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DIVISION OF HOTELS AND RESTAURANTS

ANNUAL REPORT

FISCAL YEAR 2001-2002

FLORIDA DEPARTMENT OF
BUSINESS AND PROFESSIONAL REGULATION



Division of Hotels and Restaurants Annual Report: FY 2001-2002

The Division of Hotels and Restaurants is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida¹. The mission of the division is to protect the health and safety of the public through education in partnership with industry. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices².

The division is currently organized into four main units:

- the Bureau of Sanitation and Safety Inspections (including 7 district offices)
- the Bureau of Elevator Safety
- the Bureau of Licensure, and
- the Director's Office, which is responsible for the Hospitality Education Program, Program Policy, Compliance, Operational Development and Program Oversight.

In Fiscal Year 2001-02, the division was authorized 312 positions and an operating budget of \$16,212,282. During this period the division:

- conducted a total of 221,987 public food service and lodging establishment inspections to ensure the enforcement of sanitary standards (see table on page 9);
- conducted a total of 162 inspections in response to emergency or epidemiological conditions;
- cited a total of 618,505 violations of sanitary standards in public food service and lodging establishments (see tables on pages 10-12); and
- began an enterprise-wide reengineering project to improve future operating efficiencies and enhance inspection procedures.

In Fiscal Year 2000-01, Florida Statutes³ were amended to require all food industry personnel to undergo food safety training. In accordance the Hospitality Education Program and other division staff educated over 14,000 individuals and distributed over 163,000 educational items.

In the never-ending quest for sanitary dining, the division closed 130 dangerous facilities during Fiscal Year 2001-02, while conducting over 220,000 inspections at more than 73,000 facilities. Division inspectors also conducted approximately 3720 Hazard Analysis and Critical Control Point (HACCP) inspections. HACCP inspections work to design food safety processes to prevent problems before they occur and by educating licensees.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

³ Chapter 509, Florida Statutes.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Larry Schwartz, Bureau Chief
(850) 488-9263 FAX(850) 488-2740

During Fiscal Year 2001-02, the Bureau of Sanitation and Safety again achieved 100% of the inspections required by law. This entailed over 221,000 inspections of more than 73,000 food service and lodging establishments to ensure the health and safety of Florida's residents and visitors. The bureau has seven district offices that are located in Miami, Margate, Fort Myers, Orlando, Tampa, Jacksonville and Panama City Beach.

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 specified time period for correction of deficiencies;
- Food service inspections for alcoholic beverage license applicants;
- Complaint investigations;
- Foodborne illness investigations in conjunction with the Department of Health;
- Resolution of landlord/tenant disputes regarding security deposits.

Further, the bureau enforces licensee compliance with the Florida Clean Indoor Air Act and long distance telephone carrier access and posting of charges for the Florida Public Service Commission.

Administrators and office staff in each of the seven district offices are responsible for coordinating daily activities and scheduling inspections. Administrative enforcement cases are initiated in the districts to ensure compliance with the law. The division is authorized by law to assess fines up to \$1,000 per offense per day and to suspend or revoke an operator's license for violations of law or rule.

BUREAU OF ELEVATOR SAFETY

Cathy White, Bureau Chief
(850) 488-9097 FAX (850) 922-6208

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 American Society of Mechanical Engineers' Safety Code for Elevators and Escalators; portions of the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; National Handicapped Requirements; Chapter 399, Florida Statutes and Chapter 61C-5, Florida Administrative Code (FAC).

The bureau is responsible for licensing elevators; plan review; construction and alteration permits; elevator company registration and issuing Certificates of Competency. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Bureau of Licensure. The office also manages contracts with the cities of Miami, Miami Beach and Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that inspections adhere to state standards.

The bureau conducted 790 monitoring and 42 complaint inspections during Fiscal Year 2001-02. The bureau's authority is limited to monitoring privatized industry inspectors and responding to complaints, which accounts for the reduction in the number of inspections from previous years.

BUREAU OF LICENSURE

Mary Jane Vann, Acting Chief

(850) 922-5335 FAX (850) 488-1514

The Bureau of Licensure processes licenses for public lodging and food service establishments and elevator certificates of operation. Bureau staff enters new licenses and changes of ownership. In addition, this bureau provides listings and labels for public requests as well as electronically-generated management reports for the division. The bureau also manages electronic data services on the mainframe computer currently maintained by the Department of Management Services' Shared Resource Center.

The bureau also reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. During the past fiscal year, the Bureau of Licensure processed licenses and license renewals for 73,211 public lodging and food service establishments and 37,436 elevator accounts.

The bureau is participating in the DBPR reengineering project that will be implementing new technological advancements during Fiscal Year 2001-02 including on-line license renewals and credit card payments.

OFFICE OF THE DIRECTOR

Geoff Luebke, Director

(850) 488-1133 FAX (850) 488-1514

The Office of the Director establishes policy for and oversees activities of the division. The director supervises the administration of the Hospitality Education Program; oversees the presentation of the division's annual legislative budget request and ensures that appropriated funds are properly disbursed. The director serves as legislative liaison for the division; is responsible for implementing changes to Chapters 83, Part II, 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 the filing of charges against licensees when compliance cannot be obtained and conducts emergency closures on establishments posing an immediate health or safety threat to the public by suspending their license.

