

Division of Hotels and Restaurants

Annual Report

2010-2011



Florida Department of
**Business & Professional
Regulation**



Ken Lawson, Secretary

Rick Scott, Governor

Dear Friends,

Fiscal Year 2010/2011 was an exciting time at the Department of Business and Professional Regulation. Since my appointment as Secretary of DBPR in March, I have had the privilege of leading a dedicated team through making many improvements for our licensees and Florida's consumers.

As the head of this agency, it is my responsibility to help make Florida the best place for businesses to operate. I believe the way to make this happen is to use smart regulation, strong but fair enforcement and good lines of communication with our customers.

Smart regulation is regulation that helps businesses grow and protects Floridians, not regulation that makes life more cumbersome for businesses and professionals. Enforcing our rules and regulations is necessary, but this enforcement must be fair above all else and our licensees deserve a voice throughout the regulation and enforcement process.

Finally, we value communication with our customers and rely on each of you to let us know what's working, what isn't working and what we can do better. In the past few months, we have surveyed a large majority of our licensees to gain feedback on the Department, developed a Bill of Rights card to let customers know what to expect from inspections and upgraded many of our license application processes.

With these and other ongoing improvements, we are closer to getting Florida back to work. We are committed to streamlining processes and eliminating cumbersome and unnecessary regulation. Feedback from our customers and partners will ensure we stay on track to make that happen. As always, thank you for working with us, and I look forward to the next Fiscal Year!

Sincerely,



Ken Lawson
Secretary

The Division of Hotels and Restaurants (H&R) is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida.¹ The mission of the division is to protect the health and safety of the public 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.²

The division is organized into four main units:

- the Director's Office
- the Bureau of Sanitation and Safety Inspections
- the Bureau of Field Services
- 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 \$18,401,046. During this period, the division:

- operated its second full year of centralized public food service plan review in Tallahassee providing cost reductions and faster turnaround for its customers;
- further refined capabilities to accept plans electronically;
- conducted a total of 167,397 public food service and lodging establishment inspections to ensure sanitation and safety standards (see tables on pages 11-12);
- performed more than 98 percent of the statutorily required inspections for public food service and lodging establishments (see table on page 13), compared to 74 percent in 2005;
- cited a total of 811,244 violations of sanitary standards in public food service and lodging establishments (see tables on pages 14-19);
- continued to enhance efficiencies gained through the enterprise-wide re-engineering project to improve operations and inspections;
- received seven Prudential-Davis Productivity Awards recognizing cost savings and exemplary performance;
- created a new combined license/plan review application to promote easier fee payment and faster review; and
- reduced fine penalties across-the-board by 20 percent this fiscal year and slowed down enforcement for minor offenders to recognize economic realities and promote business success.

Additionally,

- For the second 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 third year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history at 97 percent.
- Despite the economic downturn, the number of restaurant licenses has increased almost 10 percent since 2005, lodging licenses have remained steady and elevator licenses have increased 25 percent.
- As a result of a worldwide spread of bed bug infestations, the division continued to step up enforcement activity.

¹ Pursuant to Chapter 509, Florida Statutes.

² 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 2010-2011, the Bureau of Sanitation and Safety Inspections accomplished 167,397 inspections of the 83,859 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 2010-2011, OPQ facilitated 8,542.50 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. Additionally, 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 5,024 plans for a total of \$753,600 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. Centralization also resolved numerous workload inequities and substantially improved customer service. Eligible restaurant license applicants can now electronically submit their plans for immediate feedback and approval. Plan review centralization has resulted in a more efficient use of resources, greater consistency and responsiveness, and cost savings to licensees. The

centralized plan review program has won multiple Davis Awards and received national recognition. Harvard's Kennedy School of Government selected the plan review program for its 2010 Bright Ideas initiative. The Pioneer Institute recognized the program as a runner-up in its 2011 Better Government Competition.

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 83,859 public food and lodging establishments and 48,680 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. This year, Licensure staff created an optional new form and data transaction combining the food service plan review and license application to simplify and expedite the process for eligible licensees and allow single payment of fees. At year end, staff was working with the department's technology division to complete a project to offer online application processes for all food and lodging applicants.

Compliance Section

The Compliance Section manages the administrative enforcement activity of the division. This office also 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. Due to economic realities, the Compliance Section reduced fine penalties across-the-board by 20 percent this fiscal year and slowed down enforcement for minor offenders.

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. It also registers providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators, and coordinates annual renewals of Certificates of Operation and licensed credentials for professions with the division's Licensure Section. 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 eleven 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 2010-2011, these inspectors conducted 7,612 monitoring inspections.

For the third year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history—97 percent. This compliance record was achieved through a special mediation project with 1,710 actions that resulted in zero disciplinary fines to elevator owners. Securing the compliance of 97 percent of all vertical and horizontal transportation devices in Florida benefits and positively impacts not only citizens but also visitors of Florida. The use of unsafe and defective lifting devices imposes a substantial probability of serious injury and exposes elevator personnel as well as the public to unsafe and hazardous conditions. Ensuring the safety of life and limb, and protecting the health and welfare of the riding public and elevator personnel is the core mission of the Bureau of Elevator Safety.

The bureau's oversight role for over 50,000 conveyances and five contracted jurisdictions continues to increase due to continued growth in new elevator construction and registration of new elevator workers and companies within the state.

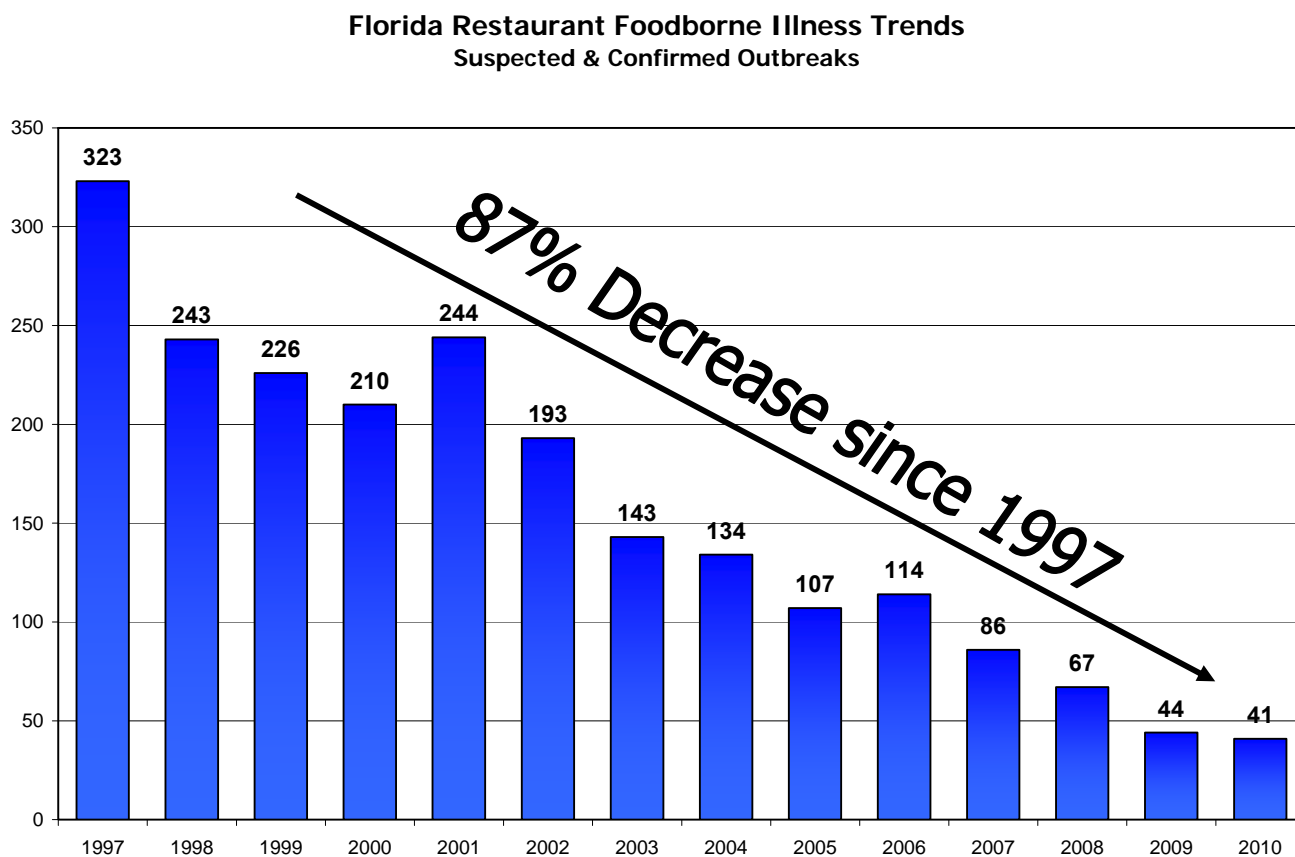
Participation in National Food Safety Initiatives

