



## Division of Hotels and Restaurants

ANNUAL REPORT 2011-2012

Florida Department of  
Business &  
Professional  
Regulation



**Ken Lawson**, Secretary

**Rick Scott**, Governor

Dear Friends,

Fiscal Year 2011/2012 was an exciting time at the Department of Business and Professional Regulation. As Secretary, 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.<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
- 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 \$19,249,720. During this period, the division:

- operated its third 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;
- introduced new online plan review and license applications for food and lodging;
- conducted a total of 162,953 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 724,864 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; and
- received nine Prudential-Davis Productivity Awards recognizing cost savings and exemplary performance, including recognition for the division for an 87% reduction in foodborne illness outbreaks in Florida's restaurants over the past thirteen years.

Additionally,

- 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, this year achieving 97.22 percent.
- Despite the economic downturn, the number of restaurant licenses has increased almost 12 percent since 2005, lodging licenses about 4 percent, and elevator licenses over 26 percent.

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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 2011-2012, the Bureau of Sanitation and Safety Inspections accomplished 162,953 inspections of the 85,148 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.

**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 2011-2012, OPQ facilitated 9,729.50 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 5,141 plans for a total of \$771,150 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 85,148 public food and lodging establishments and 49,262 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. In August 2011, Licensure staff completed a project to offer online initial application processes for most 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 in fiscal year 2010-2011 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 2011-2012, these inspectors conducted 6,954 monitoring inspections.

For the third year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 97.22 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 over 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.

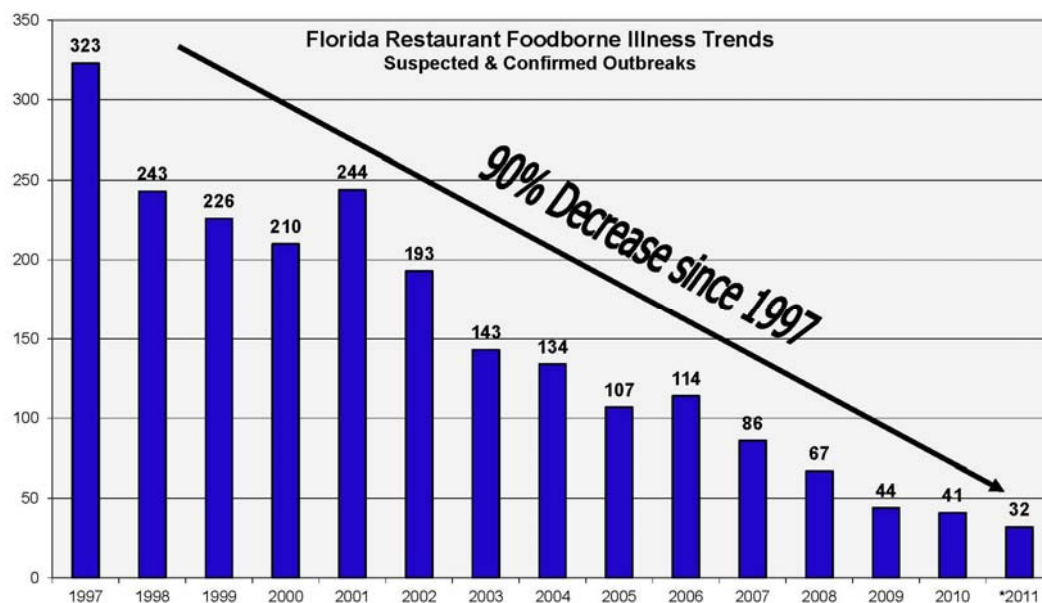
## **Participation in National Food Safety Initiatives**

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 32 posted for \*2011, 16 were **confirmed** and 16 were classified as **suspected**.



Foodborne illness in Florida has trended downward significantly during the past 15 years. The statistics in the chart (above) indicate:

- 90% decrease since adoption of the FDA Food Code and implementation of Food Service Employee Training in 1997
- 83% decrease since implementation of the PDA inspection tool in 2003
- 72% decrease since implementation of the risk-based inspection program in 2007

Continued important reductions in foodborne illnesses indicate that Division of Hotels and Restaurants aggressive attention to science based policies and effective enforcement strategies is achieving positive results and improving public health and safety.

Protecting the public and preventing foodborne illness is the driving force behind the division's food safety program. Florida's proactive response to the food safety challenges outlined in the US Department of Health and Human Services "Healthy People 2020" initiative attributed to the magnitude of this reduction. All of which ultimately results in a safer experience for the dining public.

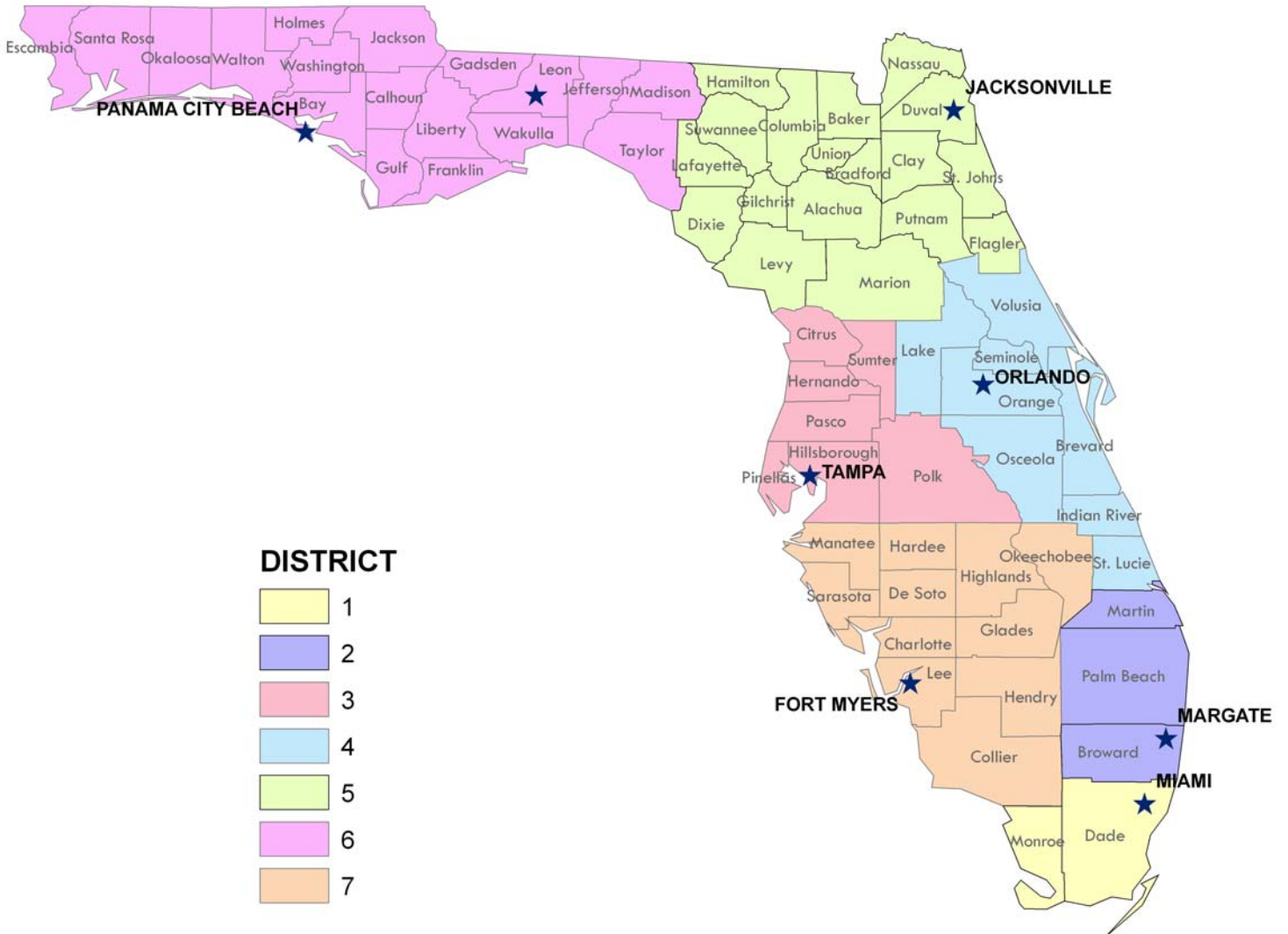
The Florida Division of Hotels and Restaurants has long been recognized by the Food and Drug Administration as a national leader in food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for the state's at-risk populations and over 80 million annual visitors to Florida who eat in restaurants and stay in lodgings.

