451	391	504	259	3,646
Food Equipment and Utensils	605	222	570	614	128	314	327	459	427	393	598	272	4,929
Sanitation	626	275	538	658	241	331	408	420	395	488	535	312	5,227
Vermin Control	277	130	355	330	132	103	169	159	189	148	132	119	2,243
Safety	365	215	162	171	55	88	37	84	137	139	161	77	1,691
Professional Hygiene	0	355	37	84	29	0	12	9	12	0	68	33	639
HACCP	10	10	30	0	0	0	30	23	0	0	0	3	106
Food Management	74	59	31	58	57	20	66	63	54	85	53	66	686
Cleaning Procedures and Pest Management	0	0	0	17	0	0	0	6	4	0	0	0	27
New Operation	5	0	0	25	0	0	2	41	0	0	0	68	141
Food Employee Training (53B)	73	68	5	45	0	12	62	113	58	230	53	5	724
General	10	0	40	35	45	58	58	149	218	262	219	161	1,255
Food Employee Training	58	130	204	172	148	179	97	175	124	61	65	91	1,504
Foodborne Illness Training	0	0	0	4	0	0	9	9	0	10	0	0	32
<b>Total Food Service Candidates Attended</b>	<b>2,945</b>	<b>1,984</b>	<b>2,878</b>	<b>3,286</b>	<b>1,280</b>	<b>1,692</b>	<b>2,060</b>	<b>2,718</b>	<b>2,607</b>	<b>2,817</b>	<b>3,025</b>	<b>1,752</b>	<b>29,044</b>
Transient Lodging	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Total
Safety	23	6	10	10	0	2	4	6	18	8	1	6	94
Sanitation	16	0	0	5	0	0	0	1	2	4	1	1	30
Consumer Protection	1	2	0	5	0	0	0	0	1	5	0	2	16
General	14	1	0	0	5	0	3	0	15	0	2	5	45
<b>Total Transient Lodging Candidates Attended</b>	<b>54</b>	<b>9</b>	<b>10</b>	<b>20</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>36</b>	<b>17</b>	<b>4</b>	<b>14</b>	<b>185</b>
Nontransient Lodging	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Total
Safety	4	1	0	8	0	0	2	4	1	0	0	1	21
Sanitation	0	0	0	0	3	0	0	0	0	0	0	0	3
Consumer Protection	0	0	0	0	0	0	0	0	0	25	0	0	25
General	0	0	0	0	1	2	0	0	0	0	0	0	3
<b>Total Nontransient Lodging Candidates Attended</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>25</b>	<b>0</b>	<b>1</b>	<b>52</b>
<b>Total Candidates Attended</b>	<b>3,003</b>	<b>1,994</b>	<b>2,888</b>	<b>3,314</b>	<b>1,289</b>	<b>1,696</b>	<b>2,069</b>	<b>2,729</b>	<b>2,644</b>	<b>2,859</b>	<b>3,029</b>	<b>1,767</b>	<b>29,281</b>
EDUCATIONAL MATERIALS	Jul 2008	Aug 2008	Sep 2008	Oct 2008	Nov 2008	Dec 2008	Jan 2009	Feb 2009	Mar 2009	Apr 2009	May 2009	Jun 2009	Total
Total Number of Requests (e-mail / phone / walk-in)	43	19	22	36	33	25	6	25	8	12	6	21	256
Items Dispersed by Mail	8,581	1,138	780	7,318	1,382	3,176	102	1,840	778	1,183	425	315	27,018
Workbooks Dispersed to Candidates (in class)	74	59	31	58	57	20	66	63	54	85	53	66	686
<b>Total Number of Items Dispersed</b>	<b>8,698</b>	<b>1,216</b>	<b>833</b>	<b>7,412</b>	<b>1,472</b>	<b>3,221</b>	<b>168</b>	<b>1,903</b>	<b>832</b>	<b>1,268</b>	<b>478</b>	<b>381</b>	<b>27,882</b>
<b>WEB HITS</b>	<b>8,521</b>	<b>7,693</b>	<b>8,411</b>	<b>7,712</b>	<b>6,412</b>	<b>4,540</b>	<b>5,095</b>	<b>6,934</b>	<b>8,031</b>	<b>18,071</b>	<b>15,851</b>	<b>16,048</b>	<b>113,319</b>