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 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 41 posted for 2010, 13 were **confirmed** and 28 were classified as **suspected**.



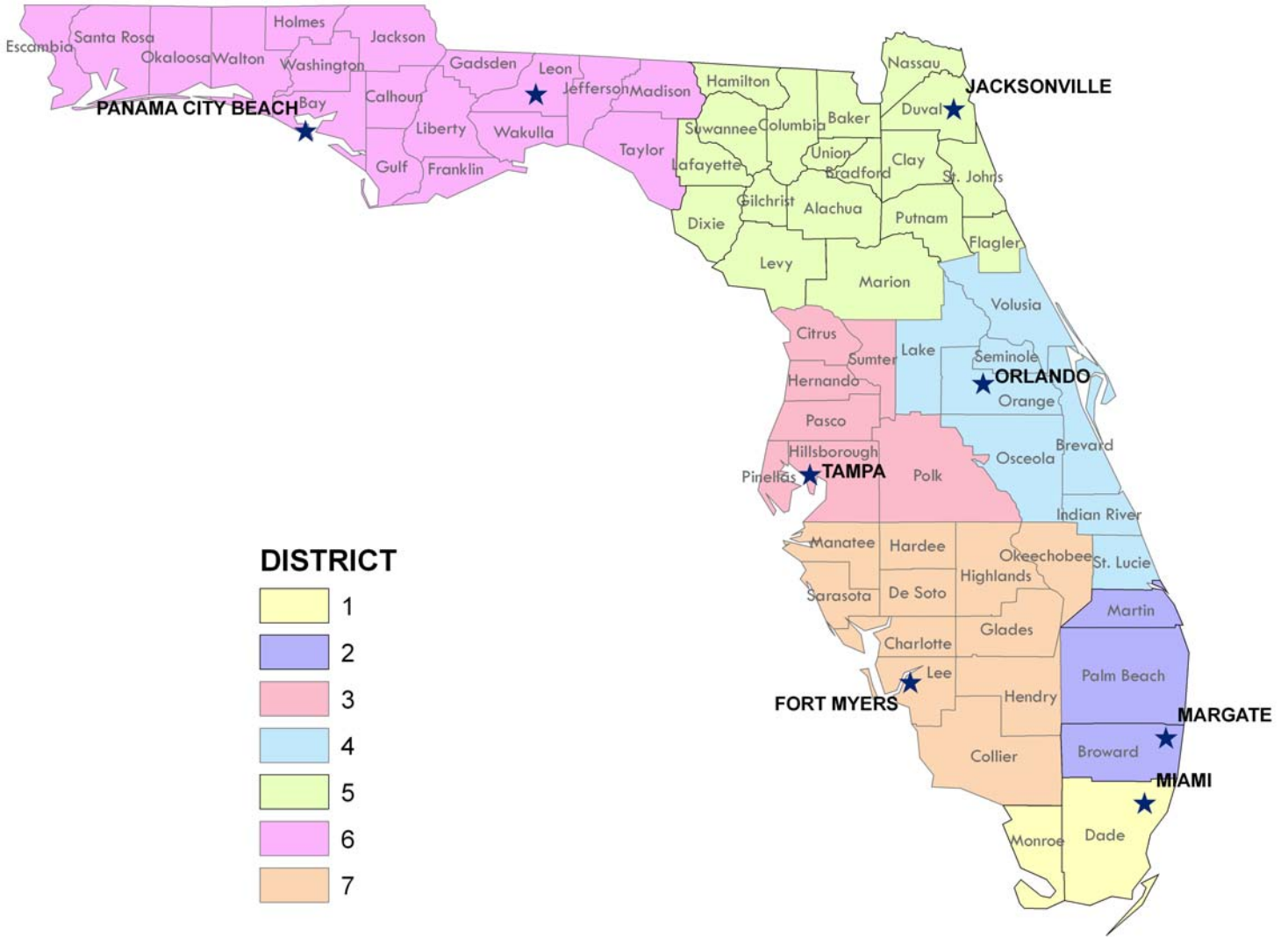
Foodborne illness in Florida has trended downward significantly during the past 13 years. The statistics in the chart (above) indicate:

- 87% decrease since adoption of the FDA Food Code and implementation of Food Service Employee Training in 1997
- 79% decrease since implementation of the PDA inspection tool in 2003
- 63% 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

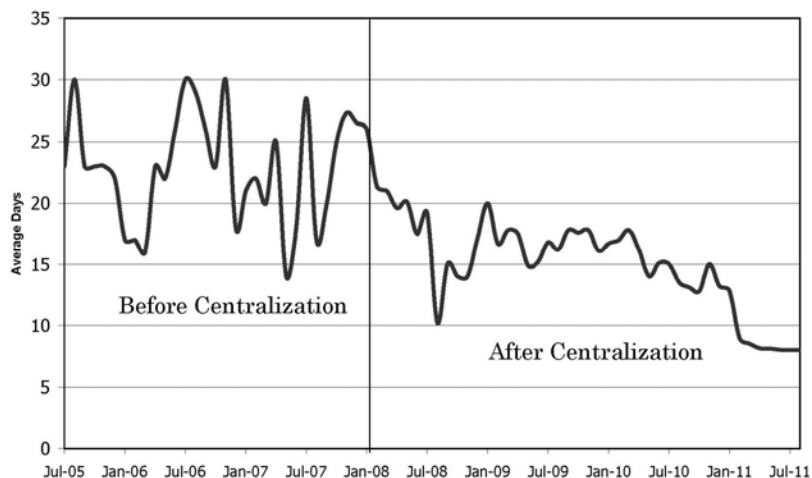
Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2010-2011

District	New/ Conversion	Closed	Remodel	Total	Fees
1	693	66	65	824	\$123,600.00
2	614	114	112	840	\$126,000.00
3	664	95	126	885	\$132,750.00
4	698	111	165	974	\$146,100.00
5	436	95	68	599	\$ 89,850.00
6	323	46	40	409	\$ 61,350.00
7	349	59	85	493	\$ 73,950.00
Total	3,777	586	661	5,024	\$753,600.00

Table 2: Number of Variances Processed—FY 2010-2011

DISTRICT	No. of Variances		
	Routine	Emergency	Total
1	1	9	10
2	3	10	13
3	4	3	7
4	6	5	11
5	2	2	4
6	1	4	5
7	3	3	6
Total	20	36	56

Figure 1: Average Time to Process a Plan Review



Public Lodging and Food Service Establishment Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2010-2011