In 2012, the division was recognized for this achievement by Florida Tax Watch, Prudential Davis Productivity Awards. Foodborne illness reduction is recognized nationally as the benchmark of a quality food safety program. The financial impact in Florida for improved food safety over 13 years is conservatively estimated at \$19,526,528 in total savings to the public, an average of \$1.6 million per year.

Division of Hotels and Restaurants

# Regulatory Districts and Offices

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

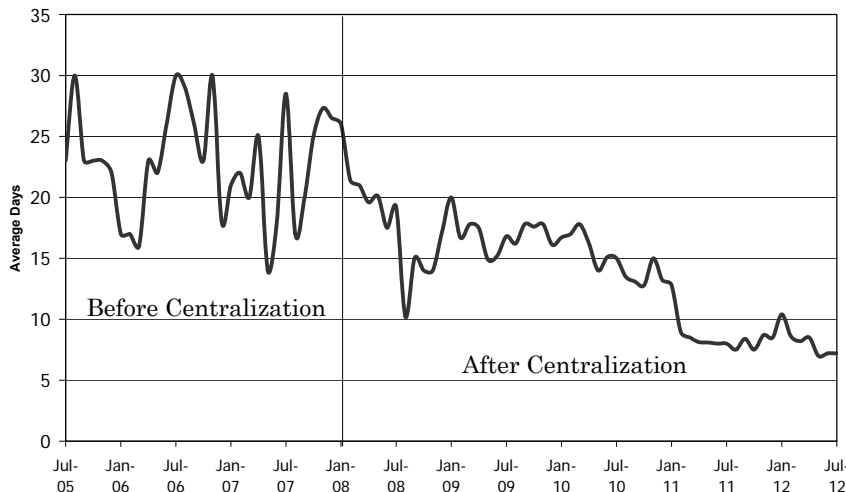
**Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2011-2012**

District	New/ Conversion	Closed	Remodel	Total	Fees
1	672	56	75	803	\$120,450.00
2	644	96	133	873	\$130,950.00
3	705	74	98	877	\$131,550.00
4	786	82	174	1,042	\$156,300.00
5	421	59	100	580	\$ 87,000.00
6	332	34	39	405	\$ 60,750.00
7	410	55	96	561	\$ 84,150.00
<b>Total</b>	<b>3,970</b>	<b>456</b>	<b>715</b>	<b>5,141</b>	<b>\$771,150.00</b>

**Table 2: Number of Variances Processed—FY 2011-2012**

DISTRICT	No. of Variances		
	Routine	Emergency	Total
1	0	9	9
2	3	8	11
3	2	2	4
4	2	12	14
5	2	2	4
6	0	5	5
7	2	9	11
<b>Total</b>	<b>11</b>	<b>47</b>	<b>58</b>

**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 2011-2012**

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>PUBLIC LODGING ESTABLISHMENTS</b>								
Hotels	344	237	223	346	193	132	157	1,632
Motels	284	377	511	565	364	343	342	2,786
Nontransient Apartments	5,476	3,785	2,726	2,207	1,465	1,058	867	17,584
Transient Apartments	219	268	195	98	51	17	152	1,000
Nontransient Rooming Houses	50	41	17	21	17	5	12	163
Transient Rooming Houses	55	27	44	34	25	9	13	207
Bed and Breakfasts	55	20	32	38	68	29	16	258
Vacation Rentals - Condos								
Single	233	20	197	1,159	119	175	42	1,945
Group	68	70	85	253	43	165	207	891
Collective	44	9	64	70	30	173	129	519
Vacation Rentals - Dwellings								
Single	412	94	3,367	5,595	98	398	161	10,125
Group	13	8	16	19	7	19	13	95
Collective	73	15	121	189	35	124	135	692
<b>SUBTOTAL</b>	<b>7,326</b>	<b>4,971</b>	<b>7,598</b>	<b>10,594</b>	<b>2,515</b>	<b>2,647</b>	<b>2,246</b>	<b>37,897</b>
<b>PUBLIC FOOD SERVICE ESTABLISHMENTS</b>								
Seating	5,284	6,427	6,414	7,538	4,334	3,059	4,380	37,436
Permanent Nonseating	915	947	920	1,075	553	298	489	5,197
Theme Park Food Carts	0	0	9	20	7	0	0	36
Catering	104	143	101	183	64	44	54	693
Hot Dog Carts	151	81	186	162	113	38	65	796
Mobile Food Dispensing Vehicles	429	229	469	532	212	219	184	2,274
Vending Machines	4	20	125	478	130	2	60	819
<b>SUBTOTAL</b>	<b>6,887</b>	<b>7,847</b>	<b>8,224</b>	<b>9,988</b>	<b>5,413</b>	<b>3,660</b>	<b>5,232</b>	<b>47,251</b>
<b>GRAND TOTAL</b>	<b>14,213</b>	<b>12,818</b>	<b>15,822</b>	<b>20,582</b>	<b>7,928</b>	<b>6,307</b>	<b>7,478</b>	<b>85,148</b>

SOURCE: DBPR Single Licensing System 07.01.2011

**Table 4: Temporary Food Service Event Licenses Issued — FY 2011-2012**

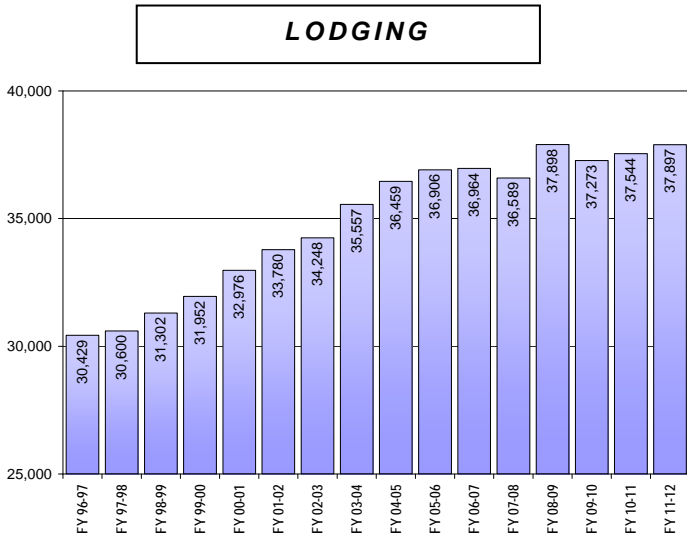
License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	495	371	246	598	234	321	98	2,363
4-30 day license	299	339	748	822	395	152	388	3,143
Annual license	9	8	3	13	4	3	4	44
Already Licensed – Annual	3	45	1	22	34	25	5	135
Already Licensed – Permanent	228	315	26	69	155	252	59	1,104
Already Licensed - DACS	52	117	6	10	8	108	35	336
<b>Total</b>	<b>1,086</b>	<b>1,195</b>	<b>1,030</b>	<b>1,534</b>	<b>830</b>	<b>861</b>	<b>589</b>	<b>7,125</b>

