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DIVISION OF HOTELS AND RESTAURANTS

ANNUAL REPORT

FISCAL YEAR 2002-2003

FLORIDA DEPARTMENT OF
BUSINESS AND PROFESSIONAL REGULATION



Division of Hotels and Restaurants Annual Report: FY 2002-2003

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 through education in partnership with industry. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.²

During the past fiscal year, the division underwent major changes as part of the DBPR Re-Engineering Project that culminated June 20, 2003. With transformation a new division organization structure began. The personnel listed in this report reflect the assignments as of June 20, 2003.

Organizational change was implemented to support the establishment of a departmental Customer Contact Center (CCC) through which all incoming calls are handled. The division contributed 16 full-time positions to the CCC for H&R related calls.

During most of the fiscal year, the division was organized into four main units:

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

Under the newly re-engineered structure, the division is organized into the following units:

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

In Fiscal Year 2002-2003, the division was authorized 312 positions to provide program services with an operating budget of \$17,294,663. During this period, the division:

- ? conducted a total of 133,520 public food service and lodging establishment inspections to ensure the enforcement of sanitary standards (see table on page 9)
- ? conducted a total of 222 inspections in response to emergency or epidemiological conditions
- ? cited a total of 465,446 violations of sanitary standards in public food service and lodging establishments (see tables on pages 10-12)
- ? implemented enterprise-wide re-engineering project to improve future operating efficiencies and enhance inspection procedures.

Prior to the transformation effort, the division identified 10 FTE positions to place in reserve due to a decrease in inspection frequency for apartments, rooming houses and resort condominiums. Re-engineering recommendations assume a pre-transformation FTE position total of 302 and a post-transformation total of 269 FTE positions. The total position reduction resulting from transformation is 33 FTE's, in addition to 16 positions transferred to the Customer Contact Center as lead agents for incoming calls dealing with lodging, food service and elevator issues.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Kendall Burkett, Bureau Chief

During Fiscal Year 2002-2003, the Bureau of Sanitation and Safety accomplished over 133,520 inspections of more than 75,600 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. Each of the seven district offices is 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 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 for correction of deficiencies
- ? Food service inspections for alcoholic beverage license applicants
- ? Complaint investigations
- ? Foodborne illness investigations in conjunction with the Department of Health
- ? Bureau enforces licensee compliance with the Florida Clean Indoor Air Act
- ? Long distance telephone carrier access and posting of charges for the Florida Public Service Commission.

The division received additional enforcement responsibility for the enforcement of the amended Florida Clean Indoor Air Act, which now prohibits smoking in workplaces, including food service establishments.

BUREAU OF ELEVATOR SAFETY

Cathy White, Bureau Chief

The Bureau of Elevator Safety enforces Florida's elevator laws to enhance 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 issuing certificates of operation for elevators; issuing 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 division's Office of Compliance and Licensure. The bureau 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's authority has changed in statute and now consists of monitoring private industry inspectors and responding to complaints, accounting for the reduction in inspections from previous years. The bureau conducted 790 monitoring and 42 complaint inspections during Fiscal Year 2002-2003.

OFFICE OF COMPLIANCE AND LICENSURE

Thomas N. Coker, Operations and Management Consultant Manager

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

The enforcement program has continued to emphasize 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.

The Licensure staff processes licenses for public lodging and food service establishments and issues elevator certificates of operation. Staff enters new licenses and changes of ownership and creates electronically generated management reports for the division. Staff also reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff.

The former Operational Development and Information Office (ODI) function, which was responsible for analyzing business processes and recommending ongoing improvement initiatives, has been assimilated into the Office of Compliance and Licensure. This also includes responsibility for designing, producing and maintaining most of the division's customized forms and other publications including forms, brochures, newsletters and reproductions of applicable statutes, rules and codes for use by the division's staff, licensees and the general public.

Additionally, staff develop the division's web content ensuring timely sharing of information on the department's Internet and Intranet sites. OCL 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.

OFFICE OF THE DIRECTOR

Geoff Luebke, Director

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 preparation 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 decides on emergency closures for establishments posing an immediate health or safety threat to the public.

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 the division. Funding is provided from a fee which is included as part of every public lodging and food service establishment's 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 University Center at Florida State University, the Hospitality Education Program office and resource library contains over 6,000 items, including over 60 periodicals.

