Division of Hotels and Restaurants

Annual Report
Fiscal Year 2013-2014

Florida Department of Business and Professional Regulation

Rick Scott
Governor

Ken Lawson
Secretary

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Ken Lawson, Secretary   **Rick Scott,** Governor

Dear Friends:

Fiscal Year 2013/2014 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. 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.

We are committed to streamlining processes and eliminating cumbersome and unnecessary regulation. Every improvement we make helps get Florida back to work. 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

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The Division of Hotels and Restaurants (H&R) is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida.[1] The mission of the division is to protect the health and safety of the public by providing the industry with quality inspections and fair regulation. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices.[2]

The division is organized into four main units:
- the Director's Office
- the Bureau of Sanitation and Safety Inspections
- the Bureau of Field Services
- the Bureau of Elevator Safety

During the past Fiscal Year, the division was authorized 307 positions to provide program services and an operating budget of $21,268,374. During this period, the division:

- operated its fifth full year of centralized public food service plan review in Tallahassee providing cost reductions and faster turnaround for its customers;
- conducted a total of 138,694 public food service and lodging establishment inspections to ensure sanitation and safety standards (see tables on pages 14-16);
- performed more than 98 percent of the statutorily required inspections for public food service and lodging establishments (see table on page 16), compared to 74 percent in 2005;
- cited a total of 501,831 violations of sanitary standards in public food service and lodging establishments (see tables on pages 17-22); and
- developed required rule changes and completed risk-based categorization for public food service establishments in preparation for implementation of risk-based inspection frequency.

Additionally,

- the division's restaurant inspection program is the largest in the country to achieve five national standards of program excellence.
- for the fifth year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 98.80 percent.
- the number of restaurant licenses has increased almost 15 percent since 2005, lodging licenses about 5 percent, and elevator licenses almost 18 percent.

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[1] Pursuant to Chapter 509, Florida Statutes.
[2] Pursuant to Chapter 399, Florida Statutes.

OFFICE OF THE DIRECTOR
Diann S. Worzalla, 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 emergency closures for establishments posing an immediate health or safety threat to the public.

BUREAU OF SANITATION AND SAFETY INSPECTIONS
Steven von Bodungen, Bureau Chief

During Fiscal Year 2013-2014, the Bureau of Sanitation and Safety Inspections accomplished 135,694 inspections of the 87,120 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 high priority violations with a specified time period to verify correction of deficiencies;
- 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 conducts 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 a minimum of 20 continuing education hours per year in food safety and sanitation. In Fiscal Year 2013-2014, OPQ facilitated 12,413 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. The coordinators address technical questions from the public regarding laws, rules and procedures, and field complaints prior to investigation by the district offices. This year, the OPQ technical coordinators provided strategic planning and analysis for the July 1, 2014, risk-based inspection frequency implementation.

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 5,596 plans for a total of $839,400 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 are able to 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 a time cost savings to applicants.

BUREAU OF FIELD SERVICES

James Cohee, 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 and knowledge champions reside in this unit and are responsible for creating and disseminating customized reports for the division's staff and the public. The Bureau of Field Services' Knowledge Champions are responsible for the development of and providing front line support for the division's mobile inspection application program. During the 2013-2014 Fiscal Year, the division received two Davis Productivity awards for innovations developed by the division's Knowledge Champion that resulted in significant savings to the state of Florida and increased inspector work efficiency.

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 87,812 public food and lodging establishments and 50,398 active elevators, escalators and other vertical conveyances. Staff members also work 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.

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 decreased 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 Technicians, Certified Elevator Inspectors, 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 ten 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 2013-2014, these inspectors conducted 6,049 monitoring inspections.

For the fifth year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 98.80 percent. This compliance record was achieved through the efforts of field and office staff by a combination of site visits, written notices and, in rare instances, administrative fines. Securing compliance of over 98 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 52,000 conveyances and five contracted jurisdictions continues to increase due to ongoing growth in new elevator construction and registration of new elevator workers and companies within the state.

Division of Hotels and Restaurants receives the Elliot O. Grosvenor Food Safety Award

The Florida Department of Business and Professional Regulation's (DBPR) Division of Hotels and Restaurants was recently awarded the Elliot O. Grosvenor Food Safety Award at the 118th Association of Food and Drug Officials (AFDO) Annual Educational Conference. Diann S. Worzalla, Director of the Division of Hotels and Restaurants, accepted the award on behalf of the division.

"The safety of Floridians and our visitors takes top priority for the employees of the Division of Hotels and Restaurants," said DBPR Secretary Ken Lawson. "These state employees go above and beyond their assigned duties to better serve the people of Florida, and I am thrilled to see their dedication to public safety recognized. The Elliot O. Grosvenor Food Safety Award distinguishes this division as a national leader in public safety, and I look forward to the division upholding the highly recognized safety and sanitation standards of Florida."

The Elliot O. Grosvenor Food Safety Award recognizes the outstanding achievements made by food safety programs within state departments of agriculture, natural resource agencies, public health departments or environmental conservation departments in the United States or Canada. This award goes to the food safety program that best showcases improvement, innovation or sustained high performance in upholding food safety practices and procedures. The Florida Division of Hotels and Restaurants is responsible for the food safety and sanitation of more than 48,000 public food service establishments throughout the state of Florida.