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	334	240	221	343	194	130	157	1,619
Motels	288	392	513	565	369	345	345	2,817
Nontransient Apartments	5,422	3,778	2,715	2,209	1,452	1,059	863	17,498
Transient Apartments	207	269	198	101	49	19	159	1,002
Nontransient Rooming Houses	48	35	15	20	17	6	11	152
Transient Rooming Houses	60	31	42	35	27	10	13	218
Bed and Breakfasts	53	20	35	40	68	28	16	260
Vacation Rentals - Condos								
Single	229	16	182	1,103	108	173	43	1,854
Group	70	67	87	244	44	163	205	880
Collective	36	6	64	64	26	143	131	470
Vacation Rentals - Dwellings								
Single	385	77	3,247	5,771	93	412	140	10,125
Group	12	8	15	14	7	18	12	86
Collective	56	8	90	181	22	83	123	563
SUBTOTAL	7,200	4,947	7,424	10,690	2,476	2,589	2,218	37,544
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	5,183	6,303	6,322	7,447	4,361	2,991	4,318	36,925
Permanent Nonseating	878	954	907	1,081	553	296	470	5,139
Theme Park Food Carts	0	0	9	20	7	0	0	36
Catering	93	121	77	155	70	48	52	616
Hot Dog Carts	168	77	188	194	116	33	55	831
Mobile Food Dispensing Vehicles	369	175	406	475	189	188	142	1,944
Vending Machines	5	20	143	475	113	2	66	824
SUBTOTAL	6,696	7,650	8,052	9,847	5,409	3,558	5,103	46,315
GRAND TOTAL	13,896	12,597	15,476	20,537	7,885	6,147	7,321	83,859

SOURCE: DBPR Single Licensing System 07.01.2011

Table 4: Temporary Food Service Event Licenses Issued — FY 2010-2011

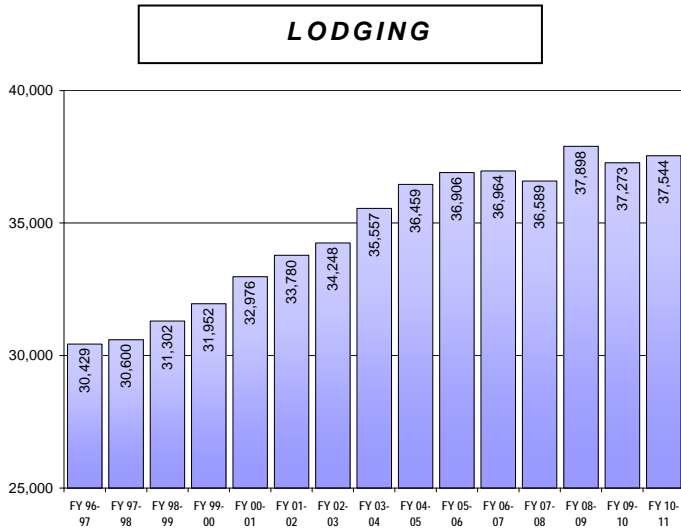
License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	557	396	240	693	363	333	107	2,689
4-30 day license	326	357	728	884	356	173	330	3,154
Annual license	5	11	4	6	6	2	3	37
Already Licensed – Annual	14	16	6	27	25	14	5	107
Already Licensed – Permanent	165	138	58	240	149	98	67	915
Already Licensed - DACS	46	61	22	34	5	51	12	231
Total	1,113	979	1,058	1,884	904	671	524	7,133

SOURCE: DBPR Single Licensing System 07.31.2011

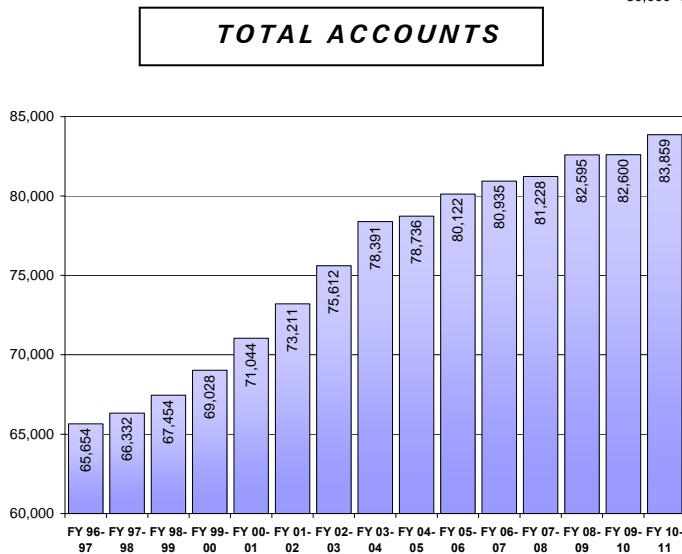
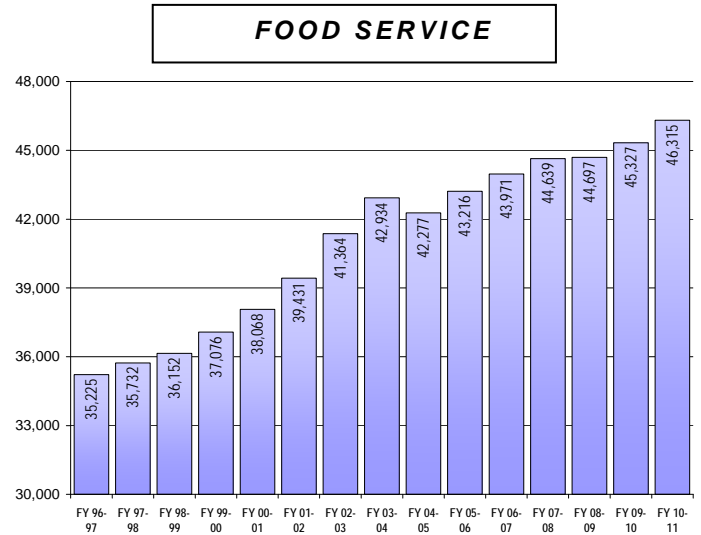
NOTE: Vendors with a DBPR or Department of Agriculture and Consumer Services (DACs) food service license may operate under their existing license when they have a satisfactory on-site inspection.

Public Lodging and Food Service Establishment Licensing

Figure 2: Historical Comparison of Total Number of Public Lodging and Food Service Accounts



Beginning in 2008, the division started annually administratively closing vacation rental accounts that were expired over one year.