The Hospitality Education Program (HEP)—founded in 1961 and unique among state food safety programs—is designed to provide education and information to operators of hospitality businesses licensed by this division. Funding is provided from a fee which is included as part of every public lodging and food service establishment license fee.

The program researches, prepares and presents educational materials and training classes to licensees relevant to the operation and regulation of the hospitality industry. Located in the new University Center at Florida State University, the Hospitality Education Program office and resource library contains over 6,000 items, in addition to over 60 periodicals. HEP distributed more than 163,000 items of educational material during the 2001-02 fiscal year.

During the past year, the Hospitality Education Program trained over 14,000 hospitality industry employees through free workshops offered in communities throughout the state. HEP workshops are offered in several different languages including Mandarin Chinese, Creole and Spanish.

The Office of Program Policy (OPP) ensures that inspection staff is properly trained using its staff of qualified trainers. This office provides new employee orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

The OPP coordinates and provides technical training for division inspection staff as required by Section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by FDA certified inspection/training officers on risk based and HACCP inspections. Each inspector receives 20 continuing education hours per year for foodservice and 40 hours every 3 years in fire safety training, which are facilitated by this office.

OPP staff is responsible for keeping abreast of federal and state food and fire safety code changes which affect the division and making recommendations to management regarding rules and policies influenced by these changes. The technical coordinators also assist in application of laws and rules, help resolve implementation issues for field staff and industry and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. In addition, the coordinators address technical questions from the public regarding laws, rules and procedures and field complaints prior to investigation by the district offices. This office also oversees plan review for new or altered food service establishments, acts on variance requests and ensures statewide consistency of each district office plan reviewer.

The Office of Compliance manages the administrative enforcement program for the division. In addition, this office coordinates indexing of enforcement cases and works with department legal staff to process emergency orders and formal hearings with the Division of Administrative Hearings, within the Department of Management Services.

The enforcement program has continued to evolve toward emphasis on compliance rather than enforcement. The program includes:

- An informal, less adversarial, settlement process that concludes cases in a shorter period of time and reduces the need for litigation; and
- A tracking system that closely monitors cases for satisfaction once they enter the enforcement system at the district level.

The Operational Development and Information Office (ODI) is responsible for analyzing business processes and making recommendations to management for improvements and efficiencies. This staff has worked to develop and enhance the division's business processes through automated systems replacing manual processes. ODI staff design and support a project incorporating optical mark readers (bubble scanners) to dramatically reduce time spent by district clerical staff data entering inspection information.

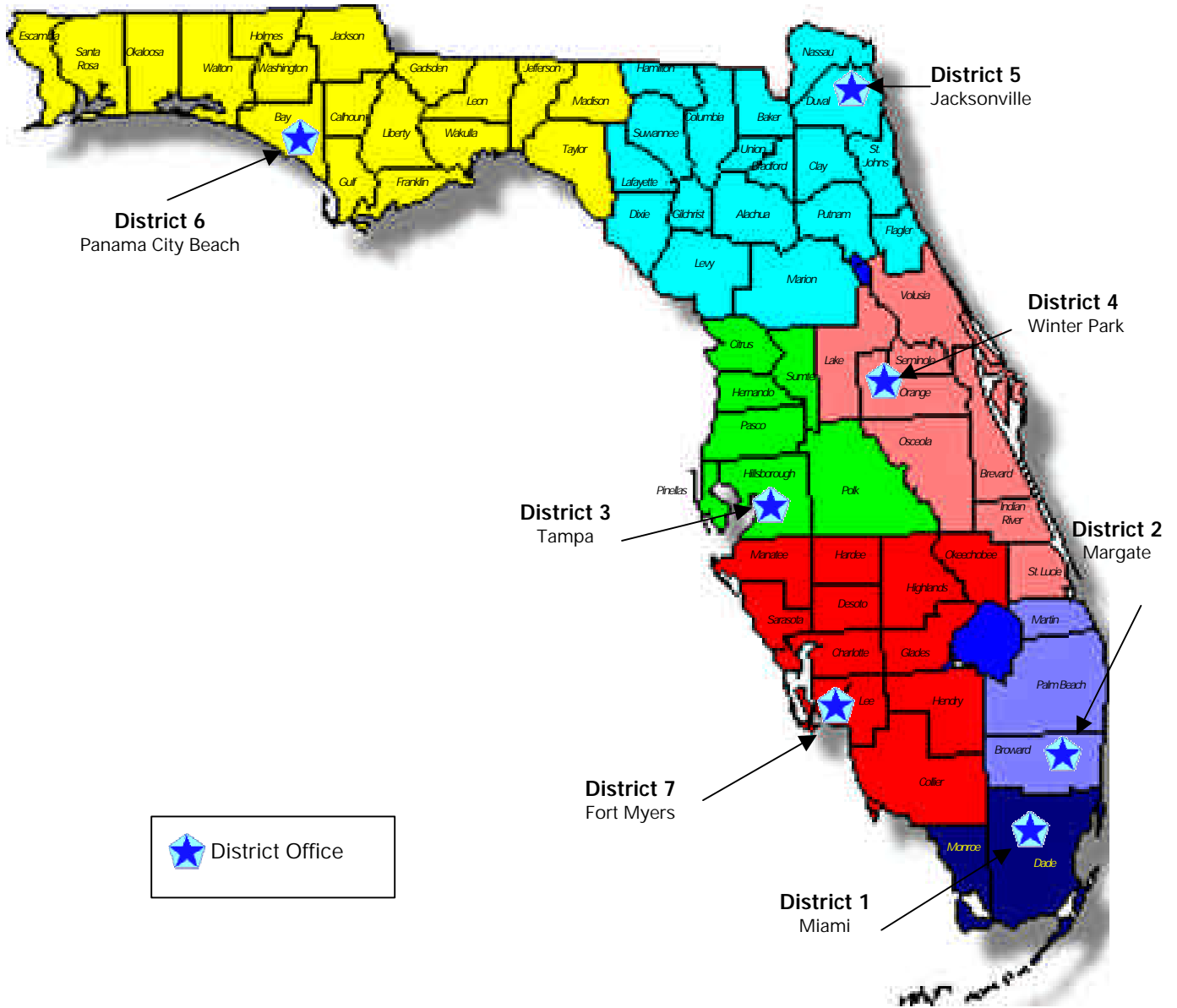
ODI also designs, produces and maintains most of the division's customized forms and other publications. These publications include forms, brochures, newsletters and reproductions of applicable statutes, rules and codes for distribution to the division's staff, licensees and the general public.

