

# Division of Hotels and Restaurants

Annual Report

2009-2010



Florida Department of  
**Business & Professional  
Regulation**





**Charlie Liem, Secretary**

**Charlie Crist, Governor**

August 5, 2010

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 2009-2010.

If you have any questions, please let me know.

Sincerely,



Charlie Liem  
Secretary

CL/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 296 positions to provide program services and an operating budget of \$19,102,550. During this period, the division:

- operated its first full year of centralized public food service plan review in Tallahassee providing cost reductions and faster turnaround for its customers;
- added capabilities to accept plans electronically;
- transitioned to paperless storage of approved plans, which allows for immediate division-wide access and streamlines the licensure process.
- conducted a total of 165,790 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) compared to 74% in 2005;
- cited a total of 844,354 violations of sanitary standards in public food service and lodging establishments (see tables on pages 13-18);
- continued to enhance efficiencies gained through the enterprise-wide re-engineering project to improve operations and inspections; and
- received 6 Prudential - Davis Productivity Awards recognizing cost savings and exemplary performance.

In addition,

- For the first time in more than a decade, the division achieved all of its legislative performance measures.
- The division's restaurant inspection program is the largest in the country to achieve five national standards of program excellence.
- For the second year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, 95%.
- Despite the economic downturn, the number of restaurant licenses has increased 6% since 2005, lodging licenses have remained steady and elevator licenses have increased 28%.
- Department of Business and Professional Regulation collaborated with the Food and Drug Administration on "20 Seconds to Success" Handwashing Campaign.
- As a result of a worldwide spread of bed bug infestations, the division stepped up enforcement activity.

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

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

## **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 immediate closures for establishments posing an immediate health or safety threat to the public.

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

**Rick Akin, Bureau Chief**

During Fiscal Year 2009-2010, the Bureau of Sanitation and Safety Inspections accomplished 165,790 inspections of the 82,600 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 2009-2010, OPQ facilitated 6,553.75 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. The centralized OPR completes all reviews statewide in Tallahassee Headquarters. OPR reviewed 4,919 plans for a total of \$737,850 collected in revenue. OPR has 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. Centralization also resolved numerous workload inequities and substantially improved customer service.

## **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 82,600 public food and lodging establishments and 48,086 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**

**Mark Boutin, 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 2009-2010, these inspectors conducted 9,464 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 elevator workers and companies within 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.

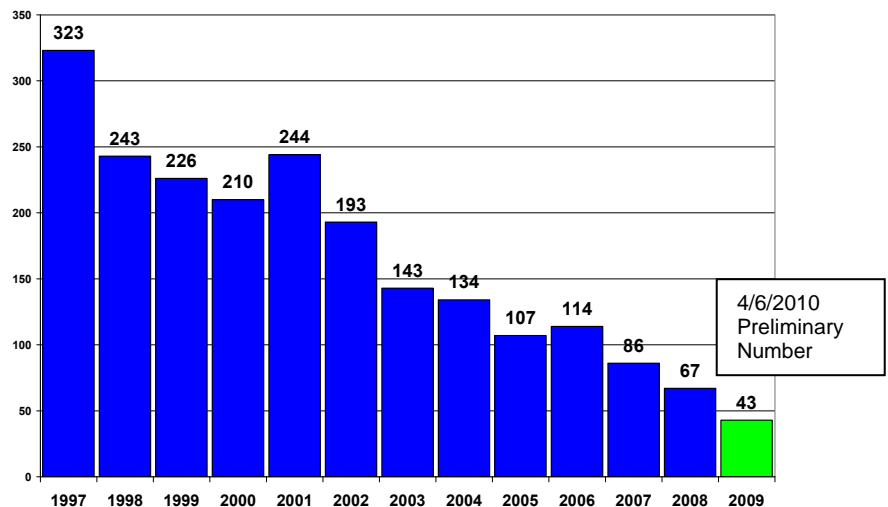
The division is actively involved in national food safety initiatives through the FDA and the national Conference for Food Protection. Several division staff members serve on key committees or councils where their input helps to shape national model codes and policies. The conference is comprised of 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.

## Florida Restaurant Foodborne Illness Trends

The Department of Health provides data for **suspected** and **confirmed** foodborne illness outbreaks in operations licensed by the Division of Hotels and Restaurants. Of the 43 posted for 2009, 19 were **confirmed** and 24 were classified as **suspected**.

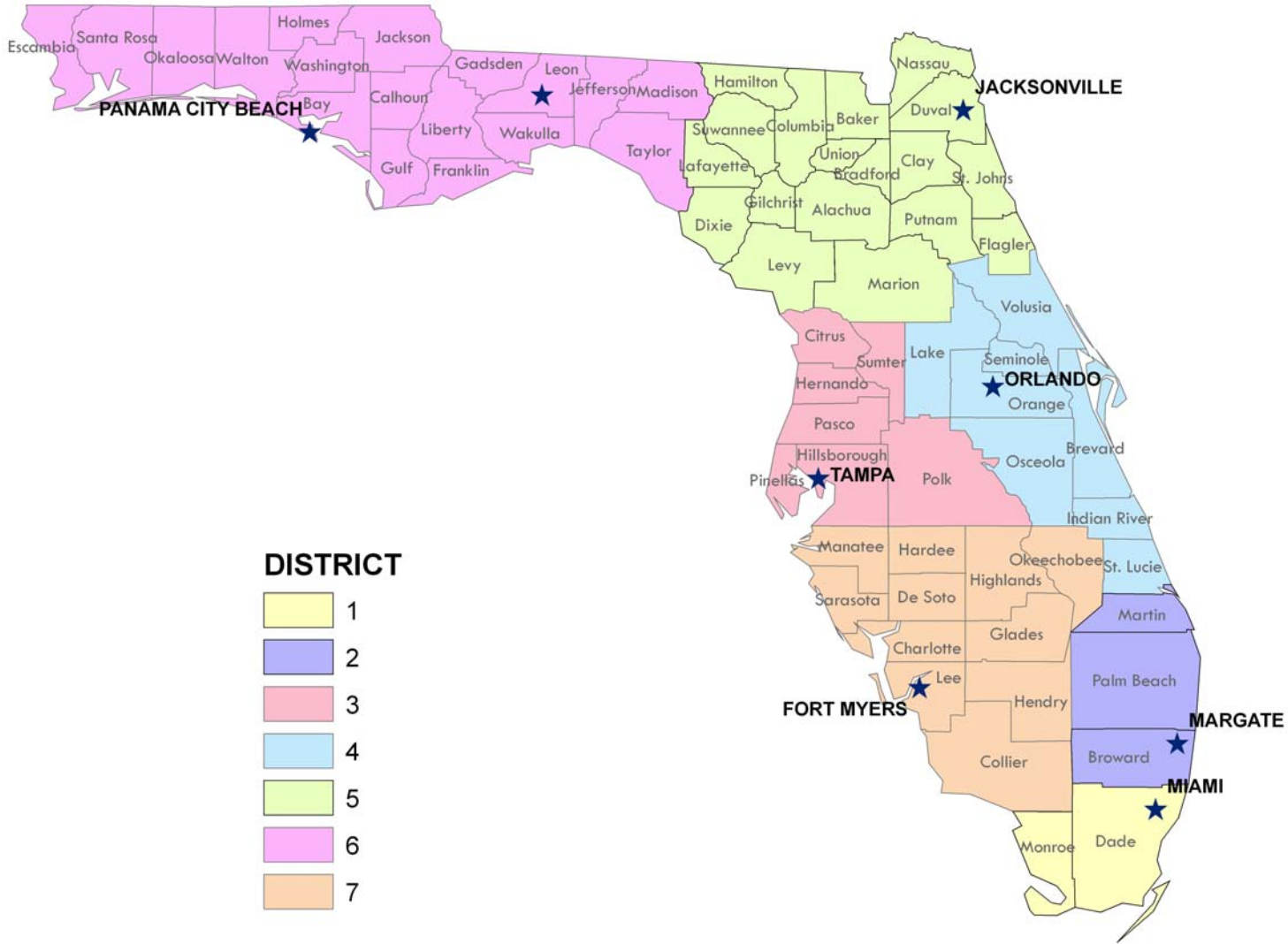
Foodborne illness in Florida has trended downward significantly during the past 12 years. The statistics in the chart (above) indicate:

- 87% decrease since adoption of the FDA Food Code and implementation of Food Service Employee Training in 1997
- 78% decrease since implementation of the PDA inspection tool in 2003
- 62% decrease since implementation of the risk-based inspection program in 2007



Continued reductions in foodborne illnesses indicate that the Division's aggressive attention to science-based policies and effective enforcement strategies is achieving positive results and improving public health and safety.