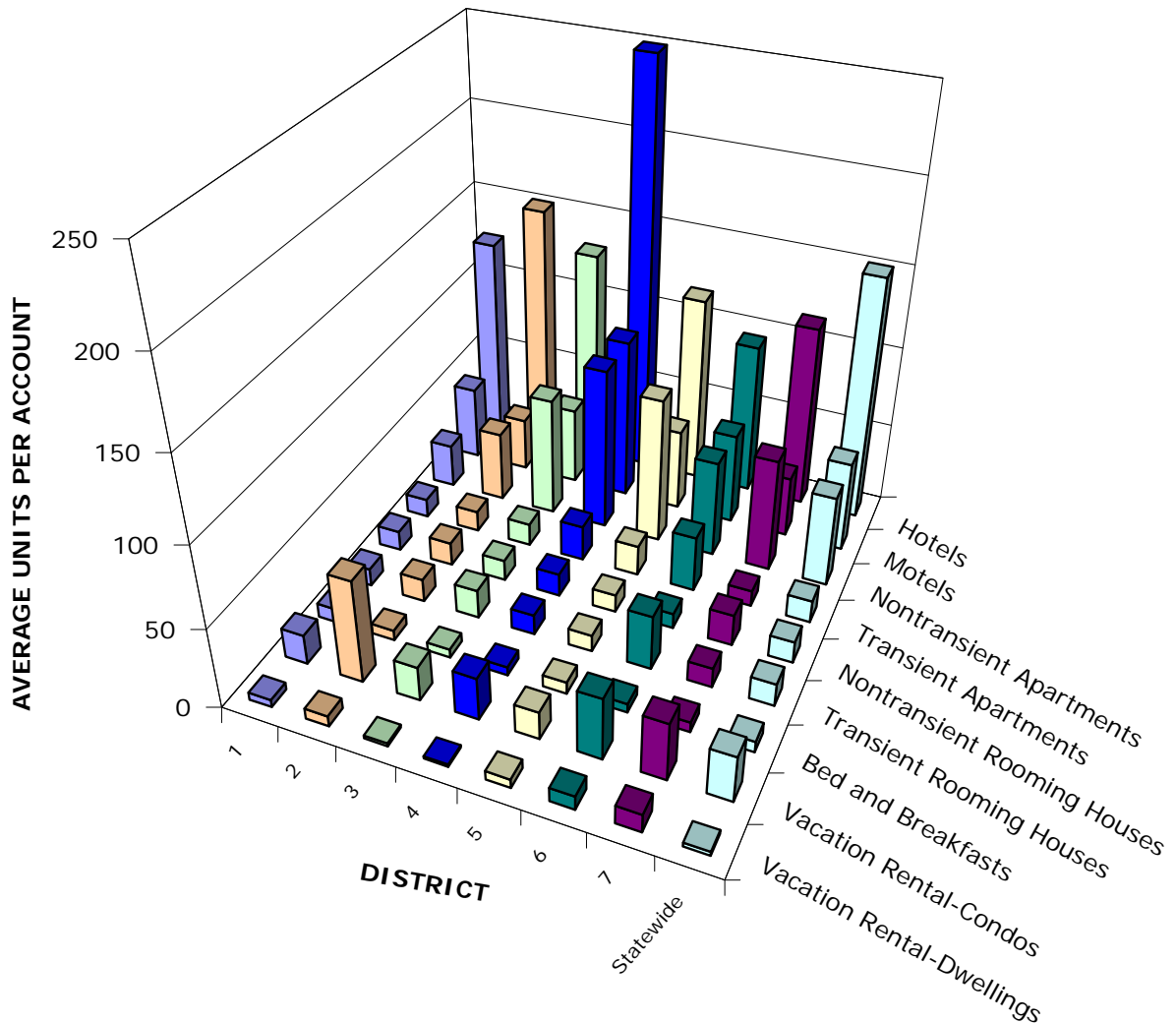
Public Lodging and Food Service Establishment Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2010-2011

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	41,396	36,275	28,774	86,354	22,547	12,297	17,856	245,499
Motels	13,165	12,935	24,652	56,722	18,697	19,604	13,073	158,848
Nontransient Apartments	146,885	165,188	201,674	223,423	132,286	63,871	61,065	994,392
Transient Apartments	2,399	3,443	2,752	2,229	923	660	1,574	13,980
Nontransient Rooming Houses	595	508	196	284	185	57	215	2,040
Transient Rooming Houses	655	449	745	435	281	342	157	3,064
Bed and Breakfasts	466	127	186	215	497	157	99	1,747
Vacation Rental-Condos	6,233	5,719	7,135	37,365	3,093	18,560	13,662	91,767
Vacation Rental-Dwellings	2,072	605	6,005	8,629	669	4,365	3,119	25,464
TOTAL	213,866	225,249	272,119	415,656	179,178	119,913	110,820	1,536,801

SOURCE: DBPR Single Licensing System 07.01.2011

Figure 3: Average Number of Public Lodging Units per Account—End of FY 2010-2011



**Public Lodging and Food Service Establishment
Inspections**

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2010-2011

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,063	13,636	359	15	4	15,077
2	1,052	17,037	477	23	6	18,595
3	1,252	18,874	586	26	10	20,748
4	1,501	20,282	660	58	2	22,503
5	875	9,414	420	44	2	10,755
6	535	7,792	324	15	0	8,666
7	682	13,279	389	0	3	14,353
TOTAL	6,960	100,314	3,215	181	27	110,697

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	269	7,759	205	0	5	8,238
2	321	5,684	107	5	0	6,117
3	201	5,439	134	0	1	5,775
4	202	5,250	237	13	3	5,705
5	90	2,720	121	7	1	2,939
6	74	2,384	103	5	0	2,566
7	82	2,530	51	1	1	2,665
TOTAL	1,239	31,766	958	31	11	34,005

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,332	21,395	564	15	9	23,315
2	1,373	22,721	584	28	6	24,712
3	1,453	24,313	720	26	11	26,523
4	1,703	25,532	897	71	5	28,208
5	965	12,134	541	51	3	13,694
6	609	10,176	427	20	0	11,232
7	764	15,809	440	1	4	17,018
TOTAL	8,199	132,080	4,173	212	38	144,702

SOURCE: DBPR Single Licensing System 08.10.2011

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 2010-2011

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	24	2,248	10	0	0	2,282
2	90	3,241	25	3	0	3,359
3	24	3,023	21	1	0	3,069
4	19	3,794	41	11	0	3,865
5	82	2,560	80	11	0	2,733
6	1	1,596	46	6	0	1,649
7	17	2,776	25	0	0	2,818
TOTAL	257	19,238	248	32	0	19,775

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	0	505	18	0	0	523
2	41	543	14	1	0	599
3	8	420	6	0	0	434
4	11	511	14	1	0	537
5	11	232	20	2	0	265
6	0	218	20	1	0	239
7	1	319	3	0	0	323
TOTAL	72	2,748	95	5	0	2,920

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	24	2,753	28	0	0	2,805
2	131	3,784	39	4	0	3,958
3	32	3,443	27	1	0	3,503
4	30	4,305	55	12	0	4,402
5	93	2,792	100	13	0	2,998
6	1	1,814	66	7	0	1,888
7	18	3,095	28	0	0	3,141
TOTAL	329	21,986	343	37	0	22,695

SOURCE: DBPR Single Licensing System 08.10.2011

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 2010-2011

- **Apartments 99.4% met inspection requirement (target 100%)**
- **Lodging (non apartments) 99.3% met inspection requirement (target 100%)**
- **Food Establishments 97.6% met inspection requirement (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	46,304	5,064	18,499	69,867
Percent Change Since Last Fiscal Year	2.11%	-0.53%	0.50%	1.48%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	92,608	10,128	18,499	121,235
Number Active Licenses Inspected Once This Period	2,359	62	15,966	18,387
Number Active Licenses Inspected Twice This Period	43,730	5,002	2,417	51,149
Number Active Licenses Not Inspected This Period	216	1	117	334
Percent Active Licenses Inspected Once This Period	5.09%	1.22%	86.31%	26.32%
Percent Active Licenses Inspected Twice This Period	94.44%	98.78%	13.07%	73.21%
Percent Active Licenses Not Inspected This Period	0.47%	0.02%	0.63%	0.48%
Number Active Licenses that Met or Exceeded Annual Requirement	45,211	5,028	18,383	68,622
Percent Active Licenses that Met or Exceeded Annual Requirement	97.64%	99.29%	99.37%	98.22%

SOURCE: DBPR Single Licensing System reports run on 07.04.2011.