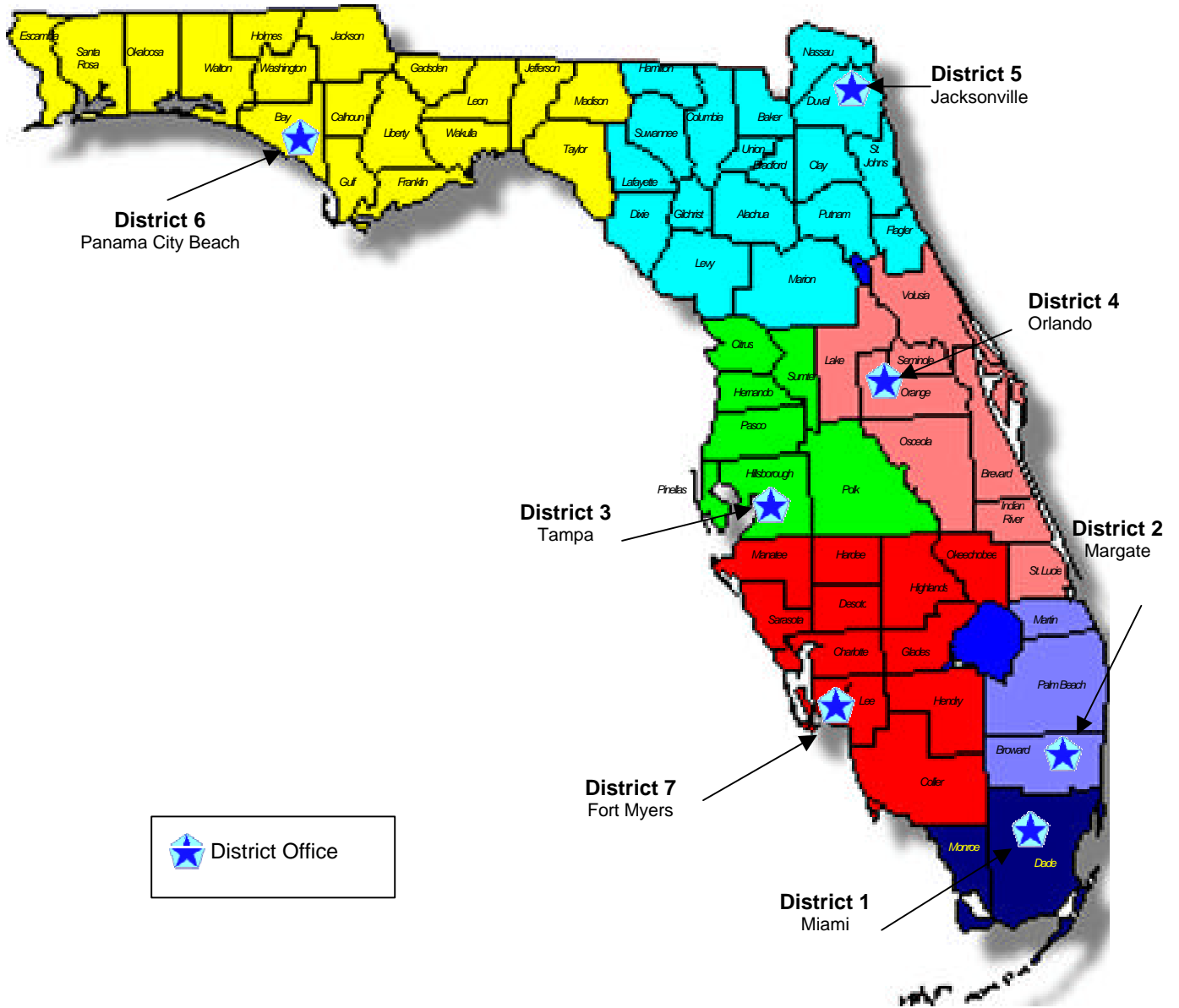
During the past year, the Hospitality Education Program trained more than 13,800 hospitality industry employees workshops offered in communities throughout the state. HEP workshops are offered in English and Spanish. Print materials are offered in several other languages including Mandarin Chinese, Creole 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 food service and 40 hours training every 3 years for fire safety, all of which are facilitated by this office.

OPP staff is responsible for monitoring federal and state food and fire safety code changes which affect the division and making recommendations to management regarding rules and policies influenced by those 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, acting on variance requests and ensuring statewide consistency of each district office plan reviewer.

Regulatory Districts



Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2002-2003

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	Fees
1	430	72	30	95	627	\$94,050
2	273	207	76	213	769	\$115,350
3	314	228	71	150	763	\$114,450
4	380	272	97	223	972	\$145,800
5	261	143	72	159	635	\$95,250
6	127	114	57	94	392	\$58,800
7	222	146	54	175	597	\$89,550
TOTAL	2,007	1,182	457	1,109	4,755	\$713,250

Table 2: Number of Variances and Fees Processed—FY 2002-2003

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	0	3	3	\$0	\$900	\$900
2	3	0	3	\$450	\$0	\$450
3	8	0	8	\$1,200	\$0	\$1,200
4	2	12	14	\$300	\$3,600	\$3,900
5	2	2	4	\$300	\$600	\$900
6	0	2	2	\$0	\$600	\$600
7	2	4	6	\$300	\$1,200	\$1,500
TOTAL	17	23	40	\$2,550	\$6,900	\$9,450