Division of Hotels and Restaurants  
**Regulatory Districts and Offices**



Public Food Service Establishment  
**Plan Reviews and Variances**

**Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2009-2010**

District	New/Conversion	Closed	Remodel	Total	Fees
1	595	6	98	<b>699</b>	\$104,850.00
2	536	16	216	<b>768</b>	\$115,200.00
3	643	16	186	<b>845</b>	\$126,750.00
4	800	11	255	<b>1,066</b>	\$159,900.00
5	453	9	178	<b>640</b>	\$96,000.00
6	315	5	95	<b>415</b>	\$62,250.00
7	356	10	120	<b>486</b>	\$72,900.00
<b>Total</b>	<b>3,698</b>	<b>73</b>	<b>1148</b>	<b>4,919</b>	<b>\$737,850.00</b>

**Table 2: Number of Variances and Fees Processed—FY 2009-2010**

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	1	3	<b>4</b>	\$150.00	\$900.00	<b>\$1,050.00</b>
2	3	7	<b>10</b>	\$450.00	\$900.00	<b>\$1,350.00</b>
3	3	4	<b>7</b>	\$450.00	\$3,000.00	<b>\$3,450.00</b>
4	10	12	<b>22</b>	\$1,500.00	\$2,100.00	<b>\$3,600.00</b>
5	7	1	<b>8</b>	\$1,050.00	\$1,500.00	<b>\$2,550.00</b>
6	5	0	<b>5</b>	\$750.00	-	<b>\$750.00</b>
7	0	4	<b>4</b>	-	\$8,700.00	<b>\$8,700.00</b>
<b>Total</b>	<b>29</b>	<b>31</b>	<b>60</b>	<b>\$4,350.00</b>	<b>\$17,100.00</b>	<b>\$21,450.00</b>



## Public Lodging and Food Service Establishment Licensing

**Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2009-2010**

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>PUBLIC LODGING ESTABLISHMENTS</b>								
Hotels	321	241	222	344	191	129	156	1,604
Motels	290	390	527	579	372	352	350	2,860
Nontransient Apartments	5,391	3,762	2,719	2,199	1,444	1,043	855	17,413
Transient Apartments	198	258	200	108	46	21	162	993
Nontransient Rooming Houses	53	32	12	20	20	5	11	153
Transient Rooming Houses	58	30	40	36	25	9	13	211
Bed and Breakfasts	52	20	35	41	67	30	18	263
Resort Condominiums								
Single	227	18	154	1,084	111	188	42	1,824
Group	68	67	84	251	44	169	204	887
Collective	35	6	68	54	25	141	134	463
Resort Dwellings								
Single	353	54	3,098	5,846	95	431	121	9,998
Group	11	6	11	12	7	15	11	73
Collective	53	7	78	150	25	93	125	531
<b>SUBTOTAL</b>	<b>7,110</b>	<b>4,891</b>	<b>7,248</b>	<b>10,724</b>	<b>2,472</b>	<b>2,626</b>	<b>2,202</b>	<b>37,273</b>
<b>PUBLIC FOOD SERVICE ESTABLISHMENTS</b>								
Seating	4,984	6,197	6,262	7,393	4,356	2,927	4,277	36,396
Permanent Nonseating	844	941	900	1,071	526	279	461	5,022
Theme Park Food Carts	0	0	11	19	7	0	0	37
Catering	83	111	71	123	63	45	53	549
Hot Dog Carts	207	81	194	203	123	31	53	892
Mobile Food Dispensing Vehicles	315	164	375	469	163	159	151	1,796
Vending Machines	4	20	25	418	121	2	45	635
<b>SUBTOTAL</b>	<b>6,437</b>	<b>7,514</b>	<b>7,838</b>	<b>9,696</b>	<b>5,359</b>	<b>3,443</b>	<b>5,040</b>	<b>45,327</b>
<b>GRAND TOTAL</b>	<b>13,547</b>	<b>12,405</b>	<b>15,086</b>	<b>20,420</b>	<b>7,831</b>	<b>6,069</b>	<b>7,242</b>	<b>82,600</b>

SOURCE: DBPR Single Licensing System 07.01.2010

**Table 4: Temporary Food Service Event Licenses Issued — FY 2009-2010**

License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	623	353	197	722	425	302	100	2,722
4-30 day license	311	339	746	874	384	192	339	3,185
Annual license	4	3	1	6	7	1	3	25
Already Licensed – Annual	7	7	3	27	24	17	9	94
Already Licensed – Permanent	95	39	27	203	170	152	23	709
Already Licensed - DACS	23	10	5	39	7	60	7	151
<b>Total</b>	<b>1,063</b>	<b>751</b>	<b>979</b>	<b>1,871</b>	<b>1,017</b>	<b>724</b>	<b>481</b>	<b>6,886</b>

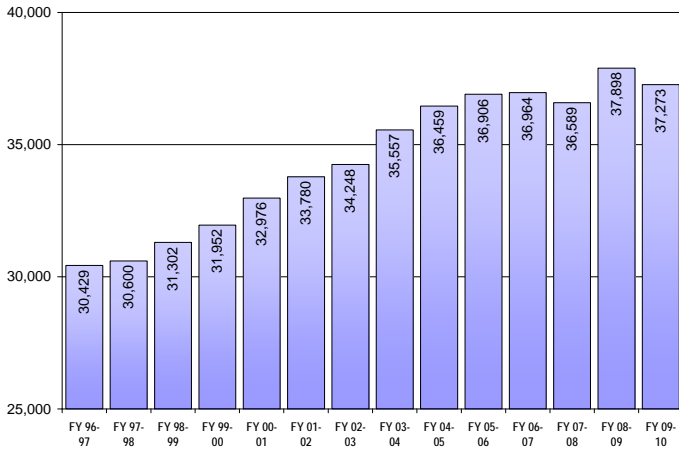
SOURCE: DBPR Single Licensing System 07.04.2010

NOTE: Vendors with a DBPR or Department of Agriculture and Consumer Services (DACs) food service license may operate under their existing license when they have a satisfactory on-site inspection. This fiscal year, the division began counting these vendors separately.