SOURCE: DBPR Single Licensing System 07.31.2012

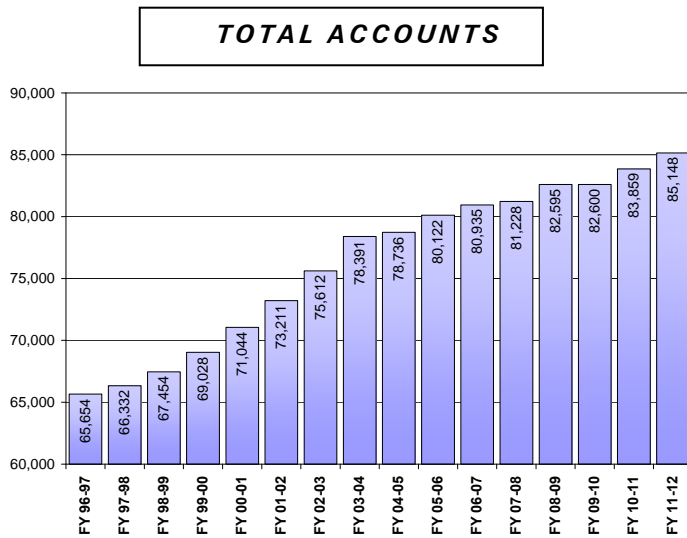
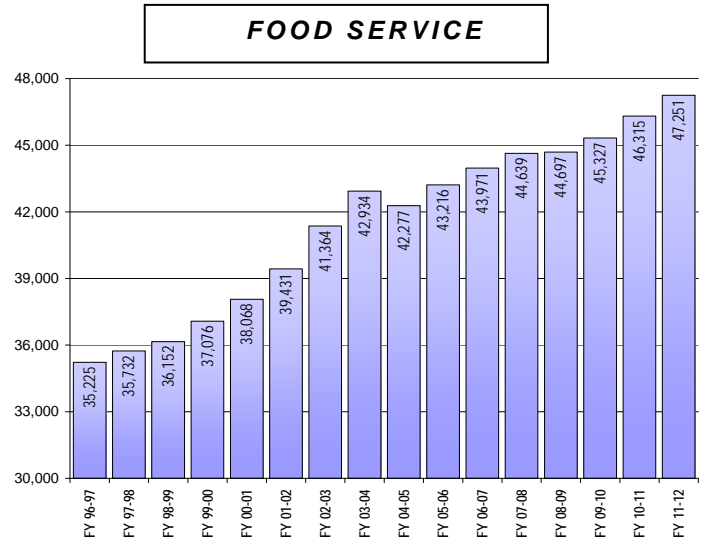
NOTE: Vendors with a DBPR or Department of Agriculture and Consumer Services (DACs) food service license may operate under their existing license when they have a satisfactory on-site inspection.

# 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.



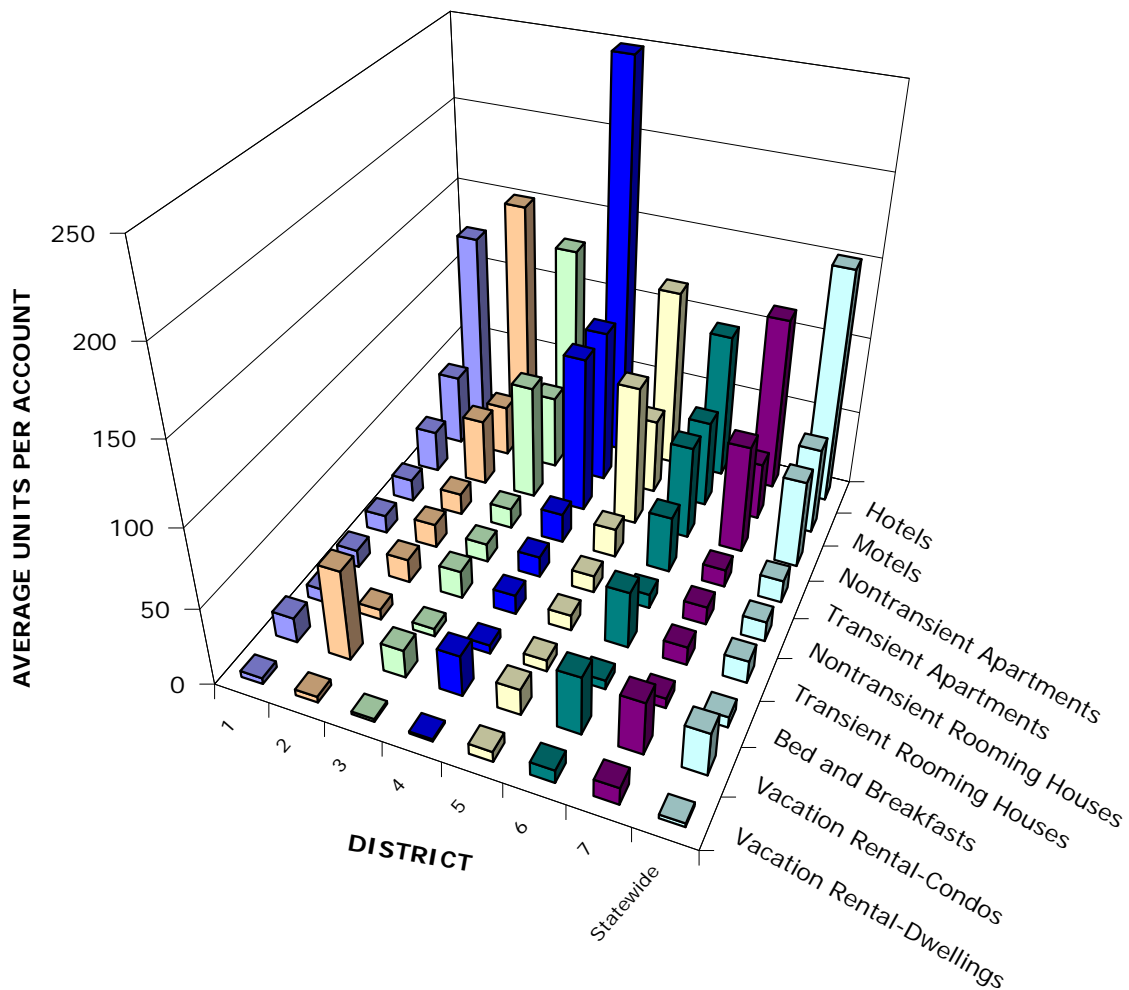
## Public Lodging and Food Service Establishment Licensing

**Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2011-2012**

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	42,688	35,848	28,849	88,402	22,460	12,556	17,850	248,653
Motels	13,152	12,589	24,706	56,694	17,937	19,540	12,829	157,447
Nontransient Apartments	149,451	165,886	204,667	224,999	134,209	64,637	61,358	1,005,207
Transient Apartments	3,171	3,752	2,597	1,890	960	628	1,732	14,730
Nontransient Rooming Houses	593	643	208	285	191	46	140	2,106
Transient Rooming Houses	628	419	791	427	252	333	155	3,005
Bed and Breakfasts	473	138	166	208	500	169	102	1,756
Vacation Rental-Condos	5,729	5,813	6,358	39,630	3,234	19,410	12,935	93,109
Vacation Rental-Dwellings	1,968	458	6,484	8,697	935	4,520	3,417	26,479
<b>TOTAL</b>	<b>217,853</b>	<b>225,546</b>	<b>274,826</b>	<b>421,232</b>	<b>180,678</b>	<b>121,839</b>	<b>110,518</b>	<b>1,552,492</b>