In 1977, the Florida Division of Hotels and Restaurants implemented a statewide foodborne illness investigation and annual reporting program, which revealed a critical need for improved quality control and public safeguards for Florida's citizens as well as the millions of annual visitors who eat in the state's restaurants. As a solution, the division incorporated a series of aggressive science-based policies and effective compliance strategies to protect public health and safety. Since 1997, the number of foodborne illness outbreaks in Florida's public food service establishments has decreased by 84 percent. The successful implementation of the long-term improvement program contributed to the Food and Drug Administration's recognition of the Florida Division of Hotels and Restaurants as a national leader in food safety.

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 35 posted for 2013, 13 were confirmed and 22 were classified as suspected.
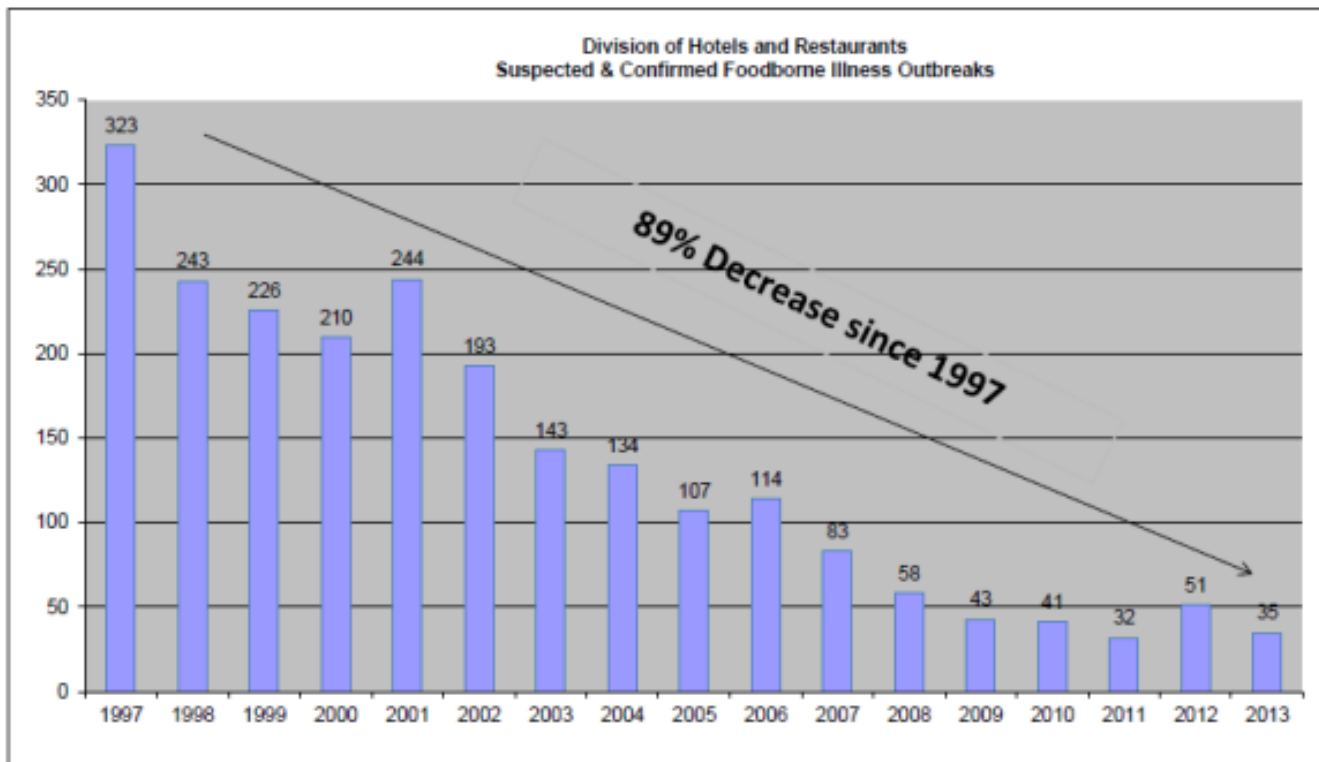
Foodborne illness in Florida has trended downward significantly during the past 17 years. The statistics in the chart (above) indicate:

- 89% decrease since adoption of the FDA Food Code and implementation of Food Service Employee Training in 1997
- 76% decrease since implementation of the mobile inspection tool in 2003
- 58% decrease since implementation of the risk-based inspection program in 2007

Continued important reductions in foodborne illnesses indicate that the Division of Hotels and Restaurants' aggressive attention to science based policies and effective enforcement strategies are 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 contributed to the magnitude of this reduction. All of this 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 100 million annual visitors who eat in restaurants and stay in lodgings.

Risk-Based Inspection Frequency Specifics

You may have heard the term "risk-based" inspection – but what exactly does that mean? A "risk-based inspection" is an inspection with a focus based on a priority system. Because not all violations are of equal importance, a risk-based approach allows an inspector to spend more time on the most important items that, if not controlled, can very quickly result in foodborne illness or injury to customers.