# Public Lodging and Food Service Establishment Licensing

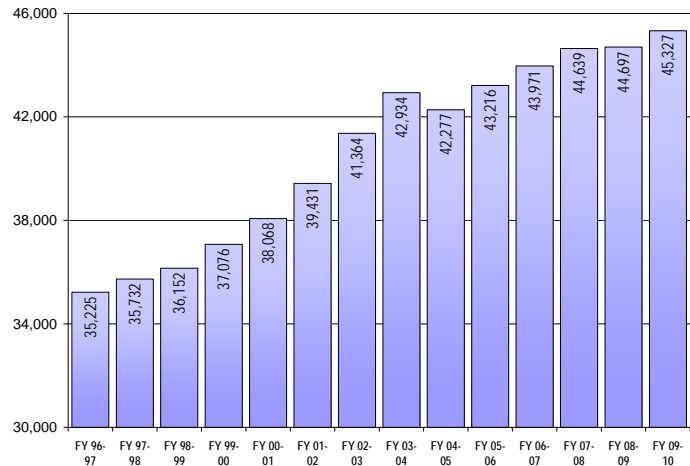
**Figure 1: Historical Comparison of Total Number of Public Lodging and Food Service Accounts**

## LODGING

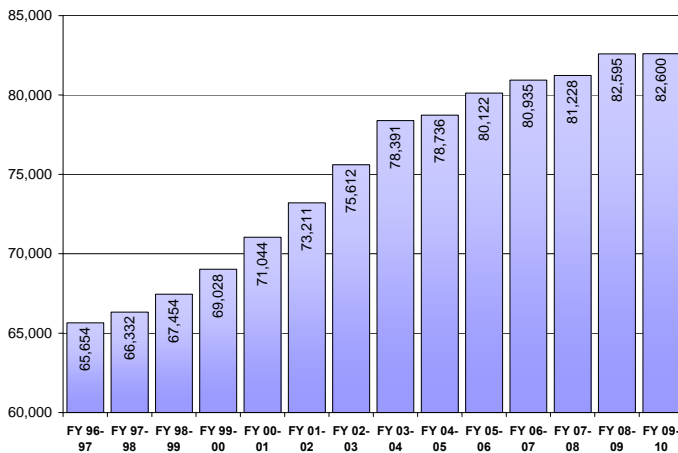


In January 2008, the division administratively closed over 1,500 resort condominium and dwelling accounts that were expired over one year, resulting in a net decrease in lodging accounts for FY 2007-08.

## FOOD SERVICE



## TOTAL ACCOUNTS



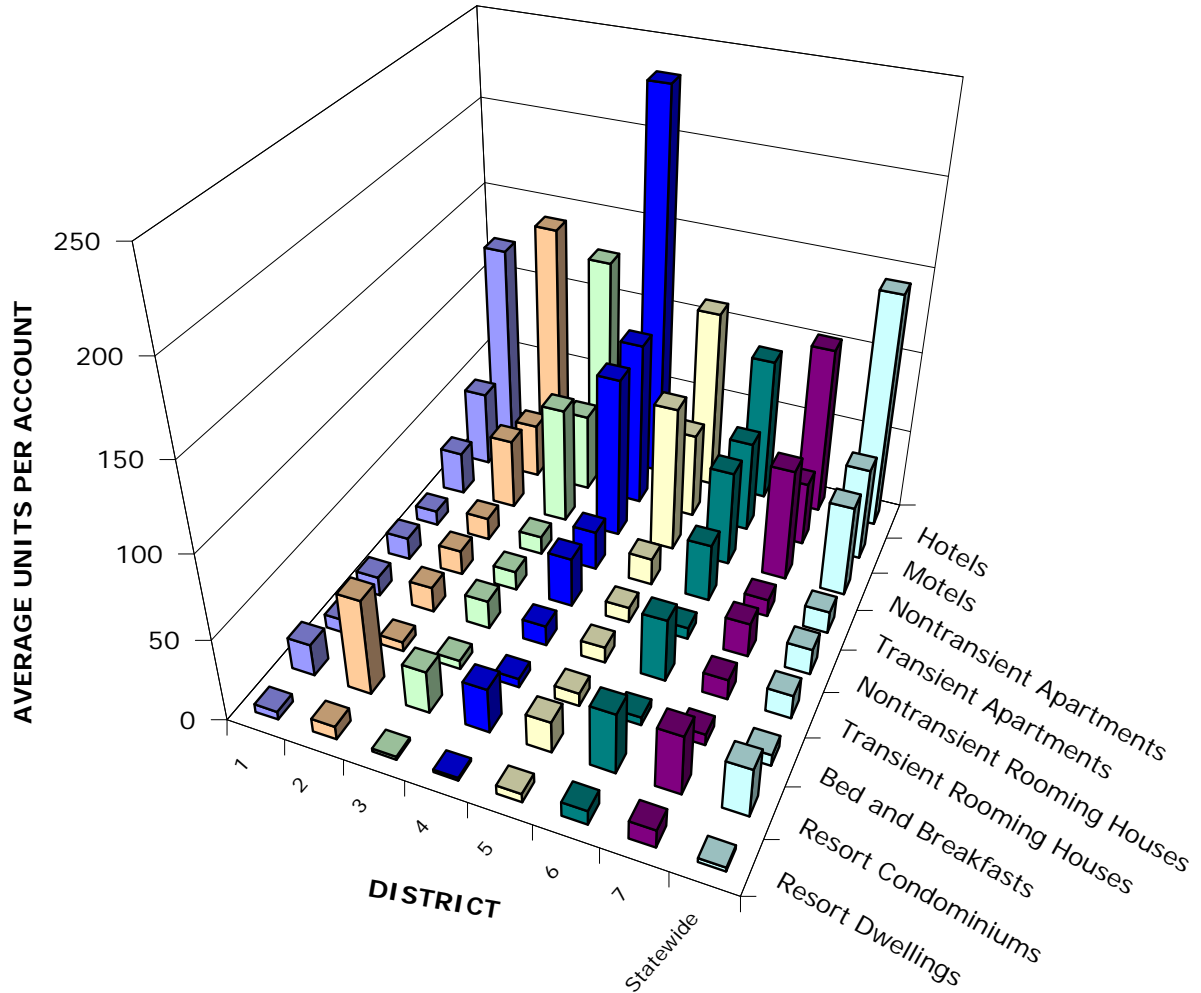
## Public Lodging and Food Service Establishment Licensing

**Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2009-2010**

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	40,065	36,138	28,998	85,657	22,167	12,074	17,815	242,914
Motels	13,235	13,034	25,499	58,478	18,979	19,887	13,469	162,581
Nontransient Apartments	144,044	162,622	199,686	220,992	131,210	62,340	59,662	980,556
Transient Apartments	2,151	3,408	2,482	2,627	731	727	1,626	13,752
Nontransient Rooming Houses	707	480	141	298	212	47	215	2,100
Transient Rooming Houses	676	458	739	444	275	340	159	3,091
Bed and Breakfasts	445	121	188	215	478	167	117	1,731
Resort Condominiums	6,123	5,944	7,271	36,361	3,403	18,735	13,616	91,453
Resort Dwellings	2,025	552	5,661	8,457	774	4,602	3,041	25,112
<b>TOTAL</b>	<b>209,471</b>	<b>222,757</b>	<b>270,665</b>	<b>413,529</b>	<b>178,229</b>	<b>118,919</b>	<b>109,720</b>	<b>1,523,290</b>

SOURCE: DBPR Single Licensing System 07.01.2010

**Figure 2: Average Number of Public Lodging Units per Account—End of FY 2009-2010**



Public Lodging and Food Service Establishment

# Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2009-2010

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER	
1	925	12,231	294	6	19	13,475
2	1,076	16,079	411	10	4	17,580
3	1,121	18,235	618	22	11	20,007
4	1,436	20,397	574	86	3	22,496
5	812	10,158	454	16	3	11,443
6	507	8,370	305	20	1	9,203
7	669	12,509	360	6	3	13,547
<b>TOTAL</b>	<b>6,546</b>	<b>97,979</b>	<b>3,016</b>	<b>166</b>	<b>44</b>	<b>107,751</b>

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER	
1	231	7,652	202	5	2	8,092
2	258	5,674	105	5	4	6,046
3	204	5,652	144	2	0	6,002
4	207	5,364	204	21	0	5,796
5	116	2,857	98	4	0	3,075
6	67	2,373	87	3	0	2,530
7	84	2,649	28	0	1	2,762
<b>TOTAL</b>	<b>1,167</b>	<b>32,221</b>	<b>868</b>	<b>40</b>	<b>7</b>	<b>34,303</b>

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER	
1	1,156	19,883	496	11	21	21,567
2	1,334	21,753	516	15	8	23,626
3	1,325	23,887	762	24	11	26,009
4	1,643	25,761	778	107	3	28,292
5	928	13,015	552	20	3	14,518
6	574	10,743	392	23	1	11,733
7	753	15,158	388	6	4	16,309
<b>TOTAL</b>	<b>7,713</b>	<b>130,200</b>	<b>3,884</b>	<b>206</b>	<b>51</b>	<b>142,054</b>

SOURCE: DBPR Single Licensing System 07.22.2010

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.