In addition, ODI staff serve as web authors for the division, ensuring timely sharing of information on the department's Internet and Intranet sites. They have made over 100 forms and publications available through this medium. The web authors also maintain and regularly enhance the division's Intranet pages.

ODI staff members also serve as technical coordinators for the division, providing assistance and information to the State Technology Office regarding the division's computer resources when needed. They maintain statistical information and generate reports for the division. ODI produces and coordinates distribution of most of the division's forms, brochures, newsletters and publications. In addition, ODI responds to public requests for public records, information and statistics.

The Office of Program Oversight (OPO) monitors, assesses and evaluates all programs administered by the division and reports on the quantity and quality of its activities to the director and management. This office evaluates a broad spectrum of activities by assessing quality from the perspective of organizational structure, business process and desired outcome. Data is evaluated from which conclusions can be drawn and findings presented in a manner that draws support for correcting or preventing indicated problems. OPO coordinates the division's Speakers Bureau, one of the division's consumer and licensee outreach programs.

Regulatory Districts



Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2001-2002

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	Fees
1	240	164	64	133	601	\$90,150
2	277	225	96	246	844	\$126,600
3	256	259	148	222	885	\$132,750
4	345	280	104	274	1,003	\$150,450
5	295	152	73	161	681	\$102,150
6	117	144	62	109	432	\$64,800
7	178	165	57	201	601	\$90,150
TOTAL	1,708	1,389	604	1,346	5,047	\$757,050

Table 2: Number of Variances and Fees Processed—FY 2001-2002

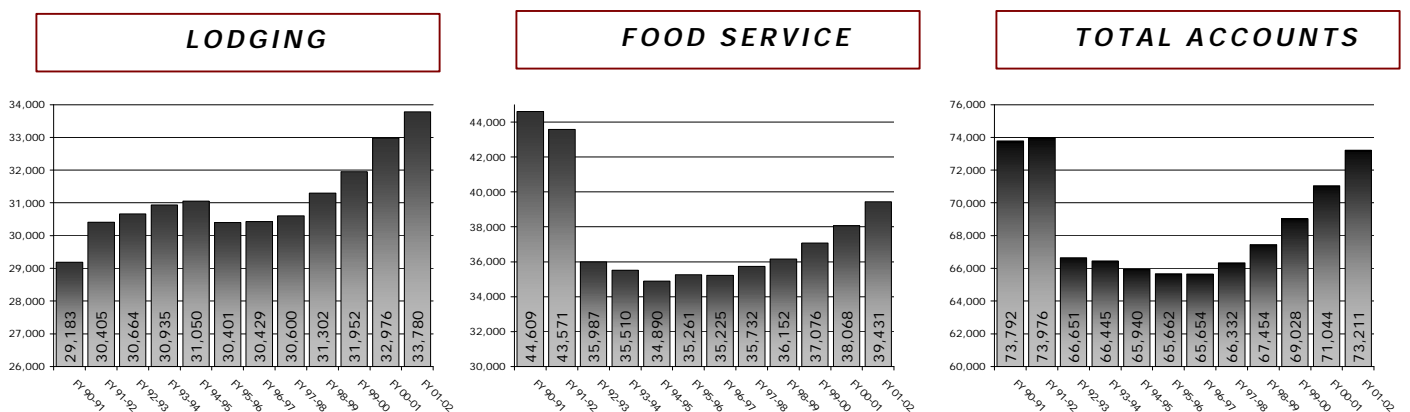
DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	0	3	3	\$0	\$900	\$900
2	0	3	3	\$0	\$900	\$900
3	3	10	13	\$450	\$3,000	\$3,450
4	2	6	8	\$300	\$1,800	\$2,100
5	4	7	11	\$600	\$2,100	\$2,700
6	4	11	15	\$600	\$3,300	\$3,900
7	0	10	10	\$0	\$3,000	\$3,000
TOTAL	13	50	63	\$1,950	\$15,000	\$16,950