SOURCE: DBPR Single Licensing System 07.01.2011

**Figure 3: Average Number of Public Lodging Units per Account—End of FY 2011-2012**



## Public Lodging and Food Service Establishment Inspections

**Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2011-2012**

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,050	12,825	386	1	5	14,267
2	1,191	16,335	539	37	6	18,108
3	1,231	17,878	700	9	10	19,828
4	1,433	20,874	771	57	1	23,136
5	794	9,882	567	70	0	11,313
6	488	7,854	376	22	1	8,741
7	701	12,166	462	2	7	13,338
<b>TOTAL</b>	<b>6,888</b>	<b>97,814</b>	<b>3,801</b>	<b>198</b>	<b>30</b>	<b>108,731</b>

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	346	7,187	203	1	4	7,741
2	287	5,456	135	6	2	5,886
3	254	4,874	205	1	1	5,335
4	217	5,174	288	16	0	5,695
5	136	2,753	145	11	1	3,046
6	72	2,240	133	2	1	2,448
7	112	2,365	65	0	1	2,543
<b>TOTAL</b>	<b>1,424</b>	<b>30,049</b>	<b>1,174</b>	<b>37</b>	<b>10</b>	<b>32,694</b>

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,396	20,012	589	2	9	22,008
2	1,478	21,791	674	43	8	23,994
3	1,485	22,752	905	10	11	25,163
4	1,650	26,048	1,059	73	1	28,831
5	930	12,635	712	81	1	14,359
6	560	10,094	509	24	2	11,189
7	813	14,531	527	2	8	15,881
<b>TOTAL</b>	<b>8,312</b>	<b>127,863</b>	<b>4,975</b>	<b>235</b>	<b>40</b>	<b>141,425</b>

SOURCE: DBPR Single Licensing System 07.31.2012

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 2011-2012

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	19	1,711	34	0	0	1,764
2	72	3,009	73	1	0	3,155
3	24	2,740	88	3	1	2,856
4	44	4,260	175	15	0	4,494
5	67	2,790	172	25	0	3,054
6	3	1,233	75	7	1	1,319
7	21	2,295	95	0	0	2,411
<b>TOTAL</b>	<b>250</b>	<b>18,038</b>	<b>712</b>	<b>51</b>	<b>2</b>	<b>19,053</b>

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	5	231	18	0	1	255
2	32	481	25	1	0	539
3	7	341	27	0	0	375
4	10	416	78	3	0	507
5	40	274	41	9	0	364
6	2	175	40	3	0	220
7	6	195	13	0	1	215
<b>TOTAL</b>	<b>102</b>	<b>2,113</b>	<b>242</b>	<b>16</b>	<b>2</b>	<b>2,475</b>

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	24	1,942	52	0	1	2,019
2	104	3,490	98	2	0	3,694
3	31	3,081	115	3	1	3,231
4	54	4,676	253	18	0	5,001
5	107	3,064	213	34	0	3,418
6	5	1,408	115	10	1	1,539
7	27	2,490	108	0	1	2,626
<b>TOTAL</b>	<b>352</b>	<b>20,151</b>	<b>954</b>	<b>67</b>	<b>4</b>	<b>21,528</b>

SOURCE: DBPR Single Licensing System 07.31.2012

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 2011-2012**

- **Apartments 99.02% met inspection requirement (target 100%)**
- **Lodging (non apartments) 99.8% met inspection requirement (target 100%)**
- **Food Establishments 98.25% met inspection requirement (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	47,263	5,046	18,581	70,890
Percent Change Since Last Fiscal Year	2.07%	-0.36%	0.44%	1.46%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	94,526	10,092	18,581	123,199
Number Active Licenses Inspected Once	2,519	46	16,840	19,405
Number Active Licenses Inspected Twice	31,550	3,366	1,458	36,374
Number Active Licenses Inspected 3 Times	11,907	1,393	94	13,394
Number Active Licenses Inspected 4 or More Times	1,066	240	7	1,313
Number Active Licenses Not Inspected This Period	222	2	183	407
Percent Active Licenses Inspected Once	5.33%	0.91%	90.63%	27.37%
Percent Active Licenses Inspected Twice	66.75%	66.71%	7.85%	51.31%
Percent Active Licenses Inspected 3 Times	25.19%	27.61%	0.51%	18.89%
Percent Active Licenses Inspected 4 or More Times	2.26%	4.76%	0.04%	1.85%
Percent Active Licenses Not Inspected This Period	0.47%	0.04%	0.98%	0.57%
Number Active Licenses that Met or Exceeded Annual Requirement	46,438	5,036	18,399	69,873
Percent Active Licenses that Met or Exceeded Annual Requirement	98.25%	99.80%	99.02%	98.57%

SOURCE: DBPR Single Licensing System reports run on 07.04.2012.

\*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 7/04/2012. 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 2011-2012**

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	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
15-08 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	9	9	0.00%	0.000
15-24 Grease filters shall be easily accessible and removable for cleaning	0	24	24	0.00%	0.000
15-25 Grease filters shall be equipped with a grease drip tray beneath their lower edges	0	82	82	0.01%	0.001
15-26 Filter-equipped exhaust systems shall not be operated with filters removed	0	126	126	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	1,665	1,665	0.25%	0.015
15-39 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	6	6	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	59	59	0.01%	0.001
15-42 Grease filter orientation and installation	0	137	137	0.02%	0.001
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	697	697	0.10%	0.006
39-03 Exhaust systems shall be operated whenever cooking equipment is turned on	0	46	46	0.01%	0.000
39-05 Cooking equipment used in processes producing smoke or grease-laden vapors shall be equipped with a sufficient exhaust system	0	29	29	0.00%	0.000
39-09 All solid fuel cooking equipment served by hood and duct systems shall be separate from all other exhaust systems	0	3	3	0.00%	0.000
45 Fire extinguishers - proper and sufficient	4,053	0	4,053	0.60%	0.037
46 Exiting System - adequate, good repair	1,559	0	1,559	0.23%	0.014
47 Electrical wiring = adequate, good repair	1,542	0	1,542	0.23%	0.014
48 Gas appliances - properly installed, maintained	1,222	0	1,222	0.18%	0.011
49 Flammable/combustible materials - properly stored	343	0	343	0.05%	0.003
<b>Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>	<b>8,719</b>	<b>2,904</b>	<b>11,623</b>	<b>1.72%</b>	<b>0.107</b>