*Other than apartments and vacation rentals. For purpose of this table, the term “lodging” includes hotels, motels, rooming houses and bed & breakfast inns. Vacation rentals are inspected in response to complaints and are not included above. All data for this table was collected on 7/04/2011. 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 2010-2011

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY					
15-06 Hoods shall be sized and configured to provide for the capture and removal of grease-laden vapors	0	4	4	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	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	3	3	0.00%	0.000
15-24 Grease filters shall be easily accessible and removable for cleaning	0	17	17	0.00%	0.000
15-25 Grease filters shall be equipped with a grease drip tray beneath their lower edges	0	133	133	0.02%	0.001
15-26 Filter-equipped exhaust systems shall not be operated with filters removed	0	146	146	0.02%	0.001
15-27 Mesh filters shall not be used	0	15	15	0.00%	0.000
15-28 Grease filters shall be arranged so that all exhaust air shall pass through the grease filters	0	1,917	1,917	0.26%	0.017
15-39 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	7	7	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	79	79	0.01%	0.001
15-42 Grease filter orientation and installation	0	208	208	0.03%	0.002
35B-02 Doors required to swing in the direction of egress travel	1	0	1	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	858	858	0.11%	0.008
39-03 Exhaust systems shall be operated whenever cooking equipment is turned on	0	59	59	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	52	52	0.01%	0.000
39-09 All solid fuel cooking equipment served by hood and duct systems shall be separate from all other exhaust systems	0	2	2	0.00%	0.000
45 Fire extinguishers - proper and sufficient	4,796	0	4,796	0.64%	0.043
46 Exiting System - adequate, good repair	2,458	0	2,458	0.33%	0.022
47 Electrical wiring = adequate, good repair	3,769	0	3,769	0.50%	0.034
48 Gas appliances - properly installed, maintained	1,108	0	1,108	0.15%	0.010
49 Flammable/combustible materials - properly stored	443	0	443	0.06%	0.004
Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	12,575	3,501	16,076	2.14%	0.145

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Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2010-2011
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS					
01 Food from approved source; wholesome, sound condition (manually entered/scanned)	36	0	36	0.00%	0.000
01A Food obtained from approved source	199	0	199	0.03%	0.002
01B Wholesome, sound condition	9,052	0	9,052	1.20%	0.082
02 Original container, properly labeled, date marking, shell stock tags	37,484	0	37,484	4.99%	0.339
02-11 Consumer advisory on raw/undercooked oysters	445	0	445	0.06%	0.004
02-13 Consumer advisory on raw/undercooked animal products	3,301	0	3,301	0.44%	0.030
03 Food at proper temperature (manually entered/scanned)	62	0	62	0.01%	0.001
03A Cold food at proper temperatures during storage, display, service, transport and cold holding	19,376	0	19,376	2.58%	0.175
03B Hot food at proper temperature	6,236	0	6,236	0.83%	0.056
03C Foods properly cooked/reheated	1,005	0	1,005	0.13%	0.009
03D Foods properly cooled	6,026	0	6,026	0.80%	0.055
07 Unwrapped or potentially hazardous food not reserved	113	0	113	0.02%	0.001
08A Food protection during storage, prep, display, service, transportation	54,523	0	54,523	7.26%	0.493
08B Cross-contamination, equipment, personnel, storage	4,990	0	4,990	0.66%	0.045
09 Foods handled with minimum contact	13,014	0	13,014	1.73%	0.118
11 Personnel with infections restricted	155	0	155	0.02%	0.001
12A Hands washed and clean, good hygienic practices (observed), alternative operation plan	23,172	0	23,172	3.08%	0.210
12B Proper hygienic practices, eating/drinking/smoking (evidence)	12,213	0	12,213	1.63%	0.110
22 Food contact surfaces clean and sanitized	67,252	0	67,252	8.95%	0.608
32 Restroom with self-closing doors, fixtures operate properly, facility clean, supplied with handsoap, disposable towels or hand drying devices, tissue, covered waste receptacles.	46,377	0	46,377	6.17%	0.419
41A Toxic items properly stored	10,068	0	10,068	1.34%	0.091
41B Toxic items labeled and used properly	12,307	0	12,307	1.64%	0.111
53 Food management certification valid/Employee Training (manually entered/scanned)	36	0	36	0.00%	0.000
53A Food management certification valid	15,285	0	15,285	2.03%	0.138
53B Employee Training verification	15,887	0	15,887	2.11%	0.144
Subtotal: FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS	358,614	0	358,614	47.73%	3.244

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Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2010-2011
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
GOOD RETAIL PRACTICES					
04 Facilities to maintain product temperature	7,504	0	7,504	1.00%	0.068
05 Thermometers provided and conspicuously placed	18,047	0	18,047	2.40%	0.163
06 Potentially hazardous food properly thawed	4,464	0	4,464	0.59%	0.040
08 Food protection/cross-contamination (manually entered/scanned)	83	0	83	0.01%	0.001
08C Potential for cross-contamination; storage practices; damaged food segregated	141	0	141	0.02%	0.001
10 In-use food dispensing utensils properly stored	0	16,626	16,626	2.21%	0.150
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	53	0	53	0.01%	0.000
13 Clean clothes, hair restraints	0	12,252	12,252	1.63%	0.111
14 Food contact surfaces designed, constructed, maintained, installed, located	0	31,608	31,608	4.21%	0.286
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	11,786	11,786	1.57%	0.107
16 Dishwashing facilities designed, constructed, operated	4,348	0	4,348	0.58%	0.039
17 Thermometers, gauges, test kits provided	9,249	0	9,249	1.23%	0.084
18 Pre-flushed, scraped, soaked	0	3,473	3,473	0.46%	0.031
19 Wash, rinse water clean, proper temperature	0	339	339	0.05%	0.003
20 Sanitizing concentration or temperature (manually entered/scanned)	57	0	57	0.01%	0.001
20A Sanitizing concentration	7,583	0	7,583	1.01%	0.069
20B Sanitizing temperature	1,013	0	1,013	0.13%	0.009
21 Wiping cloths clean, used properly, stored	0	19,201	19,201	2.56%	0.174
23 Non-food contact surfaces clean	0	31,752	31,752	4.23%	0.287
24 Storage/handling of clean equipment, utensils	0	17,369	17,369	2.31%	0.157
25 Single service items properly stored, handled, dispensed	0	13,912	13,912	1.85%	0.126
26 Single service articles not re-used	0	1,136	1,136	0.15%	0.010
27 Water source safe, hot and cold under pressure	6,884	0	6,884	0.92%	0.062
28 Sewage and waste water disposed properly	1,007	0	1,007	0.13%	0.009
29 Plumbing installed and maintained	0	10,081	10,081	1.34%	0.091
30 Cross-connection, back siphonage, backflow	6,206	0	6,206	0.83%	0.056
31 Toilet and handwashing facilities, number, convenient, designed, installed	16,818	0	16,818	2.24%	0.152
33 Containers covered, adequate number, insect and rodent proof, emptied at proper intervals, clean	0	6,378	6,378	0.85%	0.058
34 Outside storage area clean, enclosure properly constructed	0	2,769	2,769	0.37%	0.025

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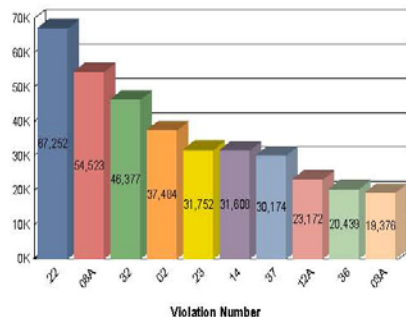
Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2010-2011

Violation Codes <i>(continued)</i>	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
GOOD RETAIL PRACTICES					
35 Vermin-insect/rodent presence or protection. Animals prohibited. (manually entered/scanned)	41	0	41	0.01%	0.000
35A Presence of insects/rodents. Animals prohibited.	8,448	0	8,448	1.12%	0.076
35B Outer openings protected from insects; rodent proof	5,605	0	5,605	0.75%	0.051
36 Physical facilities-floors properly constructed, clean, drained, coved	0	20,439	20,439	2.72%	0.185
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	30,174	30,174	4.02%	0.273
38 Lighting provided as required. Fixtures shielded	0	9,440	9,440	1.26%	0.085
39 Rooms and equipment - vented as required	0	254	254	0.03%	0.002
40 Employee lockers provided and used, clean	0	4,056	4,056	0.54%	0.037
41 Toxic items properly stored, labeled and used properly (manually entered/scanned)	59	0	59	0.01%	0.001
42 Premises maintained, no unnecessary articles. Cleaning and maintenance equipment properly stored. Kitchen restricted.	0	10,275	10,275	1.37%	0.093
43 Complete separation from living/sleeping area, laundry	0	31	31	0.00%	0.000
44 Clean and soiled linen segregated and properly stored	0	468	468	0.06%	0.004
50 Current license, properly displayed	8,597	0	8,597	1.14%	0.078
51 Other conditions sanitary and safe operation	0	16,180	16,180	2.15%	0.146
52 False/Misleading statements published or advertised relating to food/beverage	337	0	337	0.04%	0.003
54 Florida Clean Indoor Air Act Compliance	0	36	36	0.00%	0.000
55 Automatic Gratuity Notice	0	22	22	0.00%	0.000
57 HEP Information Provided (not a violation, not counted in total)	0	4	4	0.00%	0.000
Subtotal: GOOD RETAIL PRACTICES	106,544	270,085	376,629	50.13%	3.407
GRAND TOTAL	477,733	273,558	751,291		6.795