SOURCE: Hospitality Education Program

# HEP Activities

Figure 5: Historical Comparison of Number of HEP Seminars Conducted

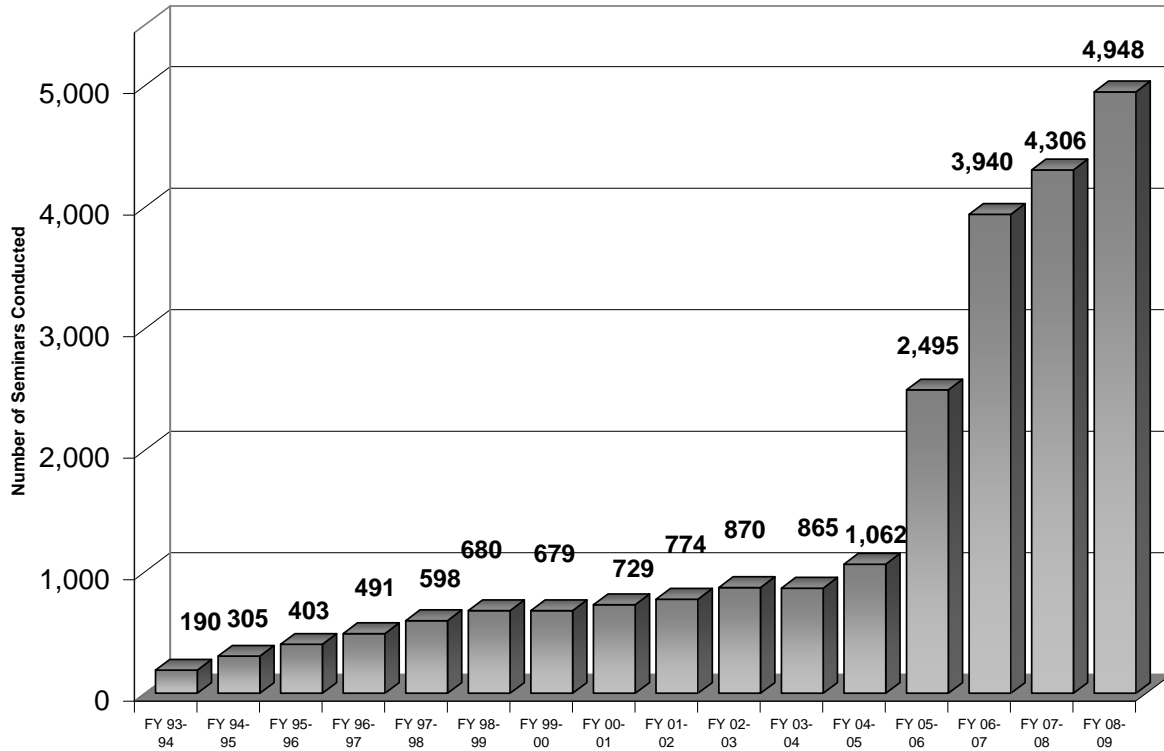
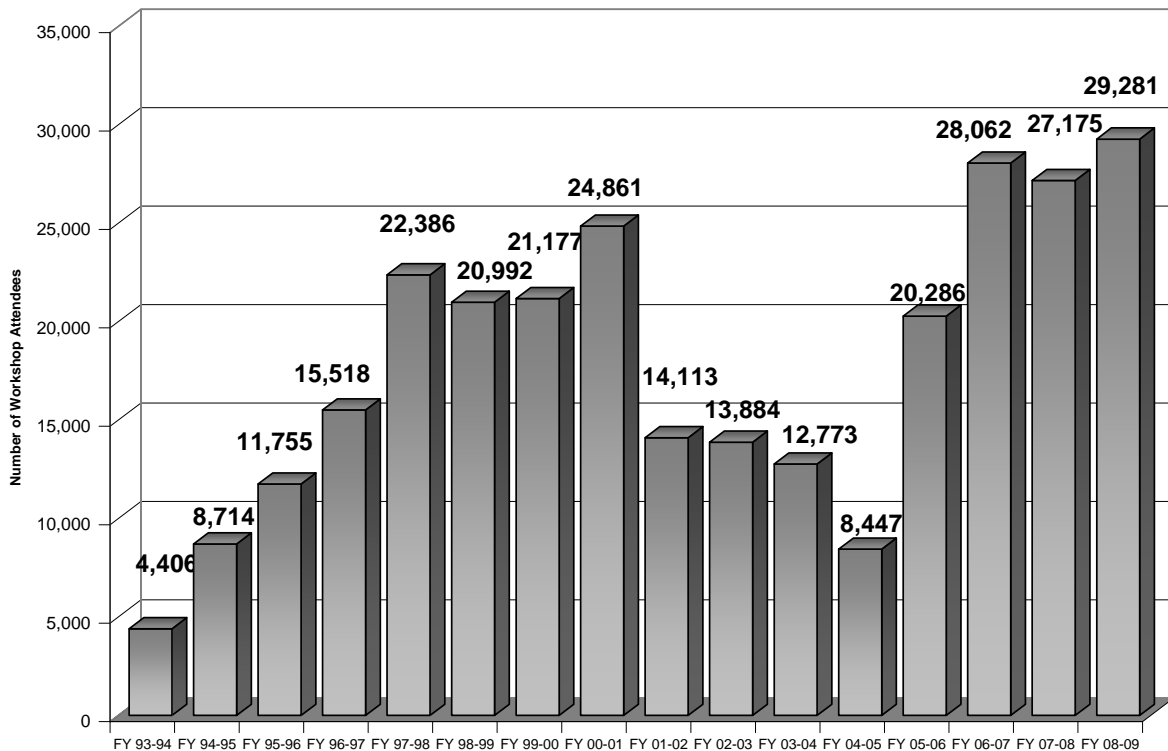