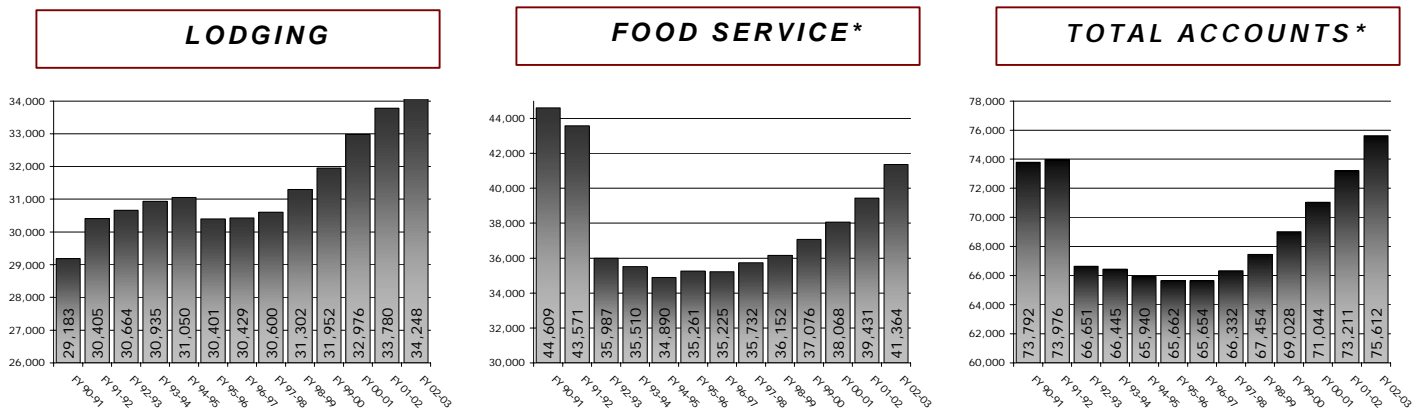
Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2002-2003

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	323	202	148	278	109	68	109	1,237
Motels	340	495	649	729	423	435	414	3,485
Nontransient Apartments	6,219	4,258	3,017	2,290	1,426	1,034	988	19,232
Transient Apartments	137	375	292	143	48	24	241	1,260
Nontransient Rooming Houses	58	34	15	18	13	4	19	161
Transient Rooming Houses	86	34	64	66	26	16	16	308
Bed and Breakfasts	54	14	41	40	72	23	24	268
Resort Condominiums	206	96	221	760	81	478	381	2,223
Resort Dwellings	157	7	884	3,881	37	907	201	6,074
SUBTOTAL	7,580	5,515	5,331	8,205	2,235	2,989	2,393	34,248
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,750	5,548	5,879	6,715	3,642	2,618	3,737	32,889
Permanent Nonseating	857	1,072	1,028	1,055	469	273	445	5,199
Theme Park Food Carts	0	1	19	20	6	0	0	46
Catering	49	77	49	87	45	33	36	376
Hot Dog Carts	42	27	35	39	23	4	12	182
Mobile Food Dispensing Vehicles	561	228	430	487	209	122	177	2,214
Vending Machines	0	54	1	341	14	1	47	458
SUBTOTAL	6,259	7,007	7,441	8,744	4,408	3,051	4,454	41,364
GRAND TOTAL	13,839	12,522	12,772	16,949	6,643	6,040	6,847	75,612

SOURCE: H&R Data Extract 7.14.2003

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



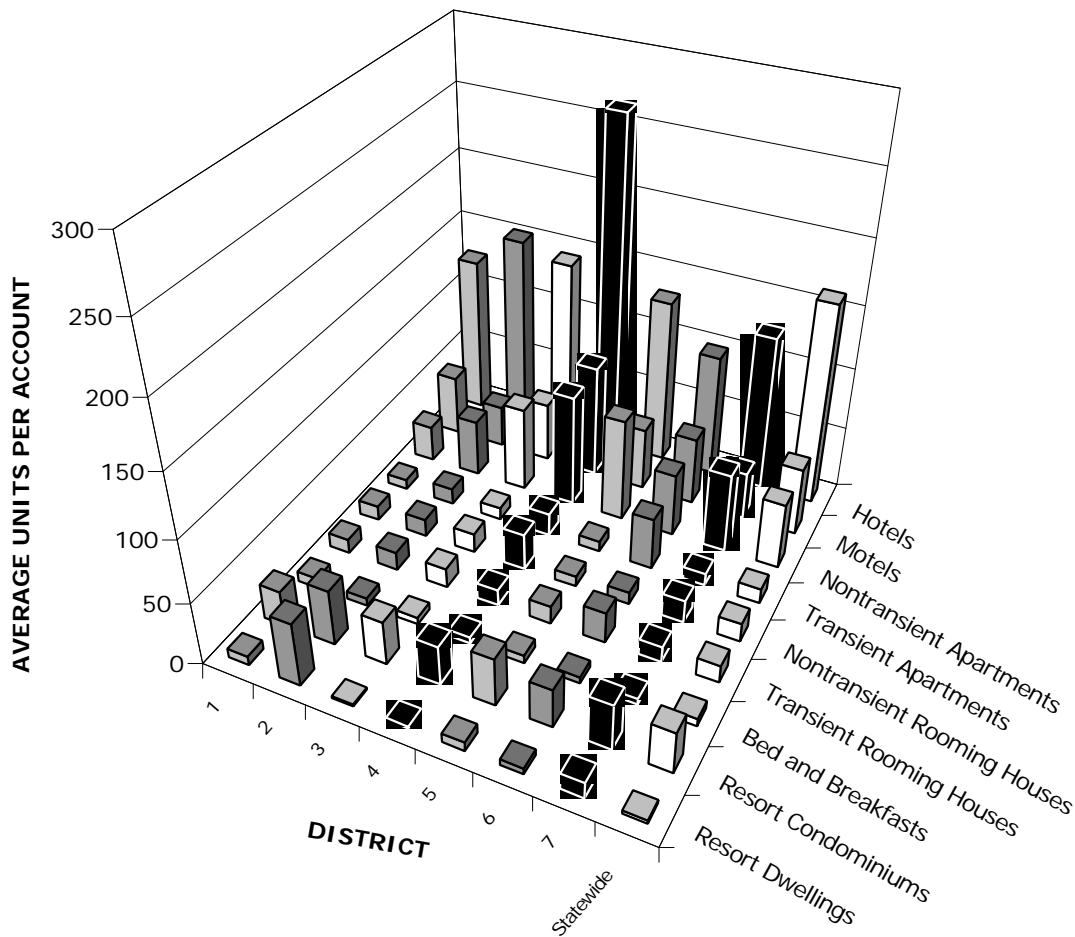
* Number of accounts dropped after 1992 because of shift of convenience store and grocery store inspections to the Department of Agriculture and Consumer Services.