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2001-2002

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Nontransient Apartments	6,247	4,262	2,936	2,203	1,462	1,024	987	19,121
Hotels	317	207	138	276	110	66	105	1,219
Motels	344	518	649	721	428	453	405	3,518
Rooming Houses	82	36	66	62	33	16	16	311
Resort Condos/Resort Dwellings	342	108	915	4,705	114	1,308	581	8,073
Transient Apartments	140	388	281	135	53	24	260	1,281
Bed and Breakfasts*	51	13	36	37	73	22	25	257
SUBTOTAL	7,523	5,532	5,021	8,139	2,273	2,913	2,379	33,780
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,489	5,599	5,474	6,200	3,584	2,555	3,571	31,472
Permanent Nonseating	839	1,076	934	990	468	289	439	5,035
Theme Park Food Carts	0	1	18	20	6	0	0	45
Catering	43	75	47	69	43	21	30	328
Mobile Food Dispensing Vehicles	594	206	367	435	223	97	166	2,088
Vending Machines	0	76	1	308	15	1	62	463
SUBTOTAL	5,965	7,033	6,841	8,022	4,339	2,963	4,268	39,431
GRAND TOTAL	13,488	12,565	11,862	16,161	6,612	5,876	6,647	73,211

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

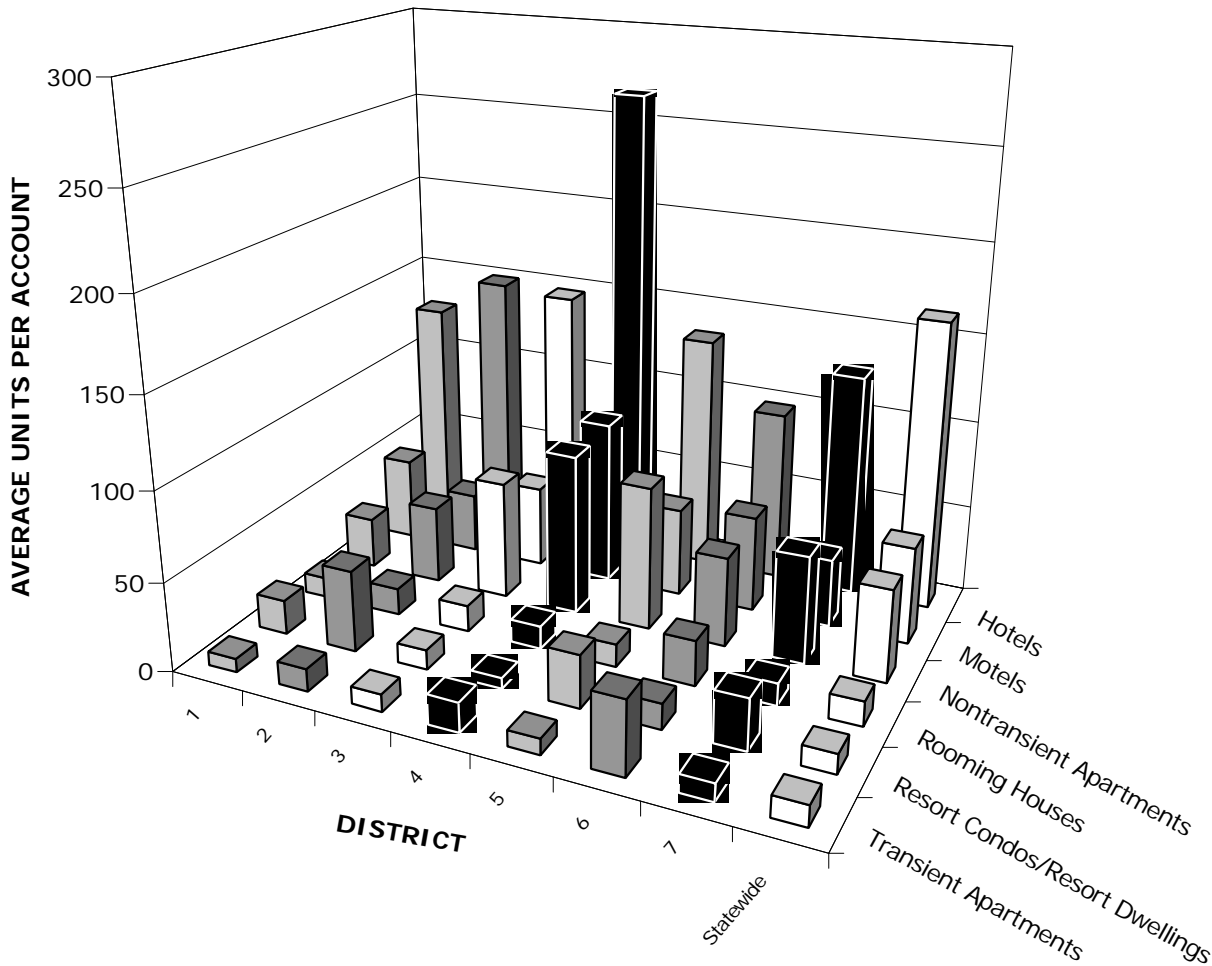


Licensing

Table 4: Public Lodging Units by Type of Establishment and by District—End of FY 2001-2002

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Hotels	40,388	30,929	20,257	73,422	14,679	6,431	13,250	199,356
Motels	16,308	17,636	30,175	66,906	21,515	24,686	15,691	192,917
Nontransient Apartments	181,022	188,377	197,207	200,360	118,958	51,812	59,864	997,600
Rooming Houses	940	548	989	801	423	406	200	4,307
Resort Condos/Resort Dwellings	6,612	4,967	10,155	28,395	3,403	18,725	16,583	88,840
Transient Apartments	1,082	4,932	2,705	2,230	466	988	2,591	14,994
TOTAL	246,352	247,389	261,488	372,114	159,444	103,048	108,179	1,498,014

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2001-2002



Inspections

Table 5: Public Lodging and Food Service Establishment Inspections Performed—FY 2001-2002

PUBLIC FOOD SERVICE INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	19,116	1,941	168	17	4	812	22,058
2	21,549	4,037	690	23	17	785	27,101
3	20,798	3,558	1,612	470	97	919	27,454
4	25,885	4,699	1,671	55	10	1,635	33,955
5	13,136	1,919	659	46	4	420	16,184
6	9,283	1,143	406	40	29	577	11,478
7	12,870	2,135	672	18	1	430	16,126
TOTAL	122,637	19,432	5,878	669	162	5,578	154,356

PUBLIC LODGING INSPECTIONS					
DISTRICT	TYPE OF INSPECTION				TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	
1	14,545	1,097	446	22	16,110
2	12,370	1,724	335	8	14,437
3	9,254	706	499	25	10,484
4	9,173	1,315	735	11	11,234
5	4,609	431	317	11	5,368
6	4,260	405	235	14	4,914
7	4,578	365	138	3	5,084
TOTAL	58,789	6,043	2,705	94	67,631

TOTAL INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	33,661	3,038	614	39	4	812	38,168
2	33,919	5,761	1,025	31	17	785	41,538