In order to accommodate the different risks posed by the different processes that occur within a food service establishment, the division has enacted a risk-based inspection frequency program that bases the frequency of inspections for each establishment on the risk the establishment poses.

The Food Code clearly identifies the major risk factors – food from unsafe sources, inadequate cooking (includes cooling), improper hot and cold holding, poor personal hygiene (includes handwashing) and contaminated equipment (includes cross contamination, soiled food-contact surfaces and inadequate sanitization). Retail food safety managers must implement control measures in their establishments to prevent the occurrence of these risk factors. In other words, they must exert "active managerial control" in order to monitor those practices and procedures that are likely to lead to out-of-control risk factors.

Beginning July 1, 2014, all public food service establishments regulated by the division are required to have between 1-4 unannounced inspections each year. The number of inspections is based on risk factors and includes the type of food utilized, food preparation methods, and inspection and compliance history. Each of these items have proven to have a direct connection to the occurrence of foodborne illnesses.

The following table shows the risk-based categorization of food service establishments utilized by the division. Keep in mind that additional inspections may be conducted in response to a complaint and/or to ensure compliance. In addition, the division will re-evaluate the risk-based category annually.

Risk-Based Category	Description	Minimum Number of Inspections Per Year
Level 1 (Simple Processes)	Temporary public food service establishments, Vending machines, Public food service establishments that: • Do not cook raw animal food; or • Cook raw animal food, but do not cool any cooked/heated foods	1
Level 2 (Complex Process)	Public food service establishments that: • Cook raw animal food and cool any cooked/heated food; or • Conduct a special process as defined in 3-502.11 or 3-502.12, 2009 FDA Food Code; or • Serve a raw or undercooked animal food that requires a consumer advisory	2
Level 3 (History of Noncompliance or Serves HSP)	Public food service establishments that: • Have a history of non-compliance (the division has taken three or more disciplinary actions over a two-year period) or • Serve a highly susceptible population (HSP)	3
Level 4 (Confirmed Foodborne Illness)	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness	4

A major benefit to this risk-based frequency inspection program is to reduce the regulatory burden for establishments that have a positive compliance history. It also allows sanitation inspectors to focus on compliance of high priority violations by implementing a corrective action plan (where noted violations are corrected onsite) and by issuing a warning with re-inspection scheduled for compliance verification. Utilizing this inspection model also permits inspection staff to spend more time in the food service establishment addressing active managerial control and educating operators on food safety issues.

Regardless of the risk-based category assigned to a food service establishment, the day-to-day monitoring and verification procedures or actions taken to control foodborne illness risk factors are of highest importance. To help managers address the major risk factors, the Food Code also identifies five interventions that can be used to help control the risk factors. The Food Code Interventions include demonstration of knowledge, hands as a vehicle of contamination, employee health, time/temperature control and the consumer advisory.

In the harsh light of reality, managers and inspectors alike have only so much time in a day to conduct the many tasks demanded of their jobs. This limitation makes it absolutely imperative that inspectors focus on the most important health and safety-related items first in order to accomplish the best public health outcome possible. So how is this done?

Managers lay the ground work by maintaining up-to-date Certified Food Manager credentials and, in turn, ensuring that all food employees are properly trained not only in their job specifics, but also in food safety – which is mandatory in the State of Florida. These credentials utilize the "demonstration of knowledge" intervention. This training and certification gives everyone a common starting point of knowledge upon which to build a sound food safety program.

We have stated that a risk-based inspection is based on a priority system – so we must identify the top priorities. Time/temperature control of foods is a major component for food safety – so it should be no surprise that a risk-based inspection will focus on the many ways that food must meet certain minimum time/temperature requirements.

The best approach is to first check for foods that are cooling – as leftovers or make-ahead foods. It is critical to document both time and temperature and recheck the foods prior to the conclusion of the inspection in order to see how quickly the food is cooling – and make an educated determination whether the food will be able to make the cool down within the time required. If the food is not cooling quickly enough, the operator will need to intervene in order to assist the cooling process – rather than wait for it to be out of compliance and become a violation – as well as a health hazard.

The next most important temperature standards include food being cooked to the proper minimum cooking temperature, held hot or cold, and being reheated for hot holding. All food in these processes must be evaluated early in an inspection - before any good retail practices are checked. Additionally, if a delivery occurs during an inspection, the incoming time/temperature controlled for safety foods must be checked prior to storage.

Proper cooking eliminates disease-causing germs from the food. Holding foods at proper hot or cold temperatures helps keep germs from multiplying while the food is stored. Each of these processes have time and/or temperature requirements based upon the type of germ commonly found on the foods. As improved scientific information becomes available, temperature requirements are updated in the Food Code.

As the inspector evaluates temperatures, they also view ongoing food handling and employee hygiene/handwashing practices. Generally, foods should be touched by the hands as little as possible; however barehand contact is not absolutely prohibited. It is imperative that managers monitor employees so that barehand contact with ready-to-eat foods is controlled and that handwashing occurs as often as necessary. Active managerial control of these issues - and being aware of the health of employees - goes a long way in minimizing cross contamination. Glancing back, you can see that we have now addressed two more of the interventions provided in the Food Code.