Licensing

Table 4: Public Lodging Units by Type of Establishment and by District—End of FY 2002-2003

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	40,561	30,704	21,103	73,403	14,374	6,685	13,647	200,477
Motels	16,314	16,678	30,809	65,843	21,171	23,636	15,673	190,124
Nontransient Apartments	179,252	193,407	205,266	205,777	117,793	52,136	62,745	1,016,376
Transient Apartments	1,071	4,840	2,775	2,585	405	997	2,345	15,018
Nontransient Rooming Houses	675	474	235	524	109	39	347	2,403
Transient Rooming Houses	990	505	990	818	373	397	203	4,276
Bed and Breakfasts	443	89	229	196	465	119	111	1,652
Resort Condominiums	5,845	4,294	7,753	23,800	3,122	14,857	14,072	73,743
Resort Dwellings	1,139	357	1,487	5,814	266	4,367	2,599	16,029
TOTAL	246,290	251,348	270,647	378,760	158,078	103,233	111,742	1,520,098

Figure 2: Average Number of Public Lodging Units per Account—End of FY 2002-2003



Inspections

Table 5: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2002-2003

PUBLIC FOOD SERVICE INSPECTIONS									
DISTRICT	TYPE OF INSPECTION								
	LICENSING*	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	INFORMATION	EPIDEMIOLOGICAL	OTHER*	TEMPORARY	TOTAL
1	331	11,932	75	99	4	1	108	290	12,840
2	389	16,832	395	317	12	13	33	344	18,335
3	277	12,340	795	274	57	139	47	610	14,539
4	335	20,360	758	654	36	9	30	475	22,657
5	262	9,742	270	286	31	5	23	263	10,882
6	200	5,944	190	181	15	55	14	132	6,731
7	239	9,538	261	335	1		11	320	10,705
TOTAL	2,033	86,688	2,744	2,146	156	222	266	2,434	96,689

PUBLIC LODGING INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						
	LICENSING*	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	INFORMATION	OTHER*	TOTAL
1	191	8,775	195	222	2	74	9,459
2	197	7,128	99	127	3	15	7,569
3	388	4,822	249	143	12	11	5,625
4	382	4,057	318	382	2	9	5,150
5	59	2,968	147	120	7	4	3,305
6	154	2,459	81	86	7	3	2,790
7	58	2,763	43	63	1	5	2,933
TOTAL	1,429	32,972	1,132	1,143	34	121	36,831

TOTAL INSPECTIONS									
DISTRICT	TYPE OF INSPECTION								
	LICENSING*	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	INFORMATION	EPIDEMIOLOGICAL	OTHER*	TEMPORARY	TOTAL
1	522	20,707	270	321	6	1	182	290	22,299
2	586	23,960	494	444	15	13	48	344	25,904
3	665	17,162	1,044	417	69	139	58	610	20,164
4	717	24,417	1,076	1,036	38	9	39	475	27,807
5	321	12,710	417	406	38	5	27	263	14,187
6	354	8,403	271	267	22	55	17	132	9,521
7	297	12,301	304	398	2	0	16	320	13,638
TOTAL	3,462	119,660	3,876	3,289	190	222	387	2,434	133,520

SOURCE: LicenseEase Extract dated 8.12.2003

NOTE: The division migrated all licensing and inspection data to the department-wide single-licensing system, LicenseEase, on January 19, 2003. New categories of inspections (marked by an asterisk) were added at that time. "Other" inspections include discontinued categories for SRX/beverage signoffs and fire-related inspections (these will be counted separately in the future). Wide discrepancies between inspection types and districts may be due to initial differences in reporting.