Continued on next page

## Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2011-2012**  
(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)	34	0	34	0.01%	0.000
01A Food obtained from approved source	151	0	151	0.02%	0.001
01B Wholesome, sound condition	8,384	0	8,384	1.24%	0.077
02 Original container; properly labeled, date marking, shell stock tags	34,328	0	34,328	5.09%	0.316
02-11 Consumer advisory on raw/undercooked oysters	396	0	396	0.06%	0.004
02-13 Consumer advisory on raw/undercooked animal products	2,571	0	2,571	0.38%	0.024
03 Food at proper temperature (manually entered/scanned)	64	0	64	0.01%	0.001
03A Cold food at proper temperatures during storage, display, service, transport and cold holding	18,480	0	18,480	2.74%	0.170
03B Hot food at proper temperature	5,811	0	5,811	0.86%	0.054
03C Foods properly cooked/reheated	779	0	779	0.12%	0.007
03D Foods properly cooled	5,228	0	5,228	0.78%	0.048
07 Unwrapped or potentially hazardous food not reserved	70	0	70	0.01%	0.001
08A Food protection during storage, prep, display, service, transportation	51,574	0	51,574	7.65%	0.475
08B Cross-contamination, equipment, personnel, storage	4,357	0	4,357	0.65%	0.040
09 Foods handled with minimum contact	10,967	0	10,967	1.63%	0.101
11 Personnel with infections restricted	70	0	70	0.01%	0.001
12A Hands washed and clean, good hygienic practices (observed), alternative operation plan	19,887	0	19,887	2.95%	0.183
12B Proper hygienic practices, eating/drinking/smoking (evidence)	11,892	0	11,892	1.76%	0.109
22 Food contact surfaces clean and sanitized	60,710	0	60,710	9.01%	0.559
32 Restroom with self-closing doors, fixtures operate properly, facility clean, supplied with handsoap, disposable towels or hand drying devices, tissue, covered waste receptacles	42,582	0	42,582	6.32%	0.392
41A Toxic items properly stored	8,804	0	8,804	1.31%	0.081
41B Toxic items labeled and used properly	11,052	0	11,052	1.64%	0.102
53 Food management certification valid/Employee Training (manually entered/scanned)	45	0	45	0.01%	0.000
53A Food management certification valid	13,063	0	13,063	1.94%	0.120
53B Employee Training verification	16,346	0	16,346	2.42%	0.151
<b>Subtotal: FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS</b>	<b>327,645</b>	<b>0</b>	<b>327,645</b>	<b>48.60%</b>	<b>3.017</b>

Continued on next page



## Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2011-2012**  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
<b>GOOD RETAIL PRACTICES</b>					
04 Facilities to maintain product temperature	7,304	0	7,304	1.08%	0.067
05 Thermometers provided and conspicuously placed	16,192	0	16,192	2.40%	0.149
06 Potentially hazardous food properly thawed	4,513	0	4,513	0.67%	0.042
08 Food protection/cross-contamination (manually entered/scanned)	100	0	100	0.01%	0.001
08C Potential for cross-contamination; storage practices; damaged food segregated	365	0	365	0.05%	0.003
10 In-use food dispensing utensils properly stored	0	15,821	15,821	2.35%	0.146
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	70	0	70	0.01%	0.001
13 Clean clothes, hair restraints	0	9,499	9,499	1.41%	0.087
14 Food contact surfaces designed, constructed, maintained, installed, located	0	26,471	26,471	3.93%	0.244
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	10,716	10,716	1.59%	0.099
16 Dishwashing facilities designed, constructed, operated	4,169	0	4,169	0.62%	0.038
17 Thermometers, gauges, test kits provided	8,197	0	8,197	1.22%	0.075
18 Pre-flushed, scraped, soaked	0	3,529	3,529	0.52%	0.032
19 Wash, rinse water clean, proper temperature	0	295	295	0.04%	0.003
20 Sanitizing concentration or temperature (manually entered/scanned)	79	0	79	0.01%	0.001
20A Sanitizing concentration	7,253	0	7,253	1.08%	0.067
20B Sanitizing temperature	735	0	735	0.11%	0.007
21 Wiping cloths clean, used properly, stored	0	17,272	17,272	2.56%	0.159
23 Non-food contact surfaces clean	0	28,126	28,126	4.17%	0.259
24 Storage/handling of clean equipment, utensils	0	15,143	15,143	2.25%	0.139
25 Single service items properly stored, handled, dispensed	0	13,098	13,098	1.94%	0.121
26 Single service articles not re-used	0	926	926	0.14%	0.009
27 Water source safe, hot and cold under pressure	6,835	0	6,835	1.01%	0.063
28 Sewage and waste water disposed properly	802	0	802	0.12%	0.007
29 Plumbing installed and maintained	0	9,100	9,100	1.35%	0.084
30 Cross-connection, back siphonage, backflow	4,960	0	4,960	0.74%	0.046
31 Toilet and handwashing facilities, number, convenient, designed, installed	16,876	0	16,876	2.50%	0.155
33 Containers covered, adequate number, insect and rodent proof, emptied at proper intervals, clean	0	5,076	5,076	0.75%	0.047
34 Outside storage area clean, enclosure properly constructed	0	2,170	2,170	0.32%	0.020

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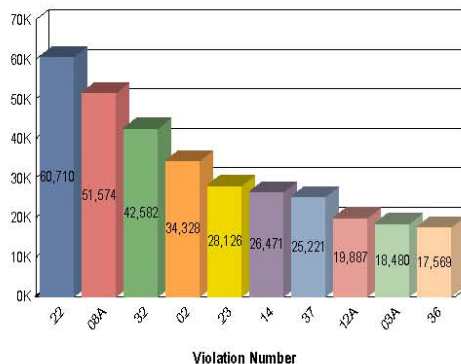
# Public Food Service Establishment Violations

**Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2011-2012**  
(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)	46	0	46	0.01%	0.000
35A Presence of insects/rodents. Animals prohibited.	8,823	0	8,823	1.31%	0.081
35B Outer openings protected from insects; rodent proof	4,719	0	4,719	0.70%	0.043
36 Physical facilities-floors properly constructed, clean, drained, covered	0	17,569	17,569	2.61%	0.162
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	25,221	25,221	3.74%	0.232
38 Lighting provided as required. Fixtures shielded	0	8,129	8,129	1.21%	0.075
39 Rooms and equipment - vented as required	0	158	158	0.02%	0.001
40 Employee lockers provided and used, clean	0	3,266	3,266	0.48%	0.030
41 Toxic items properly stored, labeled and used properly (manually entered/scanned)	61	0	61	0.01%	0.001
42 Premises maintained, no unnecessary articles. Cleaning and maintenance equipment properly stored. Kitchen restricted.	0	8,855	8,855	1.31%	0.082
43 Complete separation from living/sleeping area, laundry	0	23	23	0.00%	0.000
44 Clean and soiled linen segregated and properly stored	0	398	398	0.06%	0.004
50 Current license, properly displayed	7,663	0	7,663	1.14%	0.071
51 Other conditions sanitary and safe operation	0	14,022	14,022	2.08%	0.129
52 False/Misleading statements published or advertised relating to food/beverage	210	0	210	0.03%	0.002
54 Florida Clean Indoor Air Act Compliance	0	24	24	0.00%	0.000
55 Automatic Gratuity Notice	0	8	8	0.00%	0.000
57 HEP Information Provided (not a violation, not counted in total)	0	3	3	0.00%	0.000
58 Smoke Free (not a violation, not counted in total)	0	2	2	0.00%	0.000
<b>Subtotal: GOOD RETAIL PRACTICES</b>	<b>99,972</b>	<b>234,935</b>	<b>334,907</b>	<b>49.68%</b>	<b>3.084</b>
<b>GRAND TOTAL</b>	<b>436,336</b>	<b>237,819</b>	<b>674,155</b>		<b>6.208</b>