**Public Lodging and Food Service Establishment  
Inspections**

**Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2009-2010**

<b>PUBLIC FOOD SERVICE INSPECTIONS</b>						
<b>DISTRICT</b>	<b>TYPE OF INSPECTION</b>					<b>TOTAL</b>
	<b>LICENSING</b>	<b>ROUTINE</b>	<b>COMPLAINT - FULL</b>	<b>COMPLAINT - PARTIAL</b>	<b>OTHER*</b>	
1	30	2,038	17	0	0	2,085
2	98	3,618	33	0	1	3,750
3	23	3,158	21	0	0	3,202
4	31	3,924	24	2	0	3,981
5	53	3,331	74	4	1	3,463
6	3	1,763	31	2	0	1,799
7	19	3,009	20	0	0	3,048
<b>TOTAL</b>	<b>257</b>	<b>20,841</b>	<b>220</b>	<b>8</b>	<b>2</b>	<b>21,328</b>

<b>PUBLIC LODGING INSPECTIONS</b>						
<b>DISTRICT</b>	<b>TYPE OF INSPECTION</b>					<b>TOTAL</b>
	<b>LICENSING</b>	<b>ROUTINE</b>	<b>COMPLAINT - FULL</b>	<b>COMPLAINT - PARTIAL*</b>	<b>OTHER*</b>	
1	3	246	8	1	0	258
2	26	630	8	0	0	664
3	4	241	4	0	0	249
4	1	345	19	1	0	366
5	28	253	13	0	0	294
6	0	265	17	0	0	282
7	3	290	2	0	0	295
<b>TOTAL</b>	<b>65</b>	<b>2,270</b>	<b>71</b>	<b>2</b>	<b>0</b>	<b>2,408</b>

<b>TOTAL INSPECTIONS</b>						
<b>DISTRICT</b>	<b>TYPE OF INSPECTION</b>					<b>TOTAL</b>
	<b>LICENSING</b>	<b>ROUTINE</b>	<b>COMPLAINT - FULL</b>	<b>COMPLAINT - PARTIAL*</b>	<b>OTHER*</b>	
1	33	2,284	25	1	0	2,343
2	124	4,248	41	0	1	4,414
3	27	3,399	25	0	0	3,451
4	32	4,269	43	3	0	4,347
5	81	3,584	87	4	1	3,757
6	3	2,028	48	2	0	2,081
7	22	3,299	22	0	0	3,343
<b>TOTAL</b>	<b>322</b>	<b>23,111</b>	<b>291</b>	<b>10</b>	<b>2</b>	<b>23,736</b>

SOURCE: DBPR Single Licensing System 07.22.2010

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.

**Public Lodging and Food Service Establishment**

# Inspections

**Table 8: Public Lodging and Food Service Establishment Inspection Frequency and Performance—FY 2009-2010**

- **Apartments 99.3% (target 100%)**
- **Lodging (non apartments) 99.9% inspected at least once (target 100%)**
- **Lodging (non apartments) 99.7% inspected twice (target 100%)**
- **Food Establishments 99.6% inspected at least once (target 100%)**
- **Food Establishments 97.6% inspected twice (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	45,348	5,091	18,407	68,846
Percent Change Since Last Fiscal Year	1.37%	1.41%	-0.23%	0.94%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	90,696	10,182	18,407	119,285
Number Active Licenses Inspected Once This Period	2,038	58	14,595	16,691
Number Active Licenses Inspected Twice This Period	43,130	5,032	2,864	51,026
Number Active Licenses Not Inspected This Period	181	2	124	307
Percent Active Licenses Inspected Once This Period	4.49%	1.14%	79.29%	24.24%
Percent Active Licenses Inspected Twice This Period	95.11%	98.84%	15.56%	74.12%
Percent Active Licenses Not Inspected This Period	0.40%	0.04%	0.67%	0.45%
Number Active Licenses that Met or Exceeded Annual Requirement	44,255	5,073	18,284	67,612
Percent Active Licenses that Met or Exceeded Annual Requirement	97.59%	99.65%	99.33%	98.21%

SOURCE: DBPR Single Licensing System reports run on 07.04.2010.

\*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 7/04/2010. The number of active licenses is slightly different from Table 3 because of license processing accomplished since compiling the data for that table.

## Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2009-2010**

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	12	12	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	2	2	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	1	1	0.00%	0.000
15-24 Grease filters shall be easily accessible and removable for cleaning	0	31	31	0.00%	0.000
15-25 Grease filters shall be equipped with a grease drip tray beneath their lower edges	0	193	193	0.02%	0.002
15-26 Filter-equipped exhaust systems shall not be operated with filters removed	0	201	201	0.03%	0.002
15-27 Mesh filters shall not be used	0	34	34	0.00%	0.000
15-28 Grease filters shall be arranged so that all exhaust air shall pass through the grease filters	0	2,055	2,055	0.26%	0.019
15-39 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	11	11	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	100	100	0.01%	0.001
15-42 Grease filter orientation and installation	0	239	239	0.03%	0.002
35B-02 Doors required to swing in the direction of egress travel	2	0	2	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	1,129	1,129	0.14%	0.010
39-03 Exhaust systems shall be operated whenever cooking equipment is turned on	0	79	79	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	80	80	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	6	6	0.00%	0.000
45 Fire extinguishers - proper and sufficient	6,311	0	6,311	0.81%	0.059
46 Exiting System - adequate, good repair	3,229	0	3,229	0.41%	0.030
47 Electrical wiring = adequate, good repair	6,690	0	6,690	0.86%	0.062
48 Gas appliances - properly installed, maintained	1,559	0	1,559	0.20%	0.014
49 Flammable/combustible materials - properly stored	669	0	669	0.09%	0.006
<b>Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>	<b>18,460</b>	<b>4,174</b>	<b>22,634</b>	<b>2.90%</b>	<b>0.210</b>