Inspections

Table 6: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2002-2003

PUBLIC FOOD SERVICE CALLBACK INSPECTIONS									
DISTRICT	LICENSING*	TYPE OF CALLBACK INSPECTION							TOTAL
		ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	INFORMATION	EPIDEMIOLOGICAL	OTHER*	TEMPORARY	
1		1,371	14	1				2	1,388
2	3	4,289	258	39	2	1		3	4,595
3	1	4,092	443	20	2	38		3	4,599
4	8	5,087	516	116	3	11			5,741
5		2,802	247	15	2				3,066
6	2	1,216	162	54	9	25		3	1,471
7	7	3,265	199	77					3,548
TOTAL	21	22,122	1,839	322	18	75		11	24,408

PUBLIC LODGING CALLBACK INSPECTIONS							
DISTRICT	LICENSING*	TYPE OF CALLBACK INSPECTION					TOTAL
		ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	INFORMATION	OTHER*	
1		485	61	12			558
2	1	972	112	17	3		1,104
3		637	120	14			771
4		819	309	110			1,238
5		387	122	15	2		526
6	4	274	97	23	4		398
7		259	56	18			333
TOTAL	5	3,833	877	209	9		4,928

TOTAL CALLBACK INSPECTIONS									
DISTRICT	LICENSING*	TYPE OF CALLBACK INSPECTION							TOTAL
		ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	INFORMATION	EPIDEMIOLOGICAL	OTHER*	TEMPORARY	
1	0	1,856	75	13	0	0		2	1,946
2	4	5,261	370	56	5	1		3	5,696
3	1	4,729	563	34	2	38		3	5,369
4	8	5,906	825	226	3	11		0	6,971
5	0	3,189	369	30	4	0		0	3,592
6	6	1,490	259	77	13	25		3	1,867
7	7	3,524	255	95	0	0		0	3,874
TOTAL	26	25,955	2,716	531	27	75		11	29,315

SOURCE: LicenseEase Extract dated 8.12.2003

Violations

Table 7: Number and Type of Violations Found in Public Food Service Establishments—FY 2002-2003

DESCRIPTION	VIOLATIONS		TOTAL
	NONCRITICAL	CRITICAL	
FOOD	1 Source: sound condition, no spoilage	1,320	1,320
	2 Original container; properly labeled	7,980	7,980
SUBTOTAL			9,300
FOOD PROTECTION	3 Potentially hazardous food, unsafe temperatures	17,358	17,358
	4 Facilities to maintain product temperature	4,594	4,594
	5 Thermometers provided and conspicuous	11,020	11,020
	6 Potentially hazardous food properly thawed	2,528	2,528
	7 Unwrapped and potentially hazardous food not re-served	54	54
	8 Food protection: during storage, preparation, service, etc.	21,491	21,491
	9 Handling of food (ice) minimized	4,405	4,405
10 Food (ice) dispensing utensils properly stored	8,699	8,699	
SUBTOTAL			70,149
PERSONNEL	11 Personnel with infections restricted	56	56
	12 Hands washed and clean, good hygienic practices	12,960	12,960
	13 Clean clothes, hair restraints	2,248	2,248
SUBTOTAL			15,264
FOOD EQUIPMENT AND UTENSILS	14 Food contact surfaces: proper design, good repair, etc.	12,475	12,475
	15 Non-food contact surfaces: proper design, good repair, etc.	10,680	10,680
	16 Dishwashing facilities: proper design, repair, operated, etc.	3,344	3,344
	17 Accurate thermometers, etc.	7,087	7,087
	18 Pre-flushed, scraped, soaked	699	699
	19 Wash rinse water: clean, proper temperature	267	267
	20 Sanitization concentration/temperature	6,071	6,071
	21 Wiping cloths clean, use restricted, stored	10,696	10,696
	22 Food contact surfaces of equipment clean, etc.	24,280	24,280
	23 Non-food contact surfaces of equipment and utensils clean	18,034	18,034
	24 Storage, handling of clean equipment and utensils	7,369	7,369
	25 Single service articles: storage, dispensing, used	7,150	7,150
26 No re-use of single service articles	434	434	
SUBTOTAL			108,586
WATER	27 Water source safe, hot and cold under pressure	3,622	3,622
SEWAGE	28 Sewage and waste water disposed properly	1,882	1,882
PLUMBING	29 Installed, maintained	8,234	8,234
	30 Cross-connection, back siphonage, backflow	2,649	2,649
SUBTOTAL			10,883
TOILET AND WASH FACILITIES	31 Number, convenient, accessible, designed, installed	7,733	7,733
	32 Fixtures, good repair, clean, proper waste receptacles, etc.	20,714	20,714
SUBTOTAL			28,447
GARBAGE AND REFUSE DISPOSAL	33 Containers: adequate number, covered, clean, etc.	6,820	6,820
	34 Outside storage areas: proper design, clean, etc.	2,707	2,707
SUBTOTAL			9,527

Continued on next page

Violations

Table 7: Number and Type of Violations Found in Public Food Service Establishments—FY 2002-2003
(continued)