Average per Inspection:	4.321	2.474	6.795
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Top 10 Violations



Top 10 Food Violations

- 22 *Food Contact Surfaces Clean and Sanitized
- 08A *Food Protection
- 32 *Restrooms Clean
- 02 *Food Container Labeling
- 23 Non-food Contact Surfaces Clean
- 14 Food Contact Surfaces Designed
- 37 Walls and Ceilings
- 12A *Hand Washing
- 36 Floors
- 03A *Cold food at proper temperature

Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2010-2011

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY					
01 Safety: Fire extinguishers/standpipe systems	2,365	0	2,365	3.94%	0.070
02 Safety: Fire hazards	2,080	0	2,080	3.47%	0.061
03 Safety: Sprinkler system	248	0	248	0.41%	0.007
04 Safety: Smoke detectors - fire alarm systems	1,682	0	1,682	2.81%	0.050
06 Safety: Exits - obstructions, exit signs, emergency lights	1,329	0	1,329	2.22%	0.039
07 Safety: Electrical deficiencies	773	0	773	1.29%	0.023
08-03 Safety: Boiler certificate	640	0	640	1.07%	0.019
12-04 Safety: Balcony - railing with greater than 4 inch opening	94	0	94	0.16%	0.003
Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	9,211	0	9,211	15.36%	0.272
LODGING VIOLATIONS					
05 Safety: Smoke detectors - hearing impaired	1,294	0	1,294	2.16%	0.038
08 Safety: Boiler, boiler room	260	0	260	0.43%	0.008
09 Safety: Lighting - public, guest rooms	353	0	353	0.59%	0.010
10 Safety: Adequate heating	27	0	27	0.05%	0.001
11 Safety: Appliances properly installed; maintained	103	0	103	0.17%	0.003
12 Safety: Balcony - railing safety, certification	4,302	0	4,302	7.18%	0.127
13 Safety: Building repair	0	6,476	6,476	10.80%	0.191
14 Safety: Proper locking devices	282	0	282	0.47%	0.008
15 Sanitation: Bathrooms - public, guest, supplies	0	1,669	1,669	2.78%	0.049
16 Sanitation: Water source safe; hot/cold provided	160	0	160	0.27%	0.005
17 Sanitation: Bedding - bed linens, towels	0	1,112	1,112	1.85%	0.033
18 Sanitation: Household furnishings	0	1,664	1,664	2.78%	0.049
19 Sanitation: Plumbing	0	5,223	5,223	8.71%	0.154
20 Sanitation: Ventilation	0	446	446	0.74%	0.013
21 Sanitation: Toxics - storage, use	907	0	907	1.51%	0.027
22 Sanitation: Ice protection	975	0	975	1.63%	0.029
23 Sanitation: Glassware, tableware, utensils sanitized	871	0	871	1.45%	0.026
24 Sanitation: Vermin control	1,276	0	1,276	2.13%	0.038
25 Sanitation: Premises maintained	0	9,236	9,236	15.41%	0.272

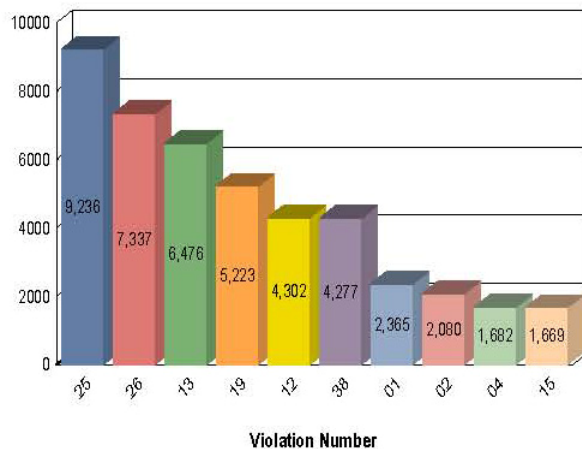
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Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2010-2011
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
26 Sanitation: Garbage and refuse disposal	0	7,337	7,337	12.24%	0.216
27 Sanitation: Sewage and waste water disposal	112	0	112	0.19%	0.003
29 Consumer Protection: Guest property - liability, notified	0	3	3	0.01%	0.000
30 Consumer Protection: Room Rate Schedule	0	1	1	0.00%	0.000
31 Consumer Protection: Room rates posted	0	3	3	0.01%	0.000
32 Consumer Protection: Security Deposit	0	7	7	0.01%	0.000
33 Consumer Protection: Unethical business practices; overbooking	2	0	2	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	10	10	0.02%	0.000
36 Consumer Protection: Telephone surcharge posted	0	737	737	1.23%	0.022
37 Consumer Protection: Guest register	0	23	23	0.04%	0.001
38 General: Current license - displayed, available upon request	4,277	0	4,277	7.13%	0.126
39 General: Housekeeping	0	1,437	1,437	2.40%	0.042
40 General: Other conditions - safe, sanitary	0	114	114	0.19%	0.003
41 General: Posting operator service agreement	0	35	35	0.06%	0.001
42 General: Blocking operator access	0	3	3	0.01%	0.000
Subtotal: LODGING VIOLATIONS	15,201	35,554	50,755	84.66%	1.497
GRAND TOTAL	24,412	35,541	59,953		1.768
Average per Inspection:	0.720	1.048	1.768		