3	30,052	4,264	2,111	495	97	919	37,938
4	35,058	6,014	2,406	66	10	1,635	45,189
5	17,745	2,350	976	57	4	420	21,552
6	13,543	1,548	641	54	29	577	16,392
7	17,448	2,500	810	21	1	430	21,210
TOTAL	181,426	25,475	8,583	763	162	5,578	221,987

Violations

Table 6: Number and Type of Violations Found in Public Food Service Establishments—
FY 2001-2002

	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
FOOD	Source: sound condition, no spoilage		1,789	1,789
	Original container; properly labeled	9,674		9,674
	SUBTOTAL	9,674	1,789	11,463
FOOD PROTECTION	Potentially hazardous food, unsafe temperatures		22,805	22,805
	Facilities to maintain product temperature		5,856	5,856
	Thermometers provided and conspicuous	16,259		16,259
	Potentially hazardous food properly thawed	3,211		3,211
	Unwrapped and potentially hazardous food not re-served		81	81
	Food protection: during storage, preparation, service, etc.		26,298	26,298
	Handling of food (ice) minimized	4,810		4,810
Food (ice) dispensing utensils properly stored	10,516		10,516	
	SUBTOTAL	34,796	55,040	89,836
PERSONNEL	Personnel with infections restricted		209	209
	Hands washed and clean, good hygienic practices		17,760	17,760
	Clean clothes, hair restraints	2,212		2,212
	SUBTOTAL	2,212	17,969	20,181
FOOD EQUIPMENT AND UTENSILS	Food contact surfaces: proper design, good repair, etc.	14,907		14,907
	Non-food contact surfaces: proper design, good repair, etc.	13,091		13,091
	Dishwashing facilities: proper design, repair, operated, etc.	5,698		5,698
	Accurate thermometers, etc.	10,260		10,260
	Pre-flushed, scraped, soaked	845		845
	Wash rinse water: clean, proper temperature	368		368
	Sanitization concentration/temperature		8,494	8,494
	Wiping cloths clean, use restricted, stored	15,223		15,223
	Food contact surfaces of equipment clean, etc.	32,201		32,201
	Non-food contact surfaces of equipment and utensils clean	22,149		22,149
	Storage, handling of clean equipment and utensils	9,652		9,652
	Single service articles: storage, dispensing, used	8,532		8,532
	No re-use of single service articles	479		479
	SUBTOTAL	133,405	8,494	141,899
WATER	Water source safe, hot and cold under pressure		4,126	4,126
SEWAGE	Sewage and waste water disposed properly		2,513	2,513
PLUMBING	Installed, maintained	10,275		10,275
	Cross-connection, back siphonage, backflow		3,566	3,566
	SUBTOTAL	10,275	3,566	13,841
TOILET AND WASH FACILITIES	Number, convenient, accessible, designed, installed		9,719	9,719
	Fixtures, good repair, clean, proper waste receptacles, etc.	26,464		26,464
	SUBTOTAL	26,464	9,719	36,183
GARBAGE AND REFUSE DISPOSAL	Containers: adequate number, covered, clean, etc.	9,503		9,503
	Outside storage areas: proper design, clean, etc.	3,749		3,749
	SUBTOTAL	13,252		13,252