DESCRIPTION		VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
INSECT/RODENT CONTROL	35 Presence of insects/rodents, opening protected, etc.		9,120	9,120
FLOORS, WALLS AND CEILINGS	36 Floors: clean, good repair, etc.	13,439		13,439
	37 Walls/ceilings/attached equipment: constructed, good repair, etc.	19,322		19,322
	SUBTOTAL	32,761		32,761
LIGHTING	38 Proper lighting, etc.	10,612		10,612
VENTILATION	39 Rooms and equipment: vented as required	858		858
DRESSING ROOMS	40 Rooms clean, lockers provided, facilities clean, located, used	1,322		1,322
OTHER OPERATIONS	41 Toxic items properly stored, labeled, used, necessary		9,843	9,843
	42 Establishment/premises neat, clean, etc.	6,508		6,508
	43 Complete separation from living/sleeping quarters, etc.	78		78
	44 Clean, soiled linen properly stored	355		355
	SUBTOTAL	6,941	9,843	16,784
SAFETY	45 Fire extinguishers: proper and sufficient		21,957	21,957
	46 Exiting system: adequate, good repair		10,982	10,982
	47 Electrical wiring: adequate, good repair		8,507	8,507
	48 Gas appliances: properly maintained, installed		936	936
	49 Flammable/combustible materials: properly stored		1,287	1,287
	SUBTOTAL		43,669	43,669
GENERAL	50 Current license properly displayed		4,326	4,326
	51 Other conditions: safe, sanitary operation	11,125		11,125
	52 False/misleading statements published, advertised, etc.	67		67
	53 Food manager certification valid		18,826	18,826
	54 Clean Indoor Air Act	1,014		1,014
	55 Notification of automatic gratuity charge	24		24
	56 Copy of Chapter 509, F.S., available	1,446		1,446
	57 HEP information requested *	1230*		0
58 Smoke Free Workplace (prior to HB 63A)	4762*		0	
	SUBTOTAL	13,676	23,152	36,828
	GRAND TOTAL	244,040	165,574	409,614

*HEP information not included in violation totals

Violations

Table 8: Number and Type of Violations Found in Public Lodging Establishments—FY 2002-2003

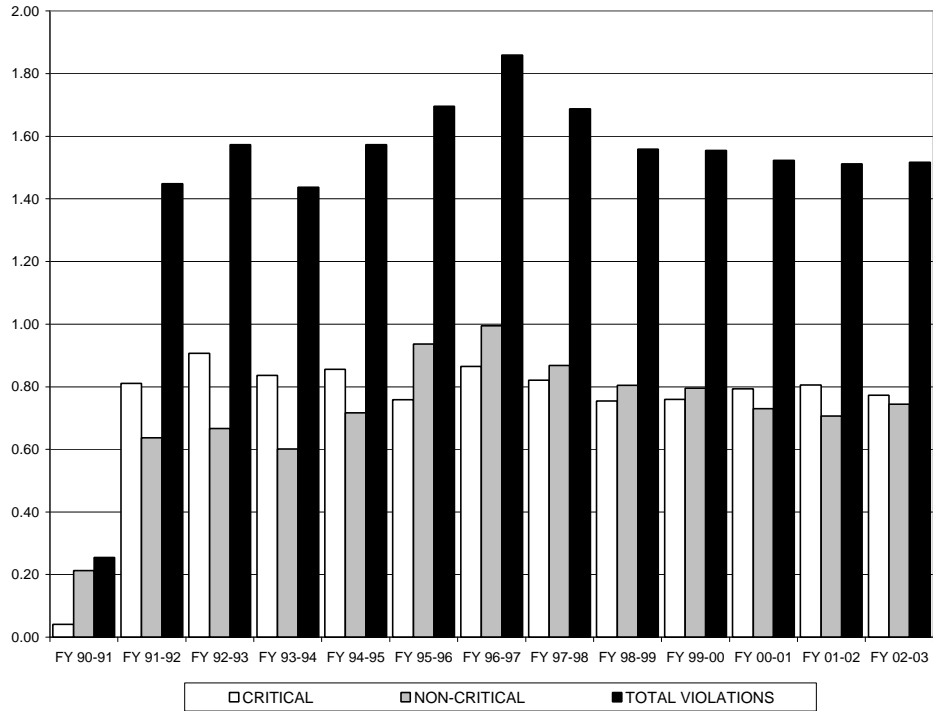
DESCRIPTION	VIOLATIONS		
	NONCRITICAL	CRITICAL	TOTAL
		6,567	6,567
1 Fire extinguishers; standpipe systems		1,764	1,764
2 Fire hazards		754	754
3 Sprinkler systems		4,467	4,467
4 Smoke detectors; fire alarm systems		638	638
5 Smoke detectors; hearing impaired		3,355	3,355
6 Exits; obstructions, exit signs, emergency lights		1,615	1,615
7 Electrical deficiencies	222		222
8 Boiler; boiler room	757		757
9 Lighting; public, guest rooms		51	51
10 Adequate heating		707	707
11 Appliances properly installed		2,352	2,352
12 Balcony, railing safety; certification	3,993		3,993
13 Building repair		470	470
14 Proper locking devices			
SUBTOTAL	4,972	22,740	27,712
15 Bathrooms; public; guest; supplies	658		658
16 Water source safe; hot/cold provided		131	131
17 Bedding; bed linens, towels	875		875
18 Household furnishings	556		556
19 Plumbing	3,041		3,041
20 Ventilation	355		355
21 Toxics; storage, use	393		393
22 Ice protection		449	449
23 Glassware, tableware, utensils sanitized		603	603
24 Vermin control		1,179	1,179
25 Premises maintained	4,441		4,441
26 Garbage and refuse disposal	4,451		4,451
27 Sewage and waste water disposal		222	222
SUBTOTAL	14,770	2,584	17,354
28 Advertisement		153	153
29 Guest property; liability, notified	90		90
30 Room rate schedule	1,086		1,086
31 Room rates posted	1,559		1,559
32 Security deposit	89		89
33 Unethical business practices; overbooking		61	61
34 Licensee; criminal conduct	16		16
35 Clean Indoor Air Act	21		21
36 Telephone surcharge posted	1,250		1,250
37 Guest register	72		72
SUBTOTAL	4,183	214	4,397
38 Current license properly displayed		2,923	2,923
39 Housekeeping	1,786		1,786
40 Other conditions - safe, sanitary	1,223		1,223
41 Posting operator service information	191		191
42 Blocking operator access	45		45
43 Copy of Chapter 509, F.S., available	251		251
44 HEP information requested*	141*		0
SUBTOTAL	3,496	2,923	6,419
GRAND TOTAL	27,421	28,461	55,882