Finally, after all the temperature categories are evaluated, the good retail practices (GRPs) are reviewed including vermin control, proper labeling, building components, etc.. The maintenance of the GRPs forms the basis on which to build a good sanitation program. While GRPs are not the top priority, they certainly cannot be overlooked.

As you can see, a risk-based approach allows both operators and inspectors to maintain clear focus on the top priorities in a public food service establishment. Ensuring safe food is an important public health task. Both operators and inspectors must spend their limited time wisely. A risk-based food safety program allows everyone to address the items that impact food safety in order to prevent, eliminate, or reduce the occurrence of foodborne illness – a goal important to us all.

DISTRICT

- 1
- 2
- 3
- 4
- 5
- 6
- 7
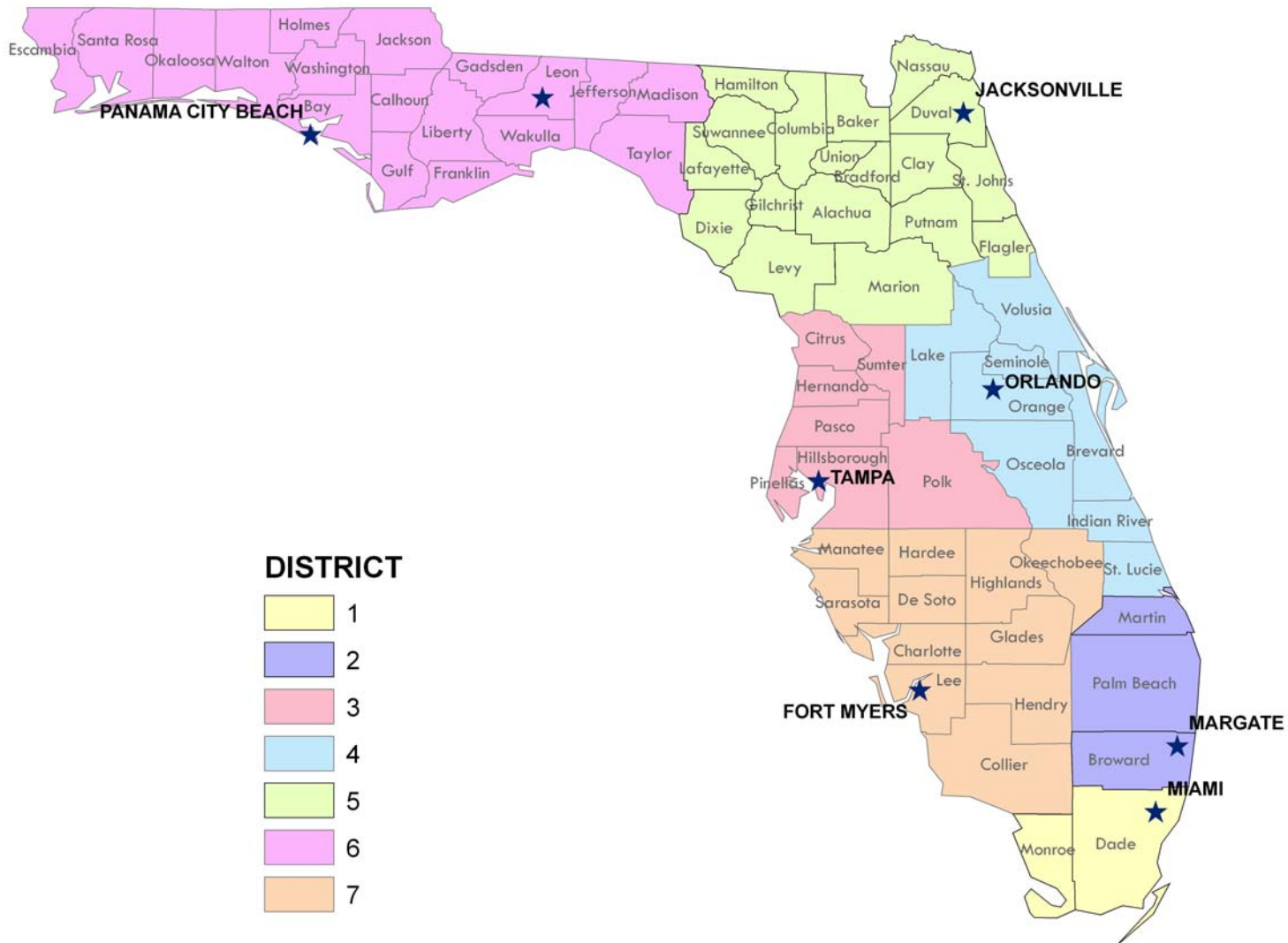
Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2013-2014

District	New/ Conversion	Closed	Remodel	Total	Fees
1	698	44	88	830	$124,500.00
2	651	94	144	889	$133,350.00
3	744	94	163	1,001	$150,150.00
4	829	86	211	1,126	$168,900.00
5	473	34	107	614	$ 92,100.00
6	362	47	82	491	$ 73,650.00
7	477	70	98	645	$ 96,750.00
Total	4234	469	893	5,596	$839,400.00