Continued on next page

Violations

Table 6: Number and Type of Violations Found in Public Food Service Establishments—FY 2001-2002
(continued)

INSECT/RODENT CONTROL	Presence of insects/rodents, opening protected, etc.		13,323	13,323
FLOORS, WALLS AND CEILINGS	Floors: clean, good repair, etc.	16,472		16,472
	Walls/ceilings/attached equipment: constructed, good repair, etc.	23,228		23,228
	SUBTOTAL	39,700		39,700
LIGHTING	Proper lighting, etc.	13,570		13,570
VENTILATION	Rooms and equipment: vented as required	1,007		1,007
DRESSING ROOMS	Rooms clean, lockers provided, facilities clean, located, used	1,691		1,691
OTHER OPERATIONS	Toxic items properly stored, labeled, used, necessary		12,009	12,009
	Establishment/premises neat, clean, etc.	8,055		8,055
	Complete separation from living/sleeping quarters, etc.	105		105
	Clean, soiled linen properly stored	556		556
	SUBTOTAL	8,716	12,009	20,725
SAFETY	Fire extinguishers: proper and sufficient		26,828	26,828
	Exiting system: adequate, good repair		13,553	13,553
	Electrical wiring: adequate, good repair		10,126	10,126
	Gas appliances: properly maintained, installed		1,296	1,296
	Flammable/combustible materials: properly stored		1,454	1,454
	SUBTOTAL		53,257	53,257
GENERAL	Current license properly displayed		4,871	4,871
	Other conditions: safe, sanitary operation	13,667		13,667
	False/misleading statements published, advertised, etc.	81		81
	Food manager certification valid		30,469	30,469
	Clean Indoor Air Act	3,338		3,338
	Notification of automatic gratuity charge	39		39
	Copy of Chapter 509, F.S., available	607		607
	HEP information requested *	1335*		0
	SUBTOTAL	17,732	35,340	53,072
	GRAND TOTAL	312,494	217,145	529,639

*HEP information not included in violation totals

Violations

Table 7: Number and Type of Violations Found in Public Lodging Establishments—FY 2001-2002