*HEP information not included in violation totals

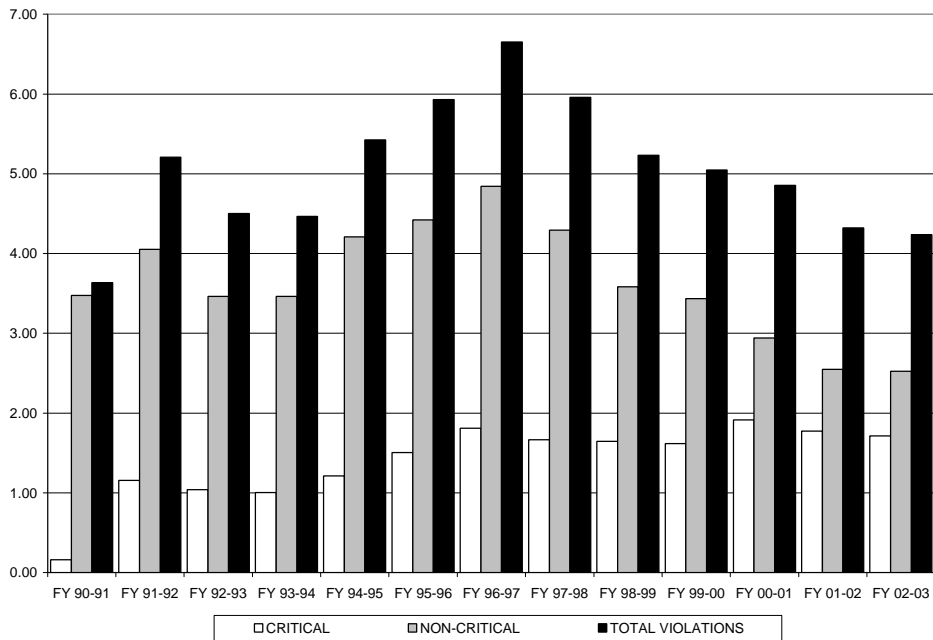
Violations

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

Lodging



Food Service



Compliance

Table 9: Compliance Activity—FY 2002-2003

	Jul. 2002	Aug. 2002	Sept. 2002	Oct. 2002	Nov. 2002	Dec. 2002	Jan. 2003	Feb. 2003	Mar. 2003	Apr. 2003	May 2003	June 2003	Total
Compliance Activity													
Total Administrative Complaints Issued	260	228	166	236	161	144	119	81	99	109	116	150	1,869
Administrative Complaints for Expired Licenses	2	2	9	0	0	0	1	0	1	1	2	0	18
Settlement Conferences	218	225	186	168	182	109	143	87	90	151	154	145	1,858
Administrative Complaint Settlement Rate	91%	88%	87%	93%	91%	93%	93%	87%	90%	88%	89%	90%	90%
Stipulated Fines	\$113,550	\$95,900	\$97,450	\$102,800	\$98,500	\$60,150	\$81,025	\$34,800	\$51,200	\$72,800	\$73,950	\$70,950	\$1,006,500
Cases Referred to Legal	16	8	9	18	14	21	16	18	14	18	16	17	185
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	\$952,875
Unlicensed Activity													
New Licenses Issued	17	16	21	3	0	3	4	2	4	6	5	3	84
New Rental Units Licensed	9	500	304	553	0	48	380	41	396	495	650	258	3,634
License Revenue	\$1,926	\$3,898	\$2,496	\$1,009	\$0	\$513	\$970	\$342	\$747	\$1,281	\$1,140	\$831	\$13,227
Information Calls	84	38	0	12	6	12	12	8	26	35	38	16	287
Speaking/ Training/ Meeting	9	6	6	0	2	0	3	1	5	4	7	4	47