Figure 6: Historical Comparison of Number of HEP Seminar Attendees



# Elevator Safety

Table 16: Elevator Accounts – as of August 1, 2009 Expiration

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	9,366	95.51%	440	4.49%	9,807	362	97	65	10,331
Hydraulic Passenger	30,331	94.92%	1,623	5.08%	31,955	1,319	210	203	33,687
Traction Freight	325	93.39%	23	6.61%	349	12	37	50	448
Hydraulic Freight	579	95.39%	28	4.61%	608	18	23	29	678
Hand Power Passenger	1	100.00%	0	0.00%	2	0	0	1	3
Hand Power Freight	4	100.00%	0	0.00%	5	0	12	4	21
Moving Walk	44	100.00%	0	0.00%	45	0	0	0	45
Inclined Lift	14	100.00%	0	0.00%	15	3	0	0	18
Limited Use Limited Application	249	92.57%	20	7.43%	270	31	4	2	307
Dumbwaiter	445	90.45%	47	9.55%	493	17	235	53	798
Man Lift	0	-	0	-	0	0	3	0	3
Escalator	978	86.93%	147	13.07%	1,126	33	25	10	1,194
Sidewalk Elevator	3	100.00%	0	0.00%	4	0	5	0	9
Material Lift, Dumbwaiter, ATD	5	100.00%	0	0.00%	6	2	0	2	10
Special Purpose Personnel Elevator	96	94.12%	6	5.88%	103	9	5	2	119
Inclined Stairway Chair Lift	43	97.73%	1	2.27%	45	9	14	3	71
Inclined & Vertical Wheelchair Lift	2,217	90.94%	221	9.06%	2,439	230	133	45	2,847
<b>Total</b>	<b>44,700</b>	<b>94.59%</b>	<b>2,556</b>	<b>5.41%</b>	<b>47,271</b>	<b>2,045</b>	<b>803</b>	<b>469</b>	<b>50,588</b>

SOURCE: Single Licensing System Report 8/1/2009

Figure 7: Historical Comparison of Total Active Elevator Accounts and Licensing Compliance

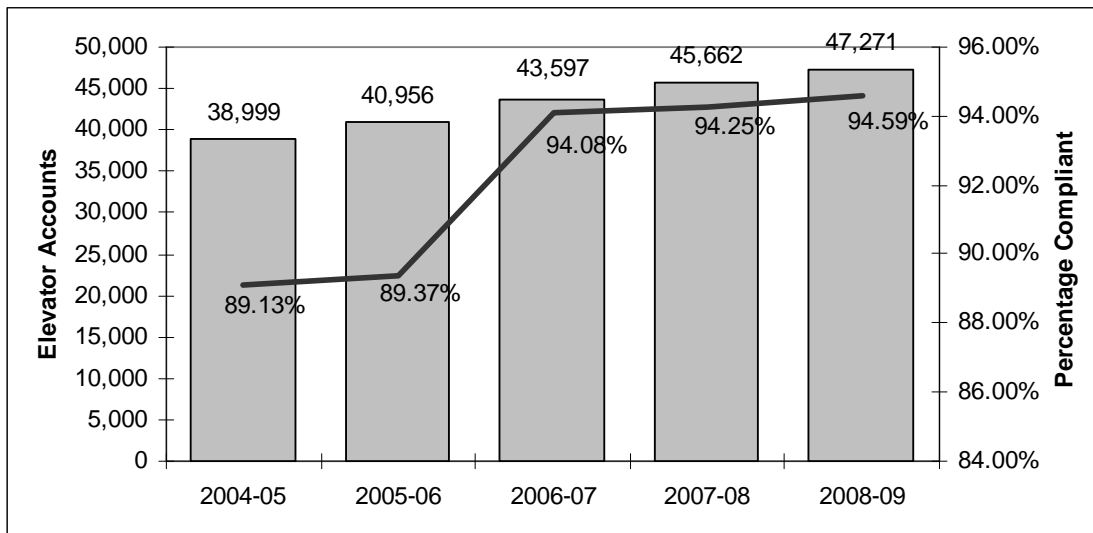


Table 17: Elevator Professional Credential Accounts

LICENSE TYPE	2004-05	2005-06	2006-07	2007-08	2008-09
Registered Elevator Companies	260	274	215	216	252
Certified Elevator Inspectors	289	333	305	286	295
Certified Elevator Technicians*	-	-	910	797	784
Certificates of Competency	1,818	1,900	1,583	1,548	1,637