Table 2: Number of Variances Processed—FY 2013-2014

No. of Variances			
DISTRICT	**Routine**	**Emergency**	**Total**
1	0	14	14
2	0	7	7
3	27	9	36
4	1	18	19
5	1	5	6
6	0	8	8
7	0	4	4
Total	29	65	94

Figure 1: Average Time to Process a Plan Review – Before and After Centralization

Average Time to Process a Plan Review
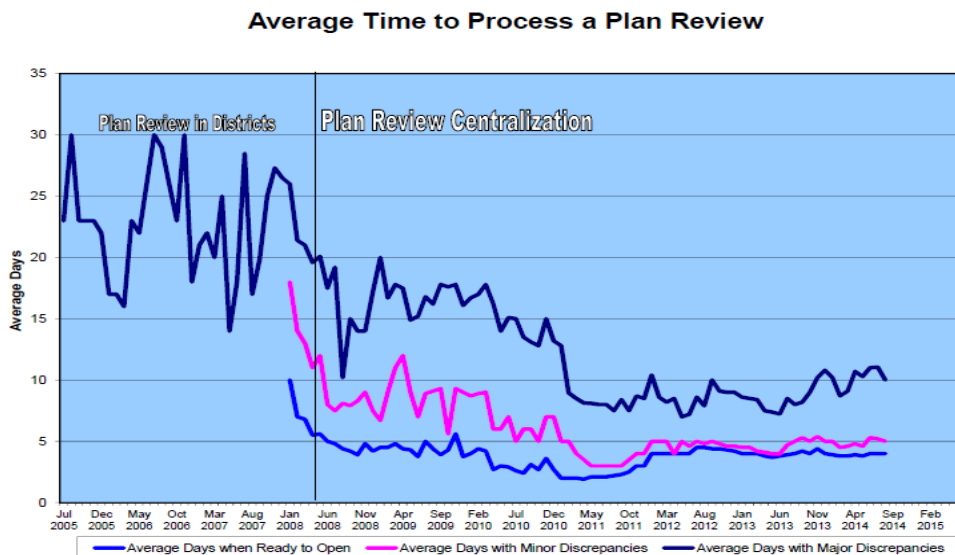
Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2013-2014

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	370	243	243	364	199	141	160	1720
Motels	267	355	497	555	350	330	337	2,691
Nontransient Apartments	5,398	3,802	2,712	2,210	1,461	1,064	854	17,501
Transient Apartments	219	254	183	97	42	19	146	960
Bed and Breakfasts	58	20	34	42	66	27	13	260
Vacation Rentals - Condos								
Single	340	26	207	1,267	142	255	71	2,308
Group	66	72	85	269	44	165	196	897
Collective	67	14	85	102	43	253	135	699
Vacation Rentals - Dwellings								
Single	506	145	3,282	5,656	114	417	249	10,369
Group	19	9	17	26	6	17	14	108
Collective	90	42	159	228	52	198	190	959
SUBTOTAL	**7,400**	**4,982**	**7,504**	**10,816**	**2,519**	**2,886**	**2,365**	**38,472**
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	5,422	6,562	6,489	7,748	4,420	3,142	4,498	38,281
Permanent Nonseating	904	947	910	1,127	556	296	505	5,245
Theme Park Food Carts	0	1	6	17	7	0	0	31
Catering	136	170	120	196	84	46	78	830
Hot Dog Carts	172	78	106	139	83	37	41	656
Mobile Food Dispensing Vehicles	421	262	541	585	280	239	241	2,569
Vending Machines	6	44	282	419	169	4	75	999
SUBTOTAL	**7,061**	**8,064**	**8,454**	**10,231**	**5,599**	**3,764**	**5,438**	**48,611**
GRAND TOTAL	**14,461**	**13,046**	**15,958**	**21,047**	**8,118**	**6,650**	**7,803**	**87,083**

SOURCE: DBPR Single Licensing System 07.01.2014

Table 4: Temporary Food Service Event Licenses Issued — FY 2013-2014

License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	732	360	233	637	230	250	68	2,510
4-30 day license	440	339	671	807	384	161	334	3,136
Annual license	22	50	22	27	4	12	14	151
Already Licensed – Annual	32	138	10	38	50	35	10	313
Already Licensed – Permanent	272	316	42	67	220	269	65	1,251
Already Licensed - DACS	64	146	10	1	61	57	18	357
Total	**1,562**	**1,349**	**988**	**1,577**	**949**	**784**	**509**	**7,718**