Average per Inspection:      4.018      2.190      6.208

### 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
- 03A \*Cold food at proper temperature
- 36 Floors

## Public Lodging Establishment Violations

**Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2011-2012**

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	1,951	0	1,951	3.85%	0.060
02 Safety: Fire hazards	1,617	0	1,617	3.19%	0.050
03 Safety: Sprinkler system	208	0	208	0.41%	0.006
04 Safety: Smoke detectors - fire alarm systems	1,580	0	1,580	3.12%	0.048
06 Safety: Exits - obstructions, exit signs, emergency lights	877	0	877	1.73%	0.027
07 Safety: Electrical deficiencies	374	0	374	0.74%	0.011
08-03 Safety: Boiler certificate	722	0	722	1.42%	0.022
12-04 Safety: Balcony - railing with greater than 4 inch opening	78	0	78	0.15%	0.002
<b>Subtotal: FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY</b>	<b>7,407</b>	<b>0</b>	<b>7,407</b>	<b>14.61%</b>	<b>0.227</b>
<b>LODGING VIOLATIONS</b>					
05 Safety: Smoke detectors - hearing impaired	936	0	936	1.85%	0.029
08 Safety: Boiler, boiler room	178	0	178	0.35%	0.005
09 Safety: Lighting - public, guest rooms	283	0	283	0.56%	0.009
10 Safety: Adequate heating	20	0	20	0.04%	0.001
11 Safety: Appliances properly installed; maintained	73	0	73	0.14%	0.002
12 Safety: Balcony - railing safety, certification	3,493	0	3,493	6.89%	0.107
13 Safety: Building repair	0	5,773	5,773	11.38%	0.177
14 Safety: Proper locking devices	184	0	184	0.36%	0.006
15 Sanitation: Bathrooms - public, guest, supplies	0	1,452	1,452	2.86%	0.044
16 Sanitation: Water source safe; hot/cold provided	102	0	102	0.20%	0.003
17 Sanitation: Bedding - bed linens, towels	0	963	963	1.90%	0.029
18 Sanitation: Household furnishings	0	1,516	1,516	2.99%	0.046
19 Sanitation: Plumbing	0	3,858	3,858	7.61%	0.118
20 Sanitation: Ventilation	0	326	326	0.64%	0.010
21 Sanitation: Toxics - storage, use	789	0	789	1.56%	0.024
22 Sanitation: Ice protection	804	0	804	1.59%	0.025
23 Sanitation: Glassware, tableware, utensils sanitized	805	0	805	1.59%	0.025
24 Sanitation: Vermin control	1,124	0	1,124	2.22%	0.034
25 Sanitation: Premises maintained	0	8,530	8,530	16.82%	0.261

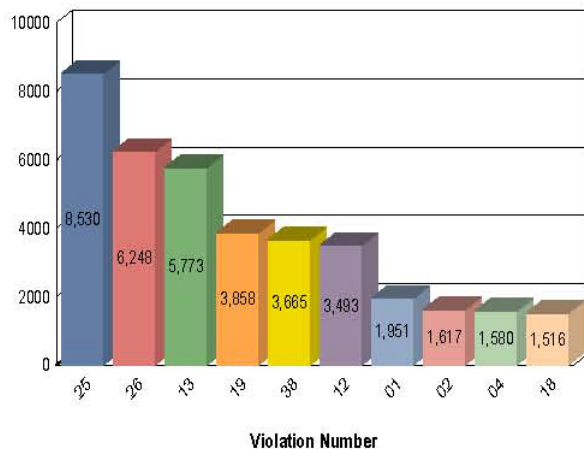
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## Public Lodging Establishment Violations

**Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2011-2012**  
(continued)

Violation Codes	Critical	Non-Critical	Total	% of All Violations	Avg # per Insp
26 Sanitation: Garbage and refuse disposal	0	6,248	6,248	12.32%	0.191
27 Sanitation: Sewage and waste water disposal	101	0	101	0.20%	0.003
29 Consumer Protection: Guest property - liability, notified	0	4	4	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	3	3	0.01%	0.000
33 Consumer Protection: Unethical business practices; overbooking	1	0	1	0.00%	0.000
34 Consumer Protection: Licensee - criminal conduct	0	4	4	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	654	654	1.29%	0.020
37 Consumer Protection: Guest register	0	22	22	0.04%	0.001
38 General: Current license - displayed, available upon request	3,665	0	3,665	7.23%	0.112
39 General: Housekeeping	0	1,212	1,212	2.39%	0.037
40 General: Other conditions - safe, sanitary	0	109	109	0.21%	0.003
41 General: Posting operator service agreement	0	51	51	0.10%	0.002
42 General: Blocking operator access	0	5	5	0.01%	0.000
<b>Subtotal: LODGING VIOLATIONS</b>	<b>12,558</b>	<b>30,754</b>	<b>43,312</b>	<b>85.41%</b>	<b>1.326</b>
<b>GRAND TOTAL</b>	<b>19,965</b>	<b>30,744</b>	<b>50,709</b>		<b>1.553</b>
<b>Average per Inspection:</b>	<b>0.611</b>	<b>0.942</b>	<b>1.553</b>		

### Top 10 Violations

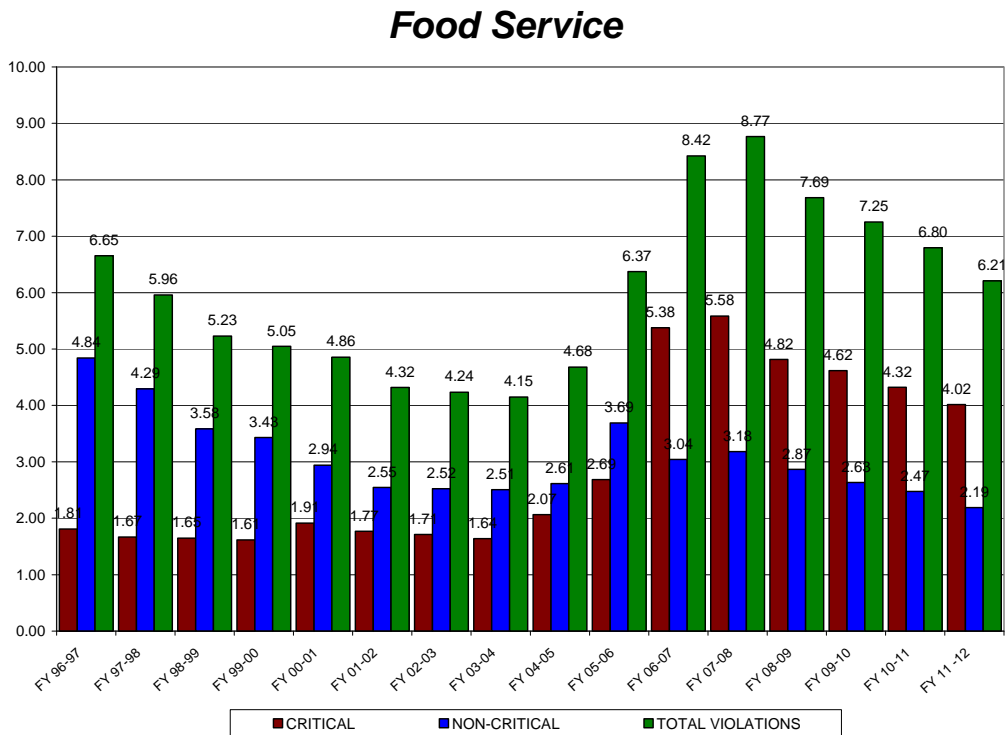
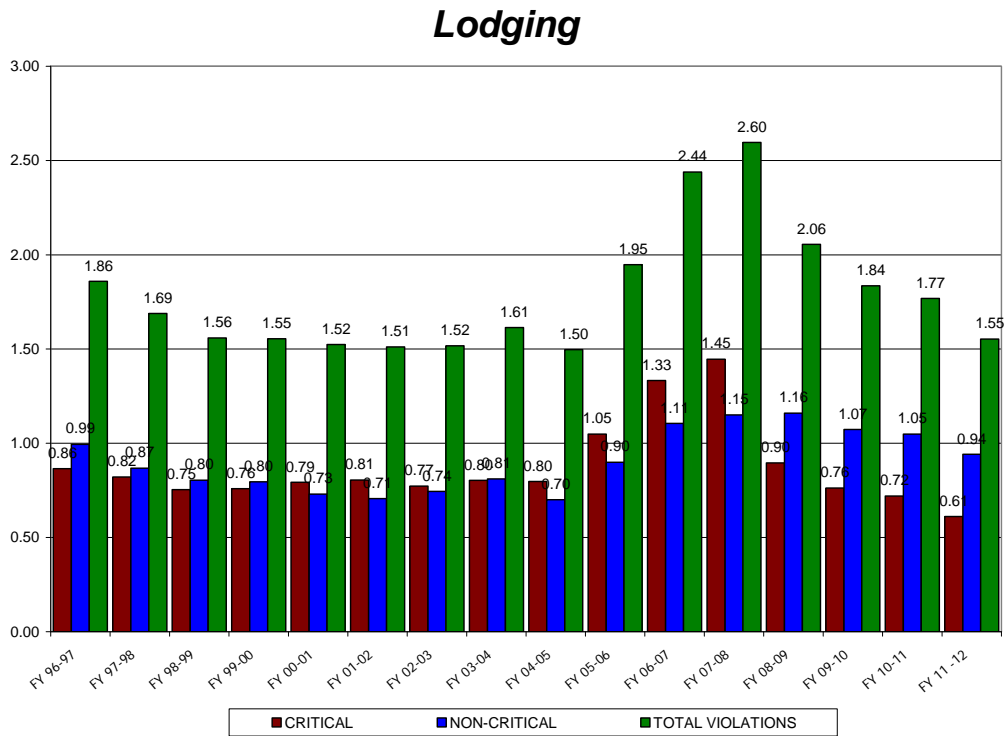