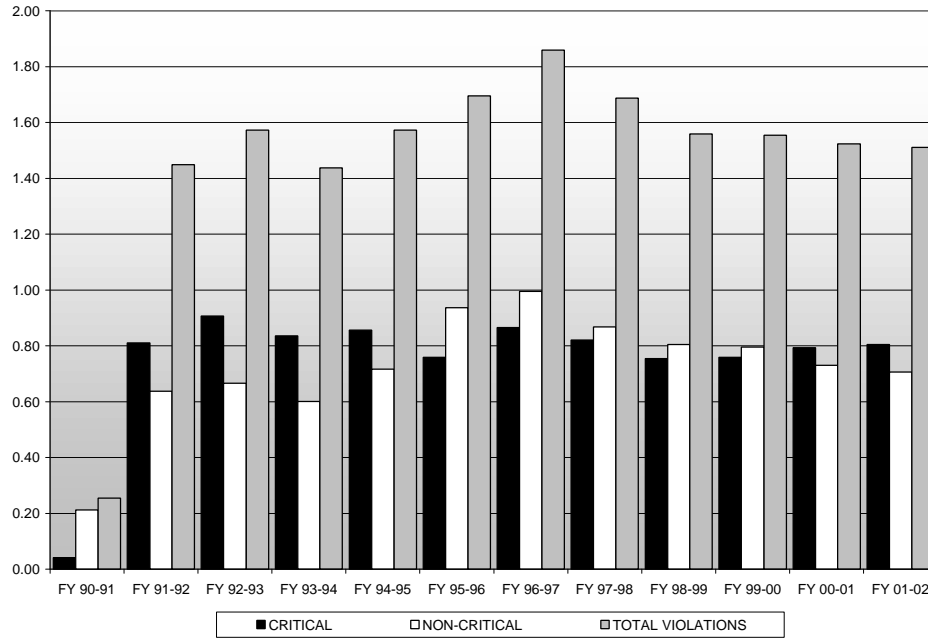
	DESCRIPTION	VIOLATIONS		TOTAL
		NONCRITICAL	CRITICAL	
S A F E T Y	Fire extinguishers; standpipe systems		11,901	11,901
	Fire hazards		2,950	2,950
	Sprinkler systems		1,027	1,027
	Smoke detectors; fire alarm systems		7,607	7,607
	Smoke detectors; hearing impaired		998	998
	Exits; obstructions, exit signs, emergency lights		5,368	5,368
	Electrical deficiencies		2,493	2,493
	Boiler; boiler room	363		363
	Lighting; public, guest rooms	1,296		1,296
	Adequate heating		76	76
	Appliances properly installed		1,064	1,064
	Balcony, railing safety; certification		3,820	3,820
	Building repair	6,732		6,732
Proper locking devices		822	822	
	SUBTOTAL	8,391	38,126	46,517
S A N I T A T I O N	Bathrooms; public; guest; supplies	930		930
	Water source safe; hot/cold provided		222	222
	Bedding; bed linens, towels	1,119		1,119
	Household furnishings	670		670
	Plumbing	4,738		4,738
	Ventilation	396		396
	Toxics; storage, use	657		657
	Ice protection		628	628
	Glassware, tableware, utensils sanitized		854	854
	Vermin control		2,140	2,140
	Premises maintained	6,700		6,700
	Garbage and refuse disposal	7,241		7,241
Sewage and waste water disposal		372	372	
	SUBTOTAL	22,451	4,216	26,667
P C R O O N T S E U C M T E I R O N	Advertisement		266	266
	Guest property; liability, notified	137		137
	Room rate schedule	1,569		1,569
	Room rates posted	2,083		2,083
	Security deposit	95		95
	Unethical business practices; overbooking		61	61
	Licensee; criminal conduct	28		28
	Clean Indoor Air Act	43		43
	Telephone surcharge posted	1,664		1,664
Guest register	103		103	
	SUBTOTAL	5,722	327	6,049
G E N E R A L	Current license properly displayed		4,666	4,666
	Housekeeping	2,316		2,316
	Other conditions - safe, sanitary	1,834		1,834
	Posting operator service information	260		260
	Blocking operator access	91		91
	Copy of Chapter 509, F.S., available	466		466
HEP information requested*	752*		0	
	SUBTOTAL	4,967	4,666	9,633
	GRAND TOTAL	41,531	47,335	88,866