Continued on next page

## Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2009-2010**  
(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)	42	0	42	0.01%	0.000
01A Food obtained from approved source	299	0	299	0.04%	0.003
01B Wholesome, sound condition	8,360	0	8,360	1.07%	0.078
02 Original container; properly labeled, date marking, shell stock tags	40,528	0	40,528	5.19%	0.376
02-11 Consumer advisory on raw/undercooked oysters	426	0	426	0.05%	0.004
02-13 Consumer advisory on raw/undercooked animal products	3,655	0	3,655	0.47%	0.034
03 Food at proper temperature (manually entered/scanned)	143	0	143	0.02%	0.001
03A Cold food at proper temperatures during storage, display, service, transport and cold holding	18,493	0	18,493	2.37%	0.172
03B Hot food at proper temperature	6,468	0	6,468	0.83%	0.060
03C Foods properly cooked/reheated	1,146	0	1,146	0.15%	0.011
03D Foods properly cooled	4,372	0	4,372	0.56%	0.041
07 Unwrapped or potentially hazardous food not reserved	58	0	58	0.01%	0.001
08A Food protection during storage, prep, display, service, transportation	56,988	0	56,988	7.29%	0.529
08B Cross-contamination, equipment, personnel, storage	4,867	0	4,867	0.62%	0.045
09 Foods handled with minimum contact	15,009	0	15,009	1.92%	0.139
11 Personnel with infections restricted	202	0	202	0.03%	0.002
12A Hands washed and clean, good hygienic practices (observed), alternative operation plan	21,217	0	21,217	2.72%	0.197
12B Proper hygienic practices, eating/drinking/smoking (evidence)	12,273	0	12,273	1.57%	0.114
22 Food contact surfaces clean and sanitized	75,861	0	75,861	9.71%	0.704
32 Restroom with self-closing doors, fixtures operate properly, facility clean, supplied with handsoap, disposable towels or hand drying devices, tissue, covered waste receptacles	47,449	0	47,449	6.07%	0.440
41A Toxic items properly stored	10,531	0	10,531	1.35%	0.098
41B Toxic items labeled and used properly	12,204	0	12,204	1.56%	0.113
53 Food management certification valid/Employee Training (manually entered/scanned)	86	0	86	0.01%	0.001
53A Food management certification valid	15,505	0	15,505	1.98%	0.144
53B Employee Training verification	15,221	0	15,221	1.95%	0.141
<b>Subtotal: FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS</b>	<b>371,403</b>	<b>0</b>	<b>371,403</b>	<b>47.53%</b>	<b>3.447</b>

Continued on next page



## Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2009-2010**  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
04 Facilities to maintain product temperature	6,979	0	6,979	0.89%	0.065
05 Thermometers provided and conspicuously placed	17,484	0	17,484	2.24%	0.162
06 Potentially hazardous food properly thawed	4,496	0	4,496	0.58%	0.042
08 Food protection/cross-contamination (manually entered/scanned)	118	0	118	0.02%	0.001
08C Potential for cross-contamination; storage practices; damaged food segregated	130	0	130	0.02%	0.001
10 In-use food dispensing utensils properly stored	0	17,175	17,175	2.20%	0.159
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	84	0	84	0.01%	0.001
13 Clean clothes, hair restraints	0	10,592	10,592	1.36%	0.098
14 Food contact surfaces designed, constructed, maintained, installed, located	0	36,149	36,149	4.63%	0.336
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	10,206	10,206	1.31%	0.095
16 Dishwashing facilities designed, constructed, operated	4,559	0	4,559	0.58%	0.042
17 Thermometers, gauges, test kits provided	9,047	0	9,047	1.16%	0.084
18 Pre-flushed, scraped, soaked	0	3,182	3,182	0.41%	0.030
19 Wash, rinse water clean, proper temperature	0	332	332	0.04%	0.003
20 Sanitizing concentration or temperature (manually entered/scanned)	71	0	71	0.01%	0.001
20A Sanitizing concentration	8,039	0	8,039	1.03%	0.075
20B Sanitizing temperature	935	0	935	0.12%	0.009
21 Wiping cloths clean, used properly, stored	0	19,482	19,482	2.49%	0.181
23 Non-food contact surfaces clean	0	27,862	27,862	3.57%	0.259
24 Storage/handling of clean equipment, utensils	0	17,890	17,890	2.29%	0.166
25 Single service items properly stored, handled, dispensed	0	15,023	15,023	1.92%	0.139
26 Single service articles not re-used	0	1,250	1,250	0.16%	0.012
27 Water source safe, hot and cold under pressure	6,954	0	6,954	0.89%	0.065
28 Sewage and waste water disposed properly	1,140	0	1,140	0.15%	0.011
29 Plumbing installed and maintained	0	11,198	11,198	1.43%	0.104
30 Cross-connection, back siphonage, backflow	6,751	0	6,751	0.86%	0.063
31 Toilet and handwashing facilities, number, convenient, designed, installed	16,561	0	16,561	2.12%	0.154
33 Containers covered, adequate number, insect and rodent proof, emptied at proper intervals, clean	0	7,203	7,203	0.92%	0.067
34 Outside storage area clean, enclosure properly constructed	0	2,952	2,952	0.38%	0.027

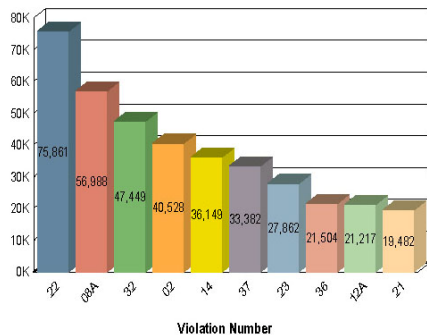
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# Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2009-2010**  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
35 Vermin-insect/rodent presence or protection. Animals prohibited. (manually entered/scanned)	60	0	60	0.01%	0.001
35A Presence of insects/rodents. Animals prohibited.	8,013	0	8,013	1.03%	0.074
35B Outer openings protected from insects; rodent proof	5,864	0	5,864	0.75%	0.054
36 Physical facilities-floors properly constructed, clean, drained, coved	0	21,504	21,504	2.75%	0.200
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	33,382	33,382	4.27%	0.310
38 Lighting provided as required. Fixtures shielded	0	10,242	10,242	1.31%	0.095
39 Rooms and equipment - vented as required	0	294	294	0.04%	0.003
40 Employee lockers provided and used, clean	0	4,037	4,037	0.52%	0.037
41 Toxic items properly stored, labeled and used properly (manually entered/scanned)	94	0	94	0.01%	0.001
42 Premises maintained, no unnecessary articles. Cleaning and maintenance equipment properly stored. Kitchen restricted.	0	11,239	11,239	1.44%	0.104
43 Complete separation from living/sleeping area, laundry	0	35	35	0.00%	0.000
44 Clean and soiled linen segregated and properly stored	0	466	466	0.06%	0.004
50 Current license, properly displayed	9,894	0	9,894	1.27%	0.092
51 Other conditions sanitary and safe operation	0	17,719	17,719	2.27%	0.164
52 False/Misleading statements published or advertised relating to food/beverage	564	0	564	0.07%	0.005
54 Florida Clean Indoor Air Act Compliance	0	64	64	0.01%	0.001
55 Automatic Gratuity Notice	0	29	29	0.00%	0.000
56 Copy of Chapter 509, Florida Statutes, available	0	1	1	0.00%	0.000
57 HEP Information Provided (not a violation, not counted in total)	0	4	4	0.00%	0.000
<b>Subtotal: GOOD RETAIL PRACTICES</b>	<b>107,837</b>	<b>279,542</b>	<b>387,379</b>	<b>49.58%</b>	<b>3.595</b>
<b>GRAND TOTAL</b>	<b>497,700</b>	<b>283,682</b>	<b>781,382</b>		<b>7.252</b>
<b>Average per Inspection:</b>					
	<b>4.619</b>	<b>2.633</b>	<b>7.252</b>		

**Top 10 Violations**



**Top 10 Food Violations**

- 22 \*Food Contact Surfaces Clean and Sanitized
- 08A \*Food Protection
- 32 \*Restrooms Clean
- 02 \*Food Container Labeling
- 14 Food Contact Surfaces Designed
- 37 Walls and Ceilings
- 23 Non-food Contact Surfaces Clean
- 36 Floors
- 12A \*Hand Washing
- 21 Wiping Cloths clean, used properly, stored