Activity

Table 10: HEP Statement of Revenues and Expenditures—FY 2002-2003

REVENUES	
Total Revenues from \$6 HEP Fee	\$465,369.00
Non-licensee participation fee	\$10,107.50
Compliance fees	\$142,400.00
TOTAL REVENUES	\$617,876.50
EXPENDITURES & ENCUMBRANCES	
Salaries and Benefits	\$435,847.88
Temporary Employment	\$410.00
Stipends for Graduate Assistants	\$7,650.39
Employer's Matching FICA	\$616.63
Other Services	\$414.40
State Personnel Assessment	\$472.00
SUBTOTAL	\$445,411.30
Expenses	
Telephone/Communications	\$16,750.71
Cellular Phones	\$2,511.76
Printing, Copying & Mailing	\$105.07
Repair & Maintenance	\$5,030.94
Travel & Seminars	\$29,442.83
Class C Meals	\$0.00
Gasoline and Lubricants	\$2,892.53
Office Supplies	\$783.95
<i>Rentals</i>	
Conference Rooms	\$0.00
Other Rentals	\$0.00
Subscriptions and Dues	\$2,058.38
Furniture & Equipment	
Books	\$112.00
Other Expenses	\$211.36
Administrative Costs	\$6,406.00
Customer Contact Center	\$1,462.00
Central Intake	\$5,870.00
Information Technology	\$1,362.00
Director's Office	\$63,097.00
State Awards to Employees	\$93.40
Training Programs Grants	\$0.00
Insurance	\$15,779.23
General Revenue	\$43,251.36
SUBTOTAL	\$197,220.52
TOTAL EXPENDITURES	\$642,631.82

Activity

Table 11: Summary of HEP Activities—FY 2002-2003

Seminar Activity													
	July 2002	Aug. 2002	Sept. 2002	Oct. 2002	Nov. 2002	Dec. 2002	Jan. 2003	Feb. 2003	March 2003	April 2003	May 2003	June 2003	Total
Food Seminars Conducted	63	64	65	76	56	59	64	69	57	62	69	61	765
Lodging Seminars Conducted	5	7	8	10	9	3	14	13	13	8	9	6	105
Total Seminars Conducted	68	71	73	86	65	62	78	82	70	70	78	67	870

Number of Candidates													
	July 2002	Aug. 2002	Sept. 2002	Oct. 2002	Nov. 2002	Dec. 2002	Jan. 2003	Feb. 2003	March 2003	April 2003	May 2003	June 2003	Total
Food – Number Registered	1,576	1,892	1,502	1,602	1,656	1,306	1,204	1,283	1,155	1,327	1,297	1,157	16,957
Food – Number Attended	1,255	1,506	1,158	1,225	1,261	1,017	988	1,080	932	1,135	1,095	988	13,640
Lodging – Number Registered	9	32	67	36	30	12	32	24	31	26	27	18	344
Lodging – Number Attended	7	24	52	20	20	9	20	17	27	13	21	14	244
Total Registered	1,585	1,924	1,569	1,638	1,686	1,318	1,236	1,307	1,186	1,353	1,324	1,175	17,301
Total Attended	1,262	1,530	1,210	1,245	1,281	1,026	1,008	1,097	959	1,148	1,116	1,002	13,884

Total Registered	1,585	1,924	1,569	1,638	1,686	1,318	1,236	1,307	1,186	1,353	1,324	1,175	17,301
Total Attended	1,262	1,530	1,210	1,245	1,281	1,026	1,008	1,097	959	1,148	1,116	1,002	13,884

Educational Materials													
	July 2002	Aug. 2002	Sept. 2002	Oct. 2002	Nov. 2002	Dec. 2002	Jan. 2003	Feb. 2003	March 2003	April 2003	May 2003	June 2003	Total
Total Number of Requests	1,102	29,504	32	529	639	4,210	369	6,533	4,233	5,765	2,795	2,407	58,118
Items Disbursed and Renewal Mailouts	1,102	29,504	32	529	639	4,210	369	6,533	4,233	5,765	2,795	2,407	58,118
(Disbursed by Mail)	1,102	29,504	32	529	639	4,210	369	6,533	4,233	5,765	2,795	2,407	58,118
(Workbook Requests)	1,262	1,530	1,210	1,245	1,281	1,026	1,008	1,097	959	1,148	1,116	1,002	13,884
(Workbooks Disbursed)	1,262	1,530	1,210	1,245	1,281	1,026	1,008	1,097	959	1,148	1,116	1,002	13,884
(Fax Back Requests)	66	269	157	210	132	203	176	168	62	100	**	**	1,543
(Fax Backs Disbursed)	50	215	124	145	101	166	149	159	48	89	**	**	1,246
Total Items Dispersed	2,414	31,249	1,366	1,919	2,021	5,402	1,526	7,789	5,240	7,002	3,911	3,409	73,248

**Fax Back ceased operation end of May 2003.

Figure 11: Historical Comparison of Number of HEP Workshops Conducted

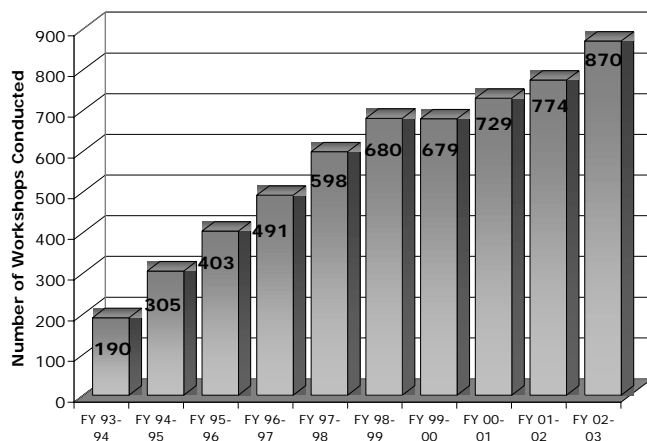


Figure 12: Historical Comparison of Number of HEP Workshop Attendees