*HEP information not included in violation totals

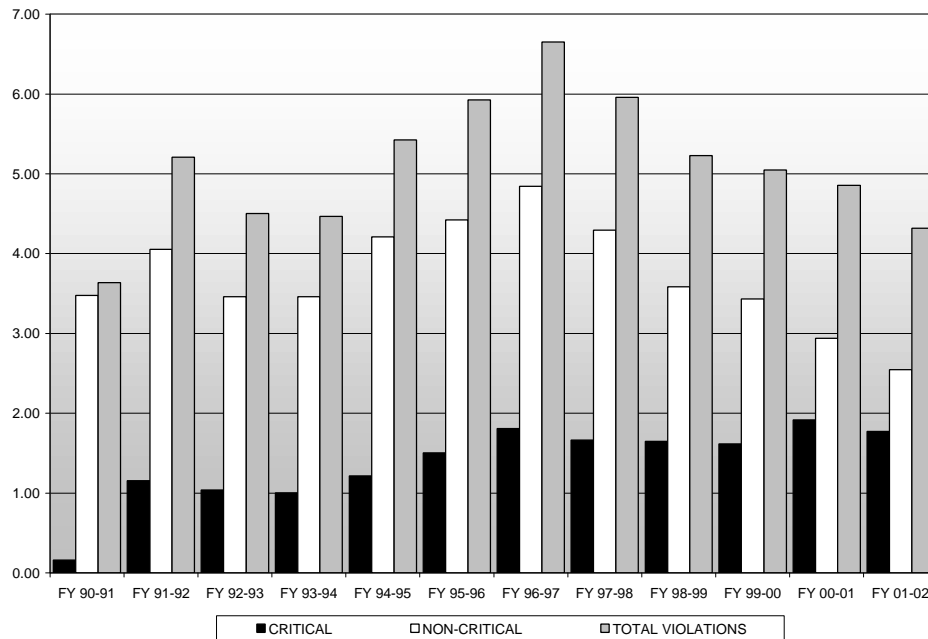
Violations

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

Lodging



Food Service



Compliance

Table 8: Compliance Activity—FY 2001-2002

	Jul. 2001	Aug. 2001	Sept. 2001	Oct. 2001	Nov. 2001	Dec. 2001	Jan. 2002	Feb. 2002	Mar. 2002	Apr. 2002	May 2002	June 2002	Total
Compliance Activity													
Total Administrative Complaints Issued	135	199	139	208	139	201	151	150	143	207	222	258	2,152
Administrative Complaints for Expired Licenses	9	3	6	4	0	1	4	2	0	3	0	1	33
Settlement Conferences													
Settlement Conferences	128	132	133	174	159	117	176	183	117	162	174	216	1,871
Administrative Complaint Settlement Rate	85%	86%	89%	89%	89%	85%	87%	88%	91%	91%	90%	92%	89%
Stipulated Fines	\$69,950	\$76,100	\$78,200	\$107,900	\$81,550	\$72,200	\$72,150	\$90,950	\$44,800	\$100,950	\$92,000	\$119,750	\$1,006,500
Cases Referred to Legal													
Cases Referred to Legal	16	8	9	18	14	21	16	18	14	18	16	17	185
Orders Clerked													
Orders Clerked	115	167	113	122	131	112	108	85	139	107	250	176	1,625
Total Fines Levied	\$54,300	\$113,850	\$96,550	\$85,150	\$83,000	\$69,150	\$69,000	\$50,300	\$76,950	\$54,500	\$135,050	\$123,000	\$1,010,800
Unlicensed Activity													
New Licenses Issued	18	11	8	12	11	7	9	11	6	9	11	7	120
New Rental Units Licensed	396	226	385	115	269	74	110	371	201	312	178	181	2,818
License Revenue	\$2,264	\$1,751	\$1,658	\$2,459	\$2,273	\$1,324	\$1,539	\$2,800	\$965	\$1,808	\$2,122	\$795	\$21,758
Information Calls	90	81	87	94	103	80	90	114	91	98	67	76	1061
Speaking/ Training/ Meeting	7	15	12	8	10	2	6	12	19	19	5	6	121

Financial Statement

Table 9: HEP Statement of Revenues and Expenditures—FY 2001-2002

REVENUES	
Total Revenues from \$6 HEP Fee	\$527,550.00
Non-licensee participation fee	\$7,428.00
Compliance fees	\$144,900.00
TOTAL REVENUES	\$679,878.00

EXPENDITURES & ENCUMBRANCES	
Salaries and Benefits	\$420,122.00
Stipends for Graduate Assistants	\$7,514.00
Employer's Matching FICA	\$575.00
FICA on Class C Meals	\$9.00
State Personnel Assessment	\$472.00
SUBTOTAL	\$428,692.00
Expenses	
Telephone/Communications	\$27,061.00
Printing, Copying & Mailing	\$43.00
Repair & Maintenance	\$1,478.00
Travel & Seminars	\$27,830.00
Class C Meals	\$120.00
Gasoline and Lubricants	\$2,937.00
Office Supplies	\$445.00
Rentals – Meeting Sites	\$925.00
Other Expenses	\$287.00
Training Programs Grants	\$35.00
Insurance	\$27,972.00
General Revenue	\$47,591.00
SUBTOTAL	\$136,724.00
TOTAL EXPENDITURES	\$565,416.00

Activity

Table 10: Summary of HEP Activities—FY 2001-2002

MONTH	WORKSHOPS AND SEMINARS			EDUCATIONAL MATERIALS	
	Number Conducted	Number Registered	Number of Attendees	Number of Requests	Number of Items Dispersed
July 2001	56	1,795	1,127	2,309	5,657
August 2001	61	1,705	1,152	59,265	67,109
September 2001	52	1,576	1,117	35,246	35,567
October 2001	67	1,938	1,467	210	145
November 2001	66	1,603	1,106	132	101
December 2001	52	1,158	812	203	166
January 2002	67	1,283	1,007	13,176	13,149
February 2002	70	1,638	1,206	18,210	18,347
March 2002	66	1,358	1,024	408	485
April 2002	64	1,418	998	147	264
May 2002	73	1,922	1,502	162	343
June 2002	80	1,980	1,595	430	7,942
TOTAL	774	19,374	14,113	129,898	149,275
			Workbooks	14,113	14,113
GRAND TOTAL				144,011	163,388

Figure 11: Historical Comparison of Number of HEP Workshops Conducted

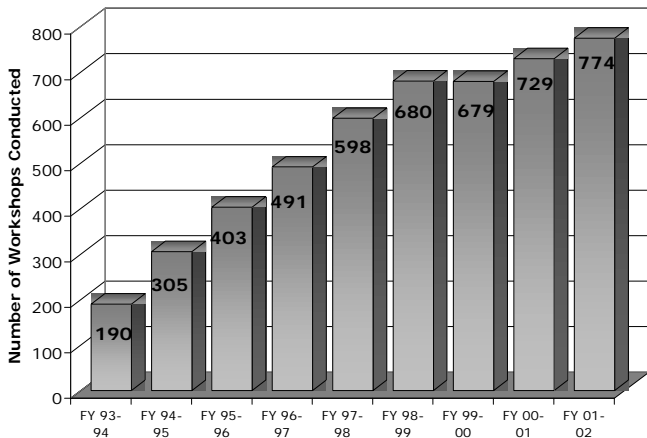


Figure 12: Historical Comparison of Number of HEP Workshop Attendees