## Public Lodging Establishment Violations

**Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2009-2010**

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	2,402	0	2,402	3.81%	0.070
02 Safety: Fire hazards	2,262	0	2,262	3.59%	0.066
03 Safety: Sprinkler system	297	0	297	0.47%	0.009
04 Safety: Smoke detectors - fire alarm systems	1,905	0	1,905	3.03%	0.056
06 Safety: Exits - obstructions, exit signs, emergency lights	1,774	0	1,774	2.82%	0.052
07 Safety: Electrical deficiencies	1,281	0	1,281	2.03%	0.037
08-03 Safety: Boiler certificate	637	0	637	1.01%	0.019
12-04 Safety: Balcony - railing with greater than 4 inch opening	65	0	65	0.10%	0.002
<b>Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>	<b>10,623</b>	<b>0</b>	<b>10,623</b>	<b>16.87%</b>	<b>0.310</b>
<b>LODGING VIOLATIONS</b>					
05 Safety: Smoke detectors - hearing impaired	1,117	0	1,117	1.77%	0.033
08 Safety: Boiler, boiler room	510	0	510	0.81%	0.015
09 Safety: Lighting - public, guest rooms	339	0	339	0.54%	0.010
10 Safety: Adequate heating	28	0	28	0.04%	0.001
11 Safety: Appliances properly installed; maintained	102	0	102	0.16%	0.003
12 Safety: Balcony - railing safety, certification	4,238	0	4,238	6.73%	0.124
13 Safety: Building repair	0	6,303	6,303	10.01%	0.184
14 Safety: Proper locking devices	206	0	206	0.33%	0.006
15 Sanitation: Bathrooms - public, guest, supplies	0	1,588	1,588	2.52%	0.046
16 Sanitation: Water source safe; hot/cold provided	152	0	152	0.24%	0.004
17 Sanitation: Bedding - bed linens, towels	0	1,341	1,341	2.13%	0.039
18 Sanitation: Household furnishings	0	1,820	1,820	2.89%	0.053
19 Sanitation: Plumbing	0	5,134	5,134	8.15%	0.150
20 Sanitation: Ventilation	0	482	482	0.77%	0.014
21 Sanitation: Toxics - storage, use	816	0	816	1.30%	0.024
22 Sanitation: Ice protection	618	0	618	0.98%	0.018
23 Sanitation: Glassware, tableware, utensils sanitized	817	0	817	1.30%	0.024
24 Sanitation: Vermin control	1,517	0	1,517	2.41%	0.044
25 Sanitation: Premises maintained	0	10,199	10,199	16.20%	0.297

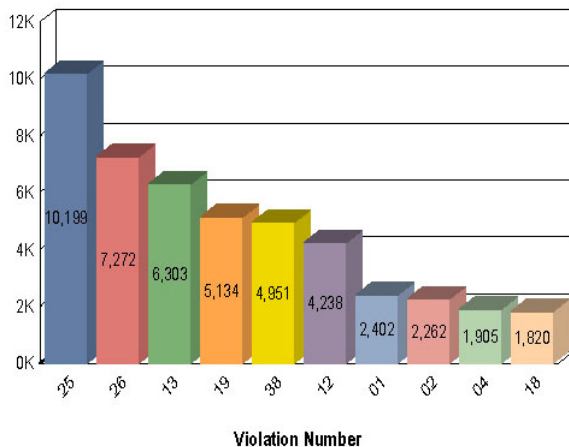
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## Public Lodging Establishment Violations

**Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2009-2010**  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
26 Sanitation: Garbage and refuse disposal	0	7,272	7,272	11.55%	0.212
27 Sanitation: Sewage and waste water disposal	99	0	99	0.16%	0.003
28 Consumer Protection: Advertisement	5	0	5	0.01%	0.000
29 Consumer Protection: Guest property - liability, notified	0	2	2	0.00%	0.000
30 Consumer Protection: Room Rate Schedule	0	65	65	0.10%	0.002
31 Consumer Protection: Room rates posted	0	114	114	0.18%	0.003
32 Consumer Protection: Security Deposit	0	8	8	0.01%	0.000
33 Consumer Protection: Unethical business practices; overbooking	5	0	5	0.01%	0.000
34 Consumer Protection: Licensee - criminal conduct	0	8	8	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	823	823	1.31%	0.024
37 Consumer Protection: Guest register	0	32	32	0.05%	0.001
38 General: Current license - displayed, available upon request	4,951	0	4,951	7.86%	0.144
39 General: Housekeeping	0	1,454	1,454	2.31%	0.042
40 General: Other conditions - safe, sanitary	0	121	121	0.19%	0.004
41 General: Posting operator service agreement	0	50	50	0.08%	0.001
42 General: Blocking operator access	0	7	7	0.01%	0.000
<b>Subtotal: LODGING VIOLATIONS</b>	<b>15,520</b>	<b>36,852</b>	<b>52,372</b>	<b>83.17%</b>	<b>1.527</b>
<b>GRAND TOTAL</b>	<b>26,143</b>	<b>36,829</b>	<b>62,972</b>		<b>1.836</b>
<b>Average per Inspection:</b>	<b>0.762</b>	<b>1.074</b>	<b>1.836</b>		

### Top 10 Violations



### Top 10 Lodging Violations

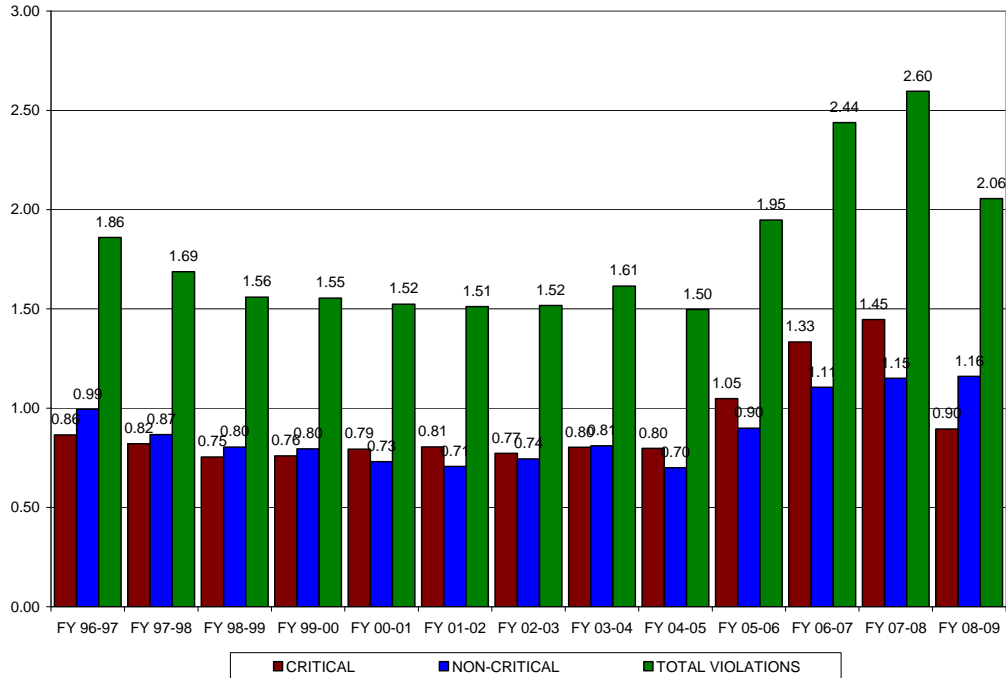
- 25 Premises Maintained
- 26 Garbage and Refuse Disposal
- 13 Building Repair
- 19 Plumbing
- 38 \*Current License Displayed
- 12 \*Balcony, Railing Safety
- 01 \*Fire Extinguishers
- 02 \*Fire Hazards
- 04 \*Smoke Detectors
- 18 Household Furnishings