SOURCE: Extracts 7/4/2005, 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009

\* NOTE: The division began reporting certified elevator technicians in 2006.

# Elevator Safety

Table 18: Elevator Inspections Performed by Inspection Type—FY 2008-2009

<b>Inspection Type</b>	<b>FAILED</b>	<b>PASSED</b>	<b>TOTAL</b>
Accident	5	8	13
Alteration/Acceptance	173	1,396	1,569
Complaint	190	103	293
Construction	171	64	235
Contract Monitoring	8	12	20
Industry Oversight/Audit	955	6,065	7,020
Initial Acceptance	34	1,949	1,983
Routine	18,975	29,216	48,191
Temporary Operation Inspection	127	881	1,008
<b>Total</b>	<b>20,638</b>	<b>39,694</b>	<b>60,332</b>

Figure 8: Historical Comparison of Elevator Inspections

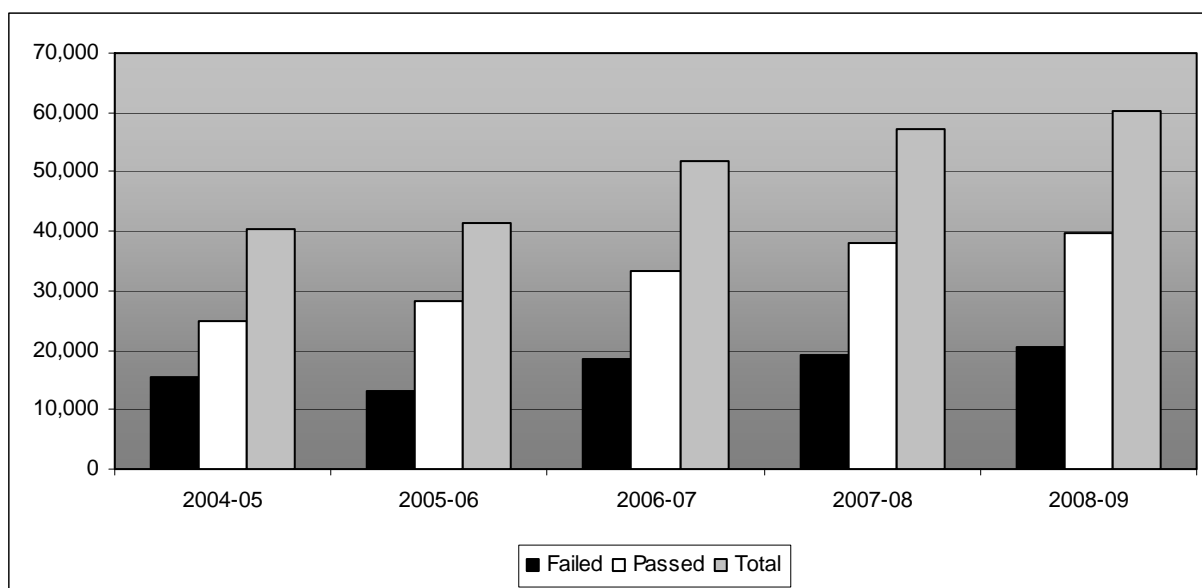


Table 19: Historical Comparison of Elevator Accidents

<b>Elevator Type</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>	<b>2007-08</b>	<b>2008-09</b>	<b>Total</b>	<b>% Total</b>
Dumbwaiter	2	0	0	2	4	8	0.3%
Escalator	377	348	433	411	289	1,858	72.4%
Hydraulic Freight	7	17	7	10	3	44	1.7%
Hydraulic Passenger	68	47	31	31	29	206	8.0%
Inclined Lift	2	0	0	0	1	3	0.1%
Moving Walk	38	59	54	44	24	219	8.5%
Special Purpose Personnel Elevator	2	0	0	1	0	3	0.1%
Traction Freight	1	2	4	6	9	22	0.9%
Traction Passenger	49	46	34	34	39	202	7.9%
<b>Total</b>	<b>546</b>	<b>519</b>	<b>563</b>	<b>539</b>	<b>398</b>	<b>2,565</b>	<b>100.0%</b>