Top 10 Violations

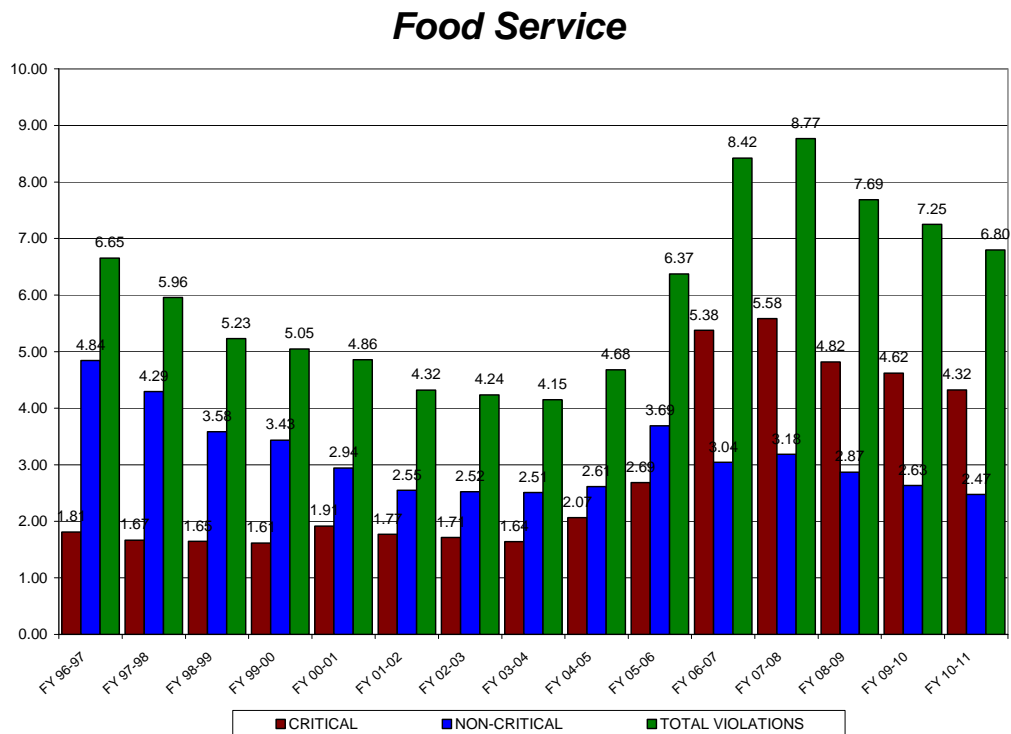
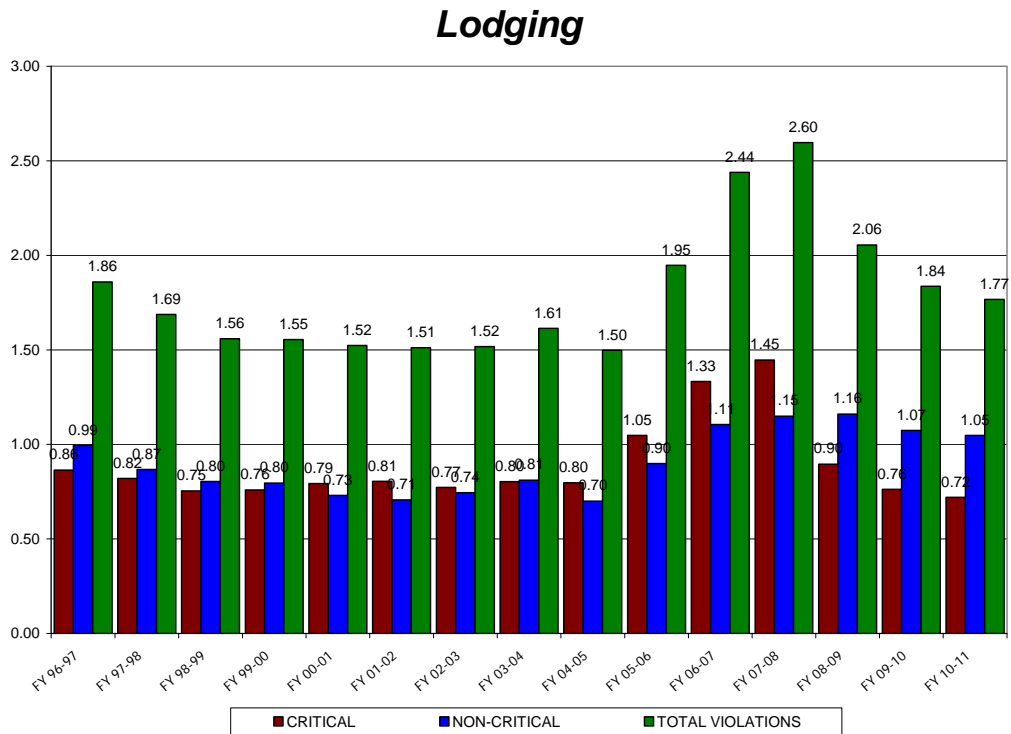


Top 10 Lodging Violations

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

Public Lodging and Food Service Establishment Violations

Figure 4: Historical Comparison of Average Number of Violations to Inspections



Public Lodging and Food Service Establishment

Consumer Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2010-2011

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Confirmed	25	15	28	15	16	9	4	112
Handled by Phone	0	51	0	0	2	0	0	53
Not Observed	72	223	133	150	167	120	143	1,008
Other	5	75	48	65	43	17	11	264
Total	102	364	209	229	228	144	156	1,437

SOURCE: Single Licensing System 8.11.2011

Table 12: Consumer Complaint Activity—FY 2010-2011

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Food Service								
Confirmed	75	147	172	92	148	111	95	840
Handled by Phone	1	26	1	19	30	15	0	92
Not Observed	260	357	348	454	367	223	237	2,246
Other	24	163	125	424	128	80	24	968
Subtotal	360	693	646	989	673	429	356	4,146
Lodging-Apartments								
Confirmed	72	23	18	10	14	15	4	156
Handled by Phone	2	8	0	2	3	9	0	24
Not Observed	54	40	31	37	29	21	8	220
Other	22	19	9	28	6	13	1	98
Subtotal	150	90	58	77	52	58	13	498
Lodging-Hotels, Motels, Rooming Houses and Bed & Breakfasts								
Confirmed	17	33	19	43	52	24	10	198
Handled by Phone	0	3	0	3	3	3	0	12
Not Observed	60	67	79	140	56	53	25	480
Other	8	15	30	79	32	13	3	180
Subtotal	85	118	128	265	143	93	38	870
Lodging-Vacation Rentals								
Confirmed	0	1	0	2	0	4	0	7
Not Observed	1	2	1	13	0	1	1	19
Other	1	1	2	17	0	2	1	24
Subtotal	2	4	3	32	0	7	2	50
Grand Total	597	905	835	1,363	868	587	409	5,564

SOURCE: Single Licensing System 08.11.2011

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

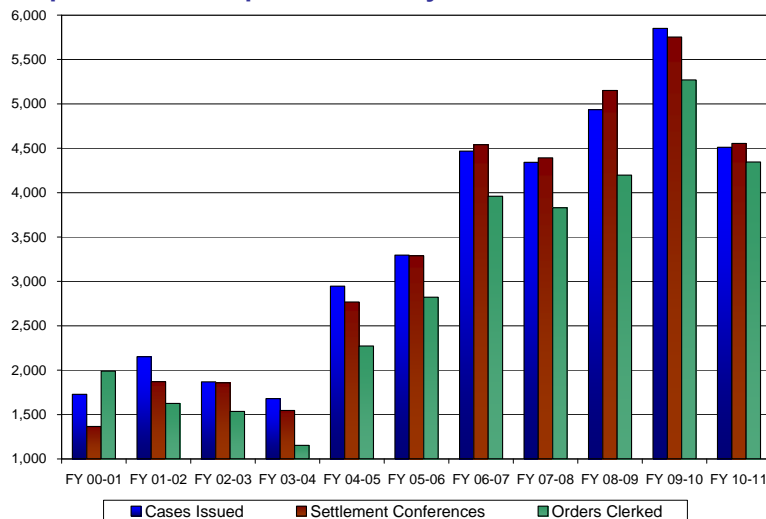
Compliance

Table 13: Public Food and Lodging Compliance Activity—FY 2010-2011

	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
Compliance Activity													
Total Administrative Complaints Issued	434	527	492	380	393	330	349	328	295	247	361	375	4,511
Settlement Conferences	421	514	476	426	423	376	397	282	367	245	287	339	4,553
Administrative Complaint Settlement Rate	66%	78%	75%	75%	71%	73%	70%	75%	74%	79%	79%	74%	74%
Stipulated Fines	\$173,700	\$265,250	\$247,920	\$223,900	\$213,700	\$214,800	\$171,700	\$131,580	\$136,390	\$108,020	\$122,760	\$151,470	\$2,161,190
Hearing Requests to General Counsel	73	63	69	58	56	57	58	41	38	26	28	42	609
OGC Agency Actions	9	0	0	0	1	0	0	0	0	0	0	0	10
Orders Clerked	328	471	516	398	495	397	263	355	319	202	261	341	4,346
Total Fines Collected	\$282,400	\$418,925	\$415,725	\$364,325	\$431,900	\$365,850	\$214,850	\$282,455	\$224,535	\$148,340	\$208,015	\$231,600	\$3,588,920
Unlicensed Activity													
Information Calls	18	9	5	11	8	5	9	5	4	6	11	18	109
Speaking/Training/Meeting	1	3	0	1	2	0	0	3	2	0	1	2	15
Licensing Referral to district offices and Tallahassee	11	10	10	16	29	14	24	14	26	13	23	58	249