#### Top 10 Lodging Violations

- 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 Sanitation: Household Furnishings

# 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 2011-2012**

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Confirmed	20	14	26	14	12	6	4	96
Handled by Phone	0	44	0	1	6	0	0	51
Not Observed	107	224	128	132	157	89	173	1,010
Other	27	73	62	78	59	23	28	350
<b>Total</b>	<b>154</b>	<b>355</b>	<b>216</b>	<b>225</b>	<b>234</b>	<b>118</b>	<b>205</b>	<b>1,507</b>

SOURCE: Single Licensing System 7.13.2012

**Table 12: Consumer Complaint Activity—FY 2011-2012**

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>Food Service</b>								
Confirmed	54	142	155	59	130	118	73	731
Handled by Phone	2	11	1	17	21	20	0	72
Not Observed	184	338	337	417	359	236	211	2,082
Other	71	200	192	429	186	98	44	1,220
<b>Subtotal</b>	<b>311</b>	<b>691</b>	<b>685</b>	<b>922</b>	<b>696</b>	<b>472</b>	<b>328</b>	<b>4,105</b>
<b>Lodging-Apartments</b>								
Confirmed	30	11	11	9	13	19	2	95
Handled by Phone	3	2	0	1	2	8	0	16
Not Observed	66	26	28	20	20	20	2	182
Other	54	20	14	43	12	3	4	150
<b>Subtotal</b>	<b>153</b>	<b>59</b>	<b>53</b>	<b>73</b>	<b>47</b>	<b>50</b>	<b>8</b>	<b>443</b>
<b>Lodging-Hotels, Motels, Rooming Houses and Bed &amp; Breakfasts</b>								
Confirmed	9	19	38	34	55	37	11	203
Handled by Phone	0	4	0	4	4	3	0	15
Not Observed	53	89	84	140	70	68	33	537
Other	24	28	42	112	44	17	10	277
<b>Subtotal</b>	<b>86</b>	<b>140</b>	<b>164</b>	<b>290</b>	<b>173</b>	<b>125</b>	<b>54</b>	<b>1,032</b>
<b>Lodging-Vacation Rentals</b>								
Confirmed	2	0	0	1	0	1	1	5
Not Observed	4	0	5	14	0	6	4	33
Other	3	1	4	18	1	3	1	31
<b>Subtotal</b>	<b>9</b>	<b>1</b>	<b>9</b>	<b>33</b>	<b>1</b>	<b>10</b>	<b>6</b>	<b>69</b>
<b>Grand Total</b>	<b>559</b>	<b>891</b>	<b>911</b>	<b>1,318</b>	<b>917</b>	<b>657</b>	<b>396</b>	<b>5,649</b>

SOURCE: Single Licensing System 07.13.2012

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.



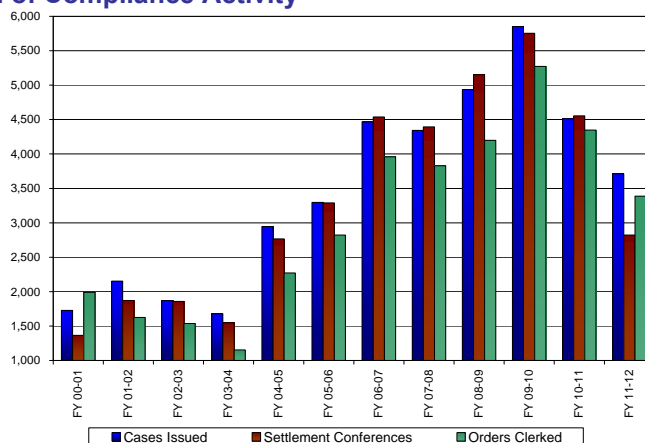
# Compliance

Table 13: Public Food and Lodging Compliance Activity—FY 2011-2012

	Food Service	Lodging	Elevators	Total
Cases issued	3,304	395	11	3,710
1st offender	2,364	344	11	2,719
2nd offender	693	37	0	730
3rd offender	175	11	0	186
4th or higher offender	72	3	0	75
<b>Settlement Officers</b>				
Settled	2,236	173	2	2,411
Dismissed/Closed	303	107	0	410
Final Orders on Waiver	387	103	0	490
Sent to OGC	393	26	0	419
Total processed by division	3,319	409	2	3,730
<b>Office of General Counsel</b>				
Informal Hearings	326	9	0	335
Formal Hearings	16	0	0	16
Dismissed/Closed	136	21	0	157
Stipulation & Consent Orders	83	5	1	89
<b>Agency Clerk</b>				
Orders Clerked	3,091	293	4	3,388
<b>Actions</b>				
Suspensions	53	1	0	54
Fines assessed	\$2,218,670	\$103,340	\$1,100	\$2,323,110
Average fine assessed	\$737	\$368	\$275	\$705
Median fine assessed	\$400	\$250	\$200	\$400
Lowest fine assessed	\$100	\$100	\$200	\$100
Highest fine assessed	\$8,800	\$2,000	\$500	\$8,800
Most frequent fine assessed	\$400	\$200	\$200	\$400
Fines collected	\$2,027,536	\$73,315	\$400	\$2,101,251