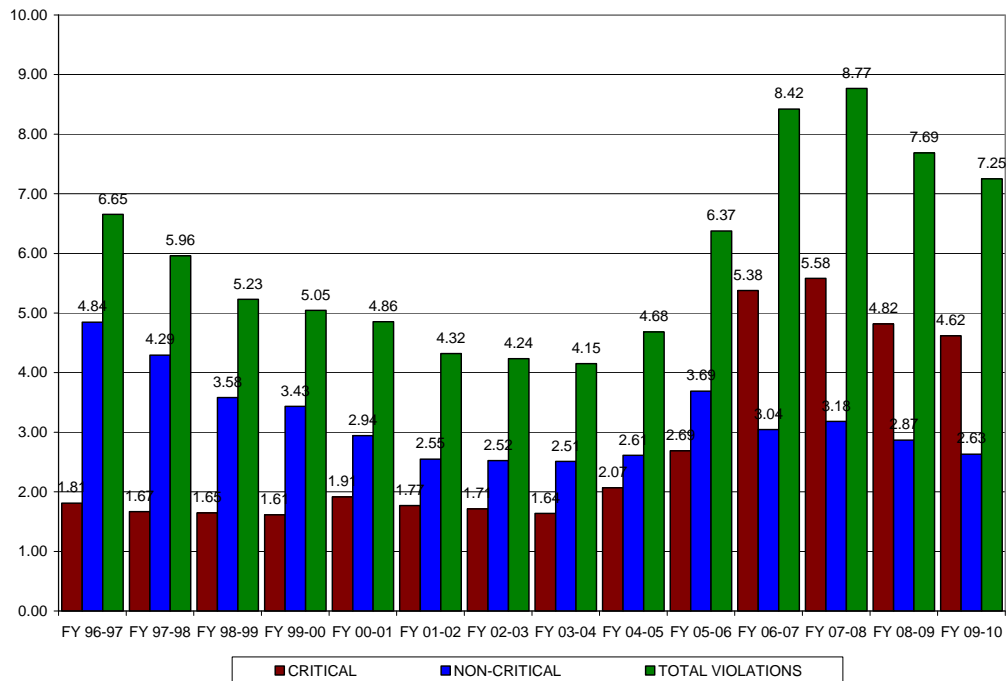
# Public Lodging and Food Service Establishment Violations

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

## *Lodging*



## *Food Service*



Public Lodging and Food Service Establishment  
**Consumer Complaints**

**Table 11: Foodborne Illness Complaint Activity—FY 2009-2010**

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Confirmed	36	17	29	15	14	11	2	124
Not Observed	83	189	202	152	171	86	177	1,060
Other	10	127	47	44	52	30	12	322
<b>Total</b>	<b>129</b>	<b>333</b>	<b>278</b>	<b>211</b>	<b>237</b>	<b>127</b>	<b>191</b>	<b>1,506</b>

SOURCE: Single Licensing System 7.06.2010

**Table 12: Consumer Complaint Activity—FY 2009-2010**

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>Food Service</b>								
Confirmed	58	86	159	137	99	71	56	666
Not Observed	186	268	320	363	273	194	220	1,824
Other	17	167	87	197	103	76	36	683
<b>Subtotal</b>	<b>261</b>	<b>521</b>	<b>566</b>	<b>697</b>	<b>475</b>	<b>341</b>	<b>312</b>	<b>3,173</b>
<b>Lodging-Apartments</b>								
Confirmed	44	16	13	16	24	10	1	124
Not Observed	96	32	27	26	18	15	3	217
Other	31	29	12	26	18	37	2	155
<b>Subtotal</b>	<b>171</b>	<b>77</b>	<b>52</b>	<b>68</b>	<b>60</b>	<b>62</b>	<b>6</b>	<b>496</b>
<b>Lodging-Hotels, Motels, Rooming Houses and Bed &amp; Breakfasts</b>								
Confirmed	19	27	26	54	34	26	9	195
Not Observed	49	54	76	110	43	48	22	402
Other	7	23	24	62	24	17	1	158
<b>Subtotal</b>	<b>75</b>	<b>104</b>	<b>126</b>	<b>226</b>	<b>101</b>	<b>91</b>	<b>32</b>	<b>755</b>
<b>Lodging-Resort Condos and Dwellings</b>								
Confirmed	0	0	1	5	0	0	0	6
Not Observed	4	4	4	17	0	5	4	38
Other	0	1	0	13	2	5	1	22
<b>Subtotal</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>34</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>66</b>
<b>Grand Total</b>	<b>511</b>	<b>707</b>	<b>749</b>	<b>1,026</b>	<b>638</b>	<b>504</b>	<b>355</b>	<b>4,490</b>

SOURCE: Single Licensing System 07.20.2010

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.

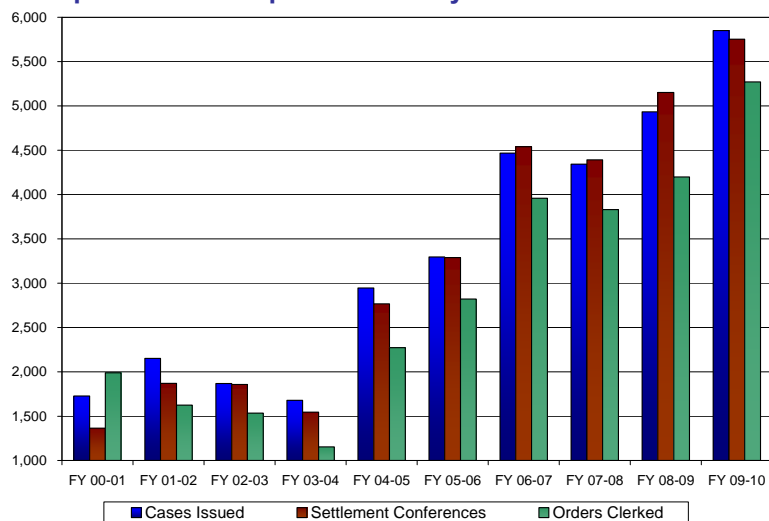
# Compliance

**Table 13: Public Food and Lodging Compliance Activity—FY 2009-2010**

	July 2009	Aug. 2009	Sept. 2009	Oct. 2009	Nov. 2009	Dec. 2009	Jan. 2010	Feb. 2010	March 2010	April 2010	May 2010	June 2010	Total
<b>Compliance Activity</b>													
Total Administrative Complaints Issued	453	503	537	474	424	565	489	493	503	486	450	472	5,849
Settlement Conferences	378	487	503	485	394	448	541	489	606	476	437	508	5,752
Administrative Complaint Settlement Rate	73%	82%	81%	74%	72%	72%	72%	70%	72%	68%	70%	72%	73%
Stipulated Fines	\$188,450	\$261,200	\$308,000	\$228,150	\$205,650	\$230,750	\$276,100	\$244,050	\$345,050	\$237,950	\$231,750	\$236,150	\$2,993,250
Hearing Requests to General Counsel	33	32	35	44	24	60	85	71	74	77	55	69	659
Agency Action to General	64	29	3	6	1	3	4	3	2	2	0	4	121
Orders Clerked	525	320	189	379	233	548	420	269	565	506	808	509	5,271
Total Fines Collected	\$323,084	\$310,198	\$290,245	\$269,614	\$187,968	\$252,302	\$231,750	\$283,303	\$322,848	\$330,638	\$335,992	\$466,516	\$3,604,458
<b>Unlicensed Activity</b>													
Information Calls	8	15	9	8	12	8	12	8	13	7	9	6	115
Speaking/ Training/ Meeting	1	2	1	2	3	1	3	5	4	3	1	3	29
Licensing Referral to district offices and Tallahassee	10	7	9	12	8	9	18	13	13	17	16	8	140