SOURCE: Compliance Office statistical report dated 07.01.2011

Figure 5: Historical Comparison of Compliance Activity



Elevator Safety

Table 14: Elevator Accounts – as of August 1, 2011 Expiration

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	9,869	97.22%	282	2.78%	10,151	204	113	73	10,541
Hydraulic Passenger	32,075	97.48%	828	2.52%	32,903	447	286	244	33,880
Traction Freight	316	91.07%	31	8.93%	347	6	36	49	438
Hydraulic Freight	599	97.88%	13	2.12%	612	2	28	29	671
Hand Power Passenger	2	100.00%	0	0.00%	2	0	0	1	3
Hand Power Freight	4	80.00%	1	20.00%	5	0	11	4	20
Moving Walk	49	100.00%	0	0.00%	49	0	0	0	49
Inclined Lift	14	100.00%	0	0.00%	14	0	0	0	14
Limited Use Limited Application	282	93.07%	21	6.93%	303	19	7	6	335
Dumbwaiter	422	96.79%	14	3.21%	436	12	238	51	737
Escalator	1,086	96.11%	44	3.89%	1,130	23	43	10	1,206
Sidewalk Elevator	3	100.00%	0	0.00%	3	0	4	0	7
Material Lift, Dumbwaiter, ATD	4	100.00%	0	0.00%	4	2	1	0	7
Special Purpose Personnel Elevator	93	93.00%	7	7.00%	100	4	9	1	114
Inclined Stairway Chair Lift	46	92.00%	4	8.00%	50	6	13	1	70
Inclined & Vertical Wheelchair Lift	2,467	94.74%	137	5.26%	2,604	156	142	64	2,966
Total	47,331	97.16%	1,382	2.84%	48,713	881	931	533	51,058

SOURCE: Single Licensing System Report 7/30/2011

Figure 6: Historical Comparison of Total Active Elevator Accounts and Licensing Compliance

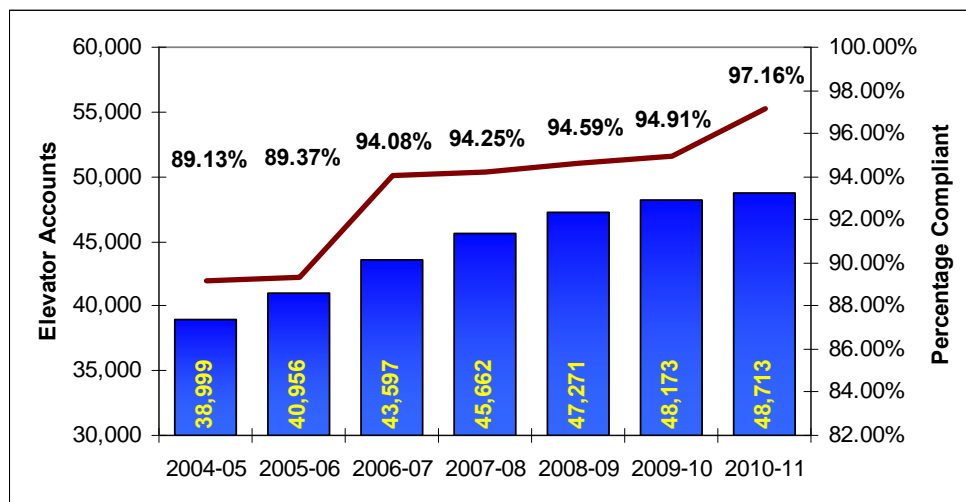


Table 15: Elevator Professional Credential Accounts

LICENSE TYPE	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Registered Elevator Companies	260	274	215	216	252	286	268
Certified Elevator Inspectors	289	333	305	286	295	354	355
Certified Elevator Technicians*	-	-	910	797	784	1,130	1,337
Certificates of Competency	1,818	1,900	1,583	1,548	1,637	1,871	1,956

SOURCE: Extracts 7/4/2005, 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010, 7/30/2011

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

Elevator Safety

Table 16: Elevator Inspections Performed by Inspection Type—FY 2010-2011

Inspection Type	FAILED	PASSED	TOTAL
Accident	3	6	9
Alteration/Acceptance	76	1,796	1,872
Complaint	158	137	295
Construction	204	73	277
Contract Monitoring	565	5,350	5,915
Industry Oversight/Audit	708	1,293	2,001
Initial Acceptance	15	783	798
Routine	15,856	36,495	52,351
Temporary Operation Inspection	7	231	238
Total	17,592	46,164	63,756

Figure 7: Historical Comparison of Elevator Inspections

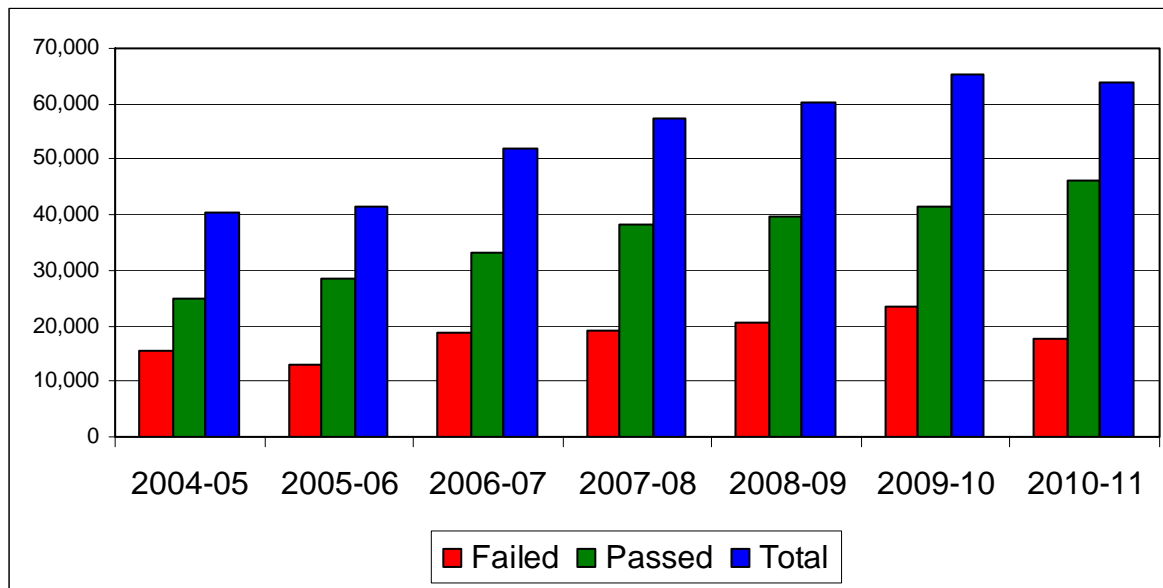


Table 17: Historical Comparison of Elevator Accidents

Elevator Type	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	Total	% Total
Dumbwaiter	2	0	0	2	4	1	1	10	0.3%
Escalator	377	348	433	411	292	213	231	2,305	68.7%
Hydraulic Freight	7	17	7	10	3	3	5	52	1.5%
Hydraulic Passenger	68	47	31	31	31	46	43	297	8.8%
Inclined Lift	2	0	0	0	1	2	1	6	0.2%
Moving Walk	38	59	54	45	24	58	91	369	11.0%
Special Purpose Personnel	2	0	0	1	0	0	0	3	0.1%
Traction Freight	1	2	4	6	9	6	1	29	0.9%
Traction Passenger	49	46	34	34	39	48	35	285	8.5%
Total	546	519	563	540	403	377	408	3,356	100.0%