SOURCE: DBPR Single Licensing System 07.04.2014

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

LODGING

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

FOOD SERVICE

TOTAL ACCOUNTS
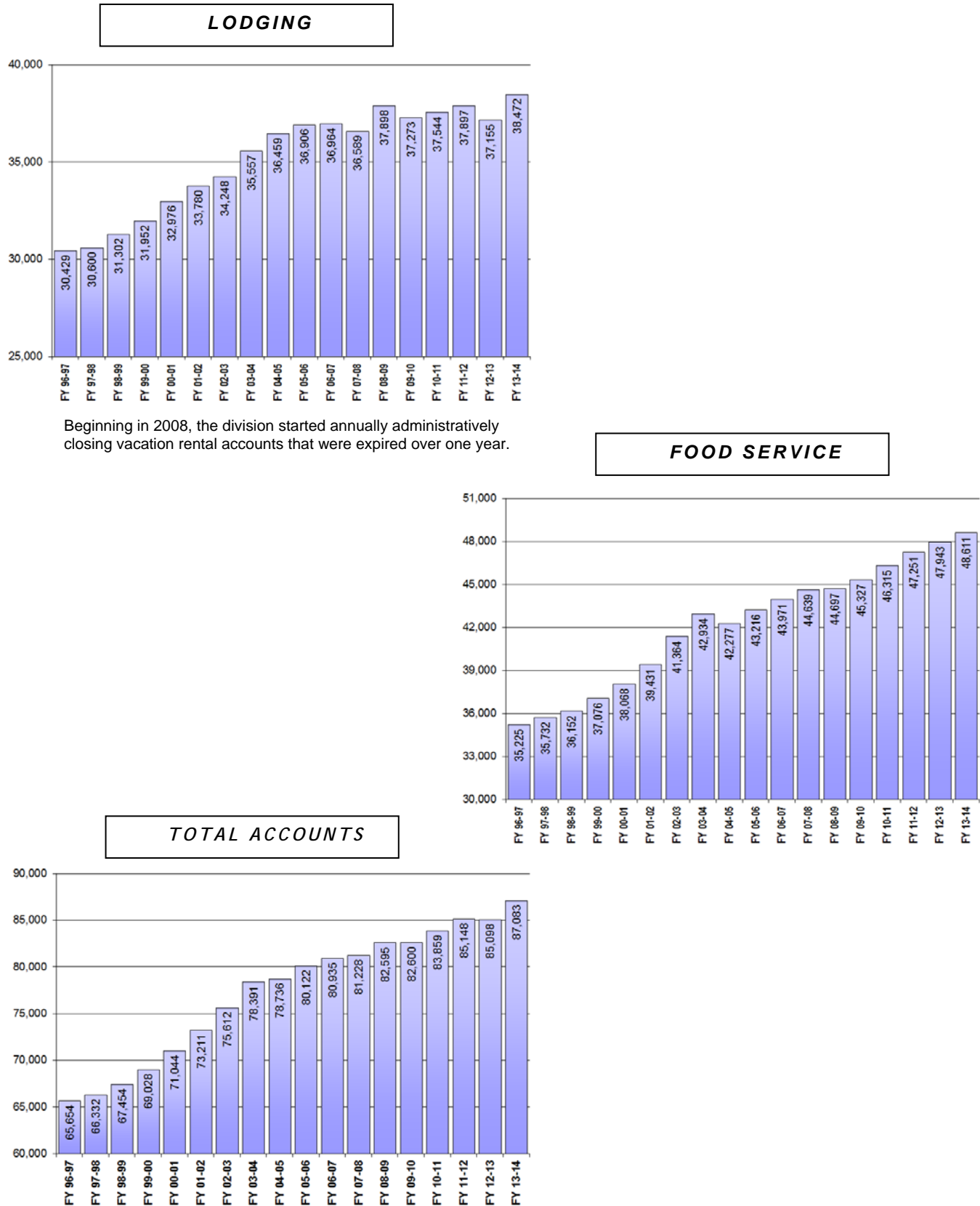
Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2013-2014

ESTABLISHMENT TYPE	1	2	3	4	5	6	7	Total
Hotels	44,417	36,375	30,318	93,157	22,370	13,804	18,493	258,934
Motels	12,111	12,055	23,676	53,317	17,170	18,296	12,753	149,378
Nontransient Apartments	149,823	169,226	209,779	229,040	134,940	68,901	63,763	1,025,472
Transient Apartments	3,299	3,817	2,800	2,115	482	758	1,494	14,765
Bed and Breakfasts	512	137	168	236	500	163	82	1,798
Vacation Rental-Condos	6,329	5,776	6,375	40,520	3,309	18,710	12,394	93,413
Vacation Rental-Dwellings	2,361	489	6,546	9,473	1,287	4,760	3,762	28,678
TOTAL	218,852	227,875	279,662	427,858	180,058	125,392	112,741	1,572,438