SOURCE: Compliance Office statistical report dated 07.01.2012

Figure 5: Historical Comparison of Compliance Activity



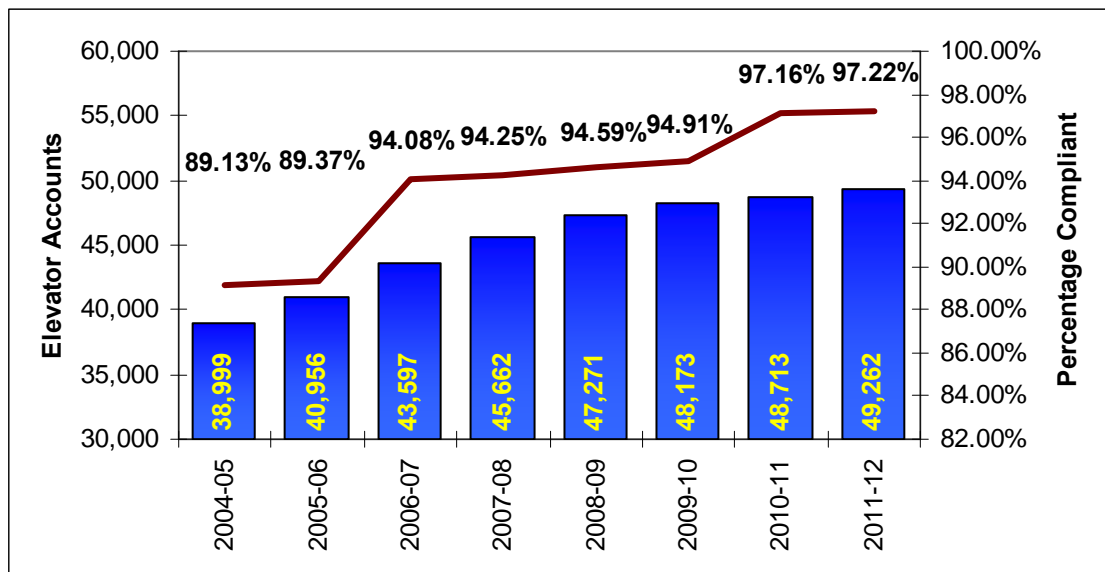
# Elevator Safety

**Table 14: Elevator Accounts – as of August 1, 2012 Expiration**

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	10,046	97.50%	258	2.50%	10,304	181	116	75	10,676
Hydraulic Passenger	32,411	97.61%	795	2.39%	33,206	418	301	246	34,171
Traction Freight	324	91.01%	32	8.99%	356	11	37	48	452
Hydraulic Freight	589	97.19%	17	2.81%	606	4	31	27	668
Hand Power Passenger	2	100.00%	0	0.00%	2	1	0	1	4
Hand Power Freight	4	80.00%	1	20.00%	5	1	11	3	20
Moving Walk	48	97.96%	1	2.04%	49	0	0	0	49
Inclined Lift	14	93.33%	1	6.67%	15	2	0	0	17
Limited Use Limited Application	296	94.27%	18	5.73%	314	17	10	5	346
Dumbwaiter	406	96.21%	16	3.79%	422	11	235	50	718
Escalator	1,085	94.76%	60	5.24%	1,145	7	47	12	1,211
Sidewalk Elevator	3	100.00%	0	0.00%	3	0	4	0	7
Material Lift, Dumbwaiter, ATD	3	100.00%	0	0.00%	3	3	1	0	7
Special Purpose Personnel Elevator	95	92.23%	8	7.77%	103	4	5	1	113
Inclined Stairway Chair Lift	46	92.00%	4	8.00%	50	6	12	1	69
Inclined & Vertical Wheelchair Lift	2,519	94.03%	160	5.97%	2,679	146	140	59	3,024
<b>Total</b>	<b>47,891</b>	<b>97.22%</b>	<b>1,371</b>	<b>2.78%</b>	<b>49,262</b>	<b>812</b>	<b>950</b>	<b>528</b>	<b>51,552</b>

SOURCE: Single Licensing System Report 8/1/2012

**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	2011-12
Registered Elevator Companies	260	274	215	216	252	286	268	300
Certified Elevator Inspectors	289	333	305	286	295	354	355	364
Certified Elevator Technicians*	-	-	910	797	784	1,130	1,337	1,589
Certificates of Competency	1,818	1,900	1,583	1,548	1,637	1,871	1,956	1,916

SOURCE: Extracts and reports 7/4/2005, 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010, 7/30/2011, 8/1/2012

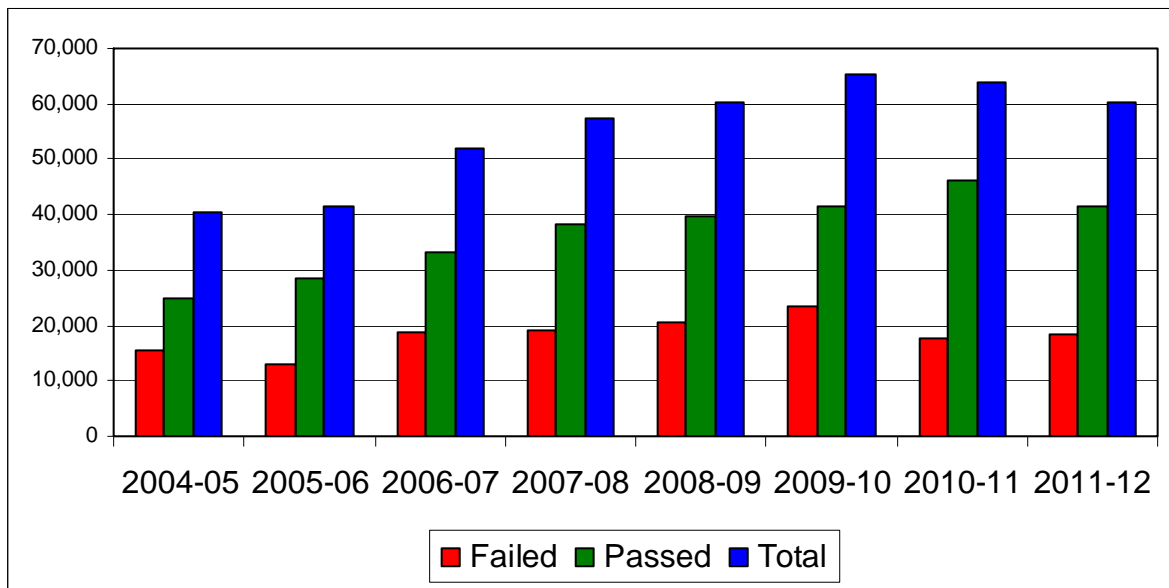
\* NOTE: The division began reporting certified elevator technicians in 2006.

# Elevator Safety

**Table 16: Elevator Inspections Performed by Inspection Type—FY 2011-2012**

<b>Inspection Type</b>	<b>FAILED</b>	<b>PASSED</b>	<b>TOTAL</b>
Accident	5	7	12
Alteration/Acceptance	106	1,377	1,483
Complaint	128	82	210
Construction	135	37	172
Contract Monitoring	283	4,239	4,522
Industry Oversight/Audit	897	1,493	2,390
Initial Acceptance	19	695	714
Routine	16,831	33,473	50,304
Temporary Operation Inspection	23	256	279
<b>Total</b>	<b>18,427</b>	<b>41,659</b>	<b>60,086</b>

**Figure 7: Historical Comparison of Elevator Inspections**



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

<b>Elevator Type</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>Total</b>	<b>% Total</b>
Dumbwaiter	2	0	0	2	4	1	1	1	11	0.3%
Escalator	377	348	433	411	292	213	231	224	2,529	67.3%
Hydraulic Freight	7	17	7	10	3	3	5	0	52	1.4%
Hydraulic Passenger	68	47	31	31	31	46	43	33	330	8.8%
Inclined Lift	2	0	0	0	1	2	1	0	6	0.2%
Moving Walk	38	59	54	45	24	58	91	89	458	12.2%
Special Purpose Personnel	2	0	0	1	0	0	0	0	3	0.1%
Traction Freight	1	2	4	6	9	6	1	2	31	0.8%
Traction Passenger	49	46	34	34	39	48	37	50	337	9.0%
<b>Total</b>	<b>546</b>	<b>519</b>	<b>563</b>	<b>540</b>	<b>403</b>	<b>377</b>	<b>410</b>	<b>399</b>	<b>3,757</b>	<b>100.0%</b>