SOURCE: Compliance Office statistical report dated 07.01.2010

**Figure 4: Historical Comparison of Compliance Activity**



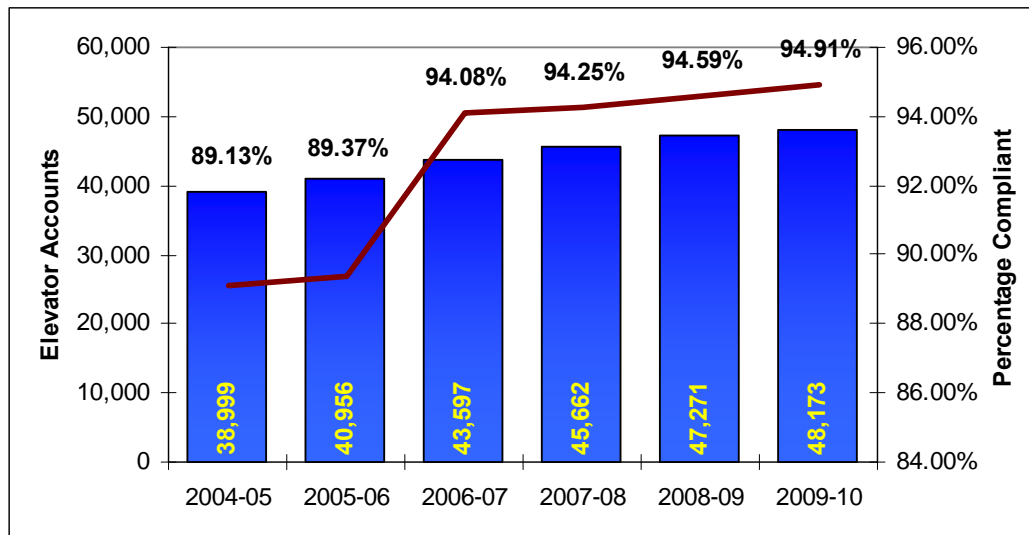
# Elevator Safety

**Table 14: Elevator Accounts – as of August 1, 2010 Expiration**

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	9,420	93.88%	614	6.12%	10,034	238	94	64	10,430
Hydraulic Passenger	31,083	95.56%	1,445	4.44%	32,528	697	241	223	33,689
Traction Freight	324	91.01%	32	8.99%	356	5	34	50	445
Hydraulic Freight	593	95.80%	26	4.20%	619	7	20	31	677
Hand Power Passenger	0	0.00%	1	100.00%	1	0	0	1	2
Hand Power Freight	5	100.00%	0	0.00%	5	0	12	4	21
Moving Walk	44	100.00%	0	0.00%	44	0	0	0	44
Inclined Lift	12	100.00%	0	0.00%	12	2	0	0	14
Limited Use Limited Application	258	90.53%	27	9.47%	285	28	5	4	322
Dumbwaiter	433	93.32%	31	6.68%	464	12	228	49	753
Escalator	1,076	94.64%	61	5.36%	1,137	25	32	9	1,203
Sidewalk Elevator	3	100.00%	0	0.00%	3	0	4	0	7
Material Lift, Dumbwaiter, ATD	5	100.00%	0	0.00%	5	3	0	2	10
Special Purpose Personnel Elevator	91	87.50%	13	12.50%	104	8	8	2	122
Inclined Stairway Chair Lift	49	98.00%	1	2.00%	50	7	12	2	71
Inclined & Vertical Wheelchair Lift	2,324	92.00%	202	8.00%	2,526	188	139	49	2,902
<b>Total</b>	<b>45,720</b>	<b>94.91%</b>	<b>2,453</b>	<b>5.09%</b>	<b>48,173</b>	<b>1,220</b>	<b>829</b>	<b>490</b>	<b>50,712</b>

SOURCE: Single Licensing System Report 7/31/2010

**Figure 5: Historical Comparison of Total Active Elevator Accounts and Licensing Compliance**



**Table 15: Elevator Professional Credential Accounts**

LICENSE TYPE	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10
Registered Elevator Companies	260	274	215	216	252	286
Certified Elevator Inspectors	289	333	305	286	295	354
Certified Elevator Technicians*	-	-	910	797	784	1,130
Certificates of Competency	1,818	1,900	1,583	1,548	1,637	1,871

SOURCE: Extracts 7/4/2005, 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010

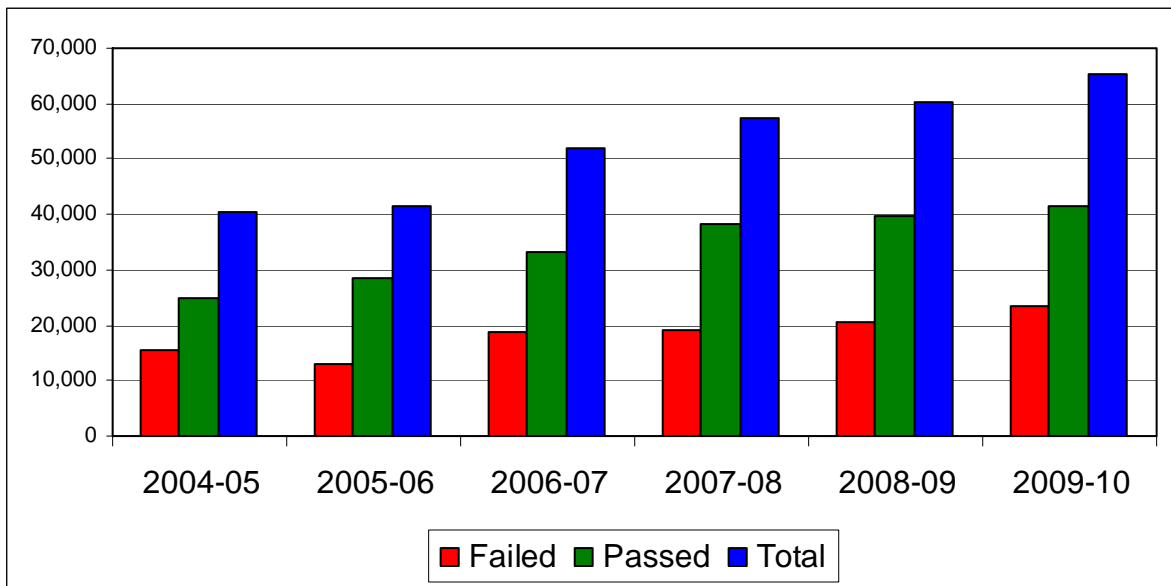
\* NOTE: The division began reporting certified elevator technicians in 2006.

# Elevator Safety

**Table 16: Elevator Inspections Performed by Inspection Type—FY 2009-2010**

Inspection Type	FAILED	PASSED	TOTAL
Accident	3	2	5
Alteration/Acceptance	75	1,953	2,028
Complaint	235	97	332
Construction	215	127	342
Contract Monitoring	3,449	1,466	4,915
Industry Oversight/Audit	864	2,831	3,695
Initial Acceptance	20	1,143	1,163
Routine	18,685	33,598	52,283
Temporary Operation Inspection	70	383	453
<b>Total</b>	<b>23,616</b>	<b>41,600</b>	<b>65,216</b>

**Figure 6: Historical Comparison of Elevator Inspections**



**Table 17: Historical Comparison of Elevator Accidents**

Elevator Type	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	Total	% Total
Dumbwaiter	2	0	0	2	4	1	9	0.3%
Escalator	377	348	433	411	292	199	2,060	70.6%
Hydraulic Freight	7	17	7	10	3	3	47	1.6%
Hydraulic Passenger	68	47	31	31	31	39	247	8.5%
Inclined Lift	2	0	0	0	1	1	4	0.1%
Moving Walk	38	59	54	45	24	49	269	9.2%
Special Purpose Personnel Elevator	2	0	0	1	0	0	3	0.1%
Traction Freight	1	2	4	6	9	6	28	1.0%
Traction Passenger	49	46	34	34	39	48	250	8.6%
<b>Total</b>	<b>546</b>	<b>519</b>	<b>563</b>	<b>540</b>	<b>403</b>	<b>346</b>	<b>2,917</b>	<b>100.0%</b>