SOURCE: DBPR Single Licensing System 07.01.2014

Figure 3: Average Number of Public Lodging Units per Account—End of FY 2013-2014
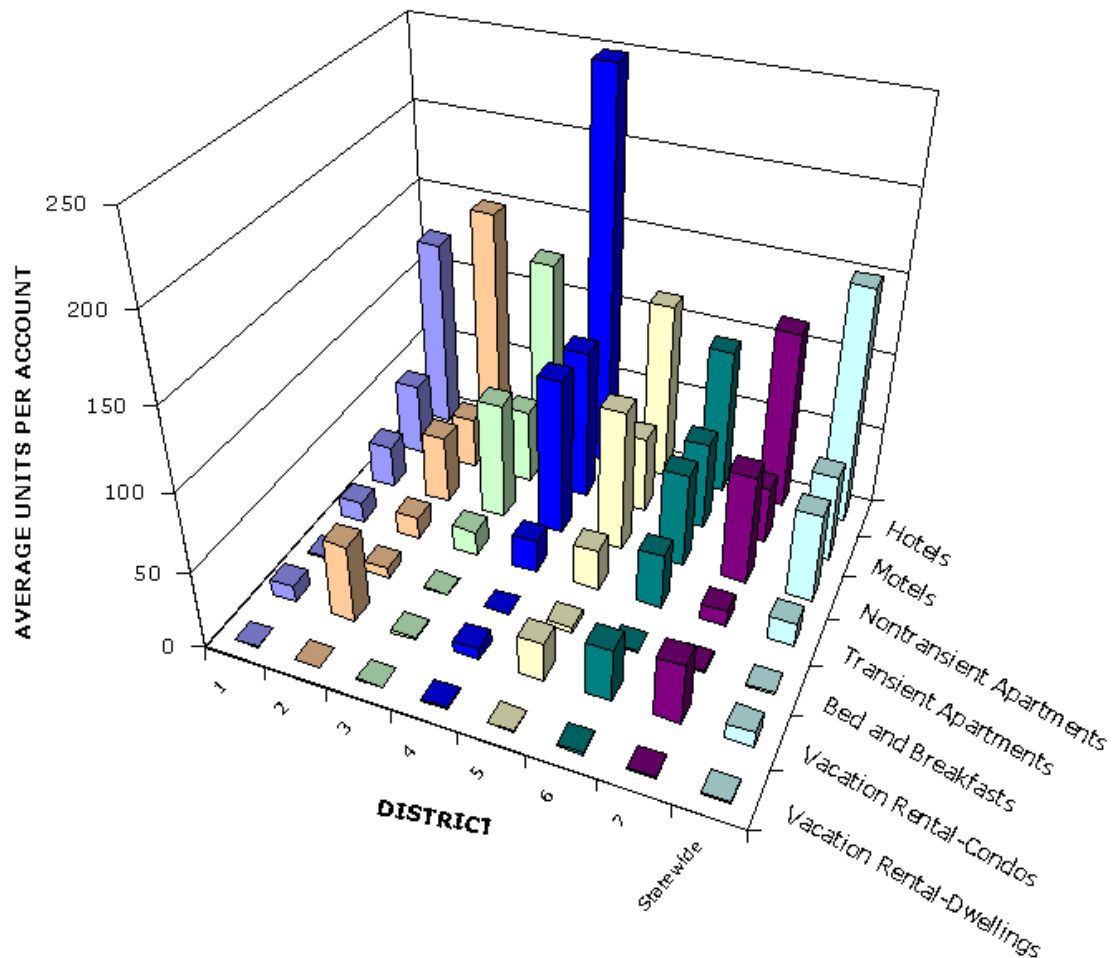
Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2013-2014

PUBLIC FOOD SERVICE INSPECTIONS

DISTRICT	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	TOTAL
1	1,069	12,940	445	0	0	14,454
2	1,093	15,321	967	0	1	17,382
3	1,358	16,174	796	3	2	18,333
4	1,433	22,263	983	36	3	24,718
5	802	10,888	663	54	1	12,408
6	531	8,235	494	2	4	9,266
7	793	10,310	584	0	0	11,687
TOTAL	7,079	96,131	4,932	95	11	108,248

PUBLIC LODGING INSPECTIONS

DISTRICT	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	TOTAL
1	406	6,719	155	1	0	7,281
2	357	4,874	165	0	0	5,396
3	267	4,155	283	1	0	4,706
4	255	4,590	377	12	0	5,234
5	166	2,656	194	14	0	3,030
6	117	2,088	242	1	0	2,448
7	99	2,154	97	1	0	2,351
TOTAL	1,667	27,236	1,513	30	0	30,446

TOTAL INSPECTIONS

DISTRICT	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	TOTAL
1	1,475	19,659	600	1	0	21,735
2	1,450	20,195	1,132	0	1	22,778
3	1,625	20,329	1,079	4	2	23,039
4	1,688	26,853	1,360	48	3	29,952
5	968	13,544	857	68	1	15,438
6	648	10,323	736	3	4	11,714
7	892	12,464	681	1	0	14,038
TOTAL	8,746	123,367	6,445	125	11	138,694

SOURCE: DBPR Single Licensing System 07.04.2014
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.

Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2013-2014

			PUBLIC FOOD SERVICE INSPECTIONS			
			TYPE OF INSPECTION			
DISTRICT	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	TOTAL
1	29	2,380	156	0	0	2,565
2	46	3,070	282	0	1	3,399
3	91	2,773	255	3	0	3,122
4	23	3,736	350	10	0	4,119
5	54	1,905	270	28	0	2,257
6	7	1,584	212	1	0	1,804
7	17	1,950	232	0	0	2,199
TOTAL	267	17,398	1,757	42	1	19,465

			PUBLIC LODGING INSPECTIONS			
			TYPE OF INSPECTION			
DISTRICT	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	TOTAL
1	2	328	44	0	0	374
2	9	295	36	0	0	340
3	24	285	100	0	0	409
4	10	357	139	9	0	515
5	4	236	78	9	0	327
6	3	210	147	0	0	360
7	4	201	30	1	0	236
TOTAL	56	1,912	574	19	0	2,561

			TOTAL INSPECTIONS			
			TYPE OF INSPECTION			
DISTRICT	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	TOTAL
1	31	2,708	200	0	0	2,939
2	55	3,365	318	0	1	3,739
3	115	3,058	355	3	0	3,531
4	33	4,093	489	19	0	4,634
5	58	2,141	348	37	0	2,584
6	10	1,794	359	1	0	2,164
7	21	2,151	262	1	0	2,435
TOTAL	323	19,310	2,331	61	1	22,026

SOURCE: DBPR Single Licensing System 07.04.2014
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.

Table 8: **Public Lodging and Food Service Establishment Inspection Frequency and Performance—FY 2013-2014**

- **Apartments 98.58% met inspection requirement (target 100%)**

- **Lodging (non apartments) 99.59% met inspection requirement (target 100%)**

- **Food Establishments 98.46% met inspection requirement (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	48,609	4,673	18,458	71,740
Percent Change Since Last Fiscal Year	1.72%	-0.23%	-0.19%	1.10%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	97,218	9,346	18,458	125,022
Number Active Licenses Inspected Once	2,827	66	17,288	20,181
Number Active Licenses Inspected Twice	34,900	3,314	838	39,052
Number Active Licenses Inspected 3 Times	10,124	1,088	65	11,277
Number Active Licenses Inspected 4 or More Times	611	202	6	819
Number Active Licenses Not Inspected This Period	170	5	268	443
Percent Active Licenses Inspected Once	5.82%	1.41%	93.66%	28.13%
Percent Active Licenses Inspected Twice	71.80%	70.92%	4.54%	54.44%
Percent Active Licenses Inspected 3 Times	20.83%	23.28%	0.35%	15.72%
Percent Active Licenses Inspected 4 or More Times	1.26%	4.32%	0.03%	1.14%
Percent Active Licenses Not Inspected This Period	0.35%	0.11%	1.45%	0.62%
Number Active Licenses that Met or Exceeded Annual Requirement	47,860	4,655	18,197	70,712
Percent Active Licenses that Met or Exceeded Annual Requirement	98.46%	99.61%	98.59%	98.57%

SOURCE: DBPR Single Licensing System reports run on 07.04.2014

*Other than apartments and vacation rentals. For purpose of this table, the term "lodging" includes hotels, motels 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 7/04/2014. The number of active licenses is slightly different from Table 3 because of license processing accomplished since compiling the data for that table.

Table 9:   Number and Type of Violations Found in Public Food Service Establishments—FY 2013-2014

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS							
01A Food obtained from approved source	78	0	0	0	78	0.02%	0.001
01B Food safe and unadulterated; sound condition	4,508	48	3	0	4,559	0.98%	0.070
01C Shellstock tags; commingling	0	1,744	88	0	1,832	0.39%	0.028
01D Parasite destruction for raw/undercooked fish	643	38	0	0	681	0.15%	0.010
02A Consumer advisory on raw/undercooked oysters	0	256	0	0	256	0.05%	0.004
02B Consumer advisory on raw/undercooked animal foods	8	1,594	0	0	1,602	0.34%	0.025
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	286	10,724	0	0	11,010	2.36%	0.169
03A Receiving and holding PH/TCS foods cold	15,564	0	28	0	15,592	3.34%	0.239
03B Receiving and holding PH/TCS foods hot	3,798	0	0	0	3,798	0.81%	0.058
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	130	69	4	0	203	0.04%	0.003
03D Cooling PH/TCS foods; proper cooling methods	917	3,301	0	0	4,218	0.90%	0.065
03E Reheating PH/TCS foods for hot holding	418	0	1	0	419	0.09%	0.006
03F Time as a Public Health Control	1,442	1,341	0	0	2,783	0.60%	0.043
03G Reduced oxygen packaging (ROP) and other Special Processes	61	48	0	0	109	0.02%	0.002
07 Unwrapped or PH/TCS food not re-served	53	0	0	0	53	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	12,746	7	690	0	13,443	2.88%	0.206
08B Food protection during preparation, storage and display	1,474	375	20,607	0	22,456	4.81%	0.344
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	2,274	45	271	0	2,590	0.55%	0.040
11 Employee health knowledge; ill/symptomatic employee present	19	5,060	12	0	5,091	1.09%	0.078
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	10,039	798	0	0	10,837	2.32%	0.166
12B Employee eating, drinking, tasting food, smoking	0	0	9,920	0	9,920	2.13%	0.152

Continued on next page

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2013-2014
(continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS							
22 Food-contact surfaces clean and sanitized	3,571	30,160	5,559	0	39,290	8.42%	0.603
31A Handwash sink(s) installed, accessible, not used for other purposes	0	14,856	0	0	14,856	3.18%	0.228
31B Handwashing supplies and handwash sign provided	0	14,343	7,099	0	21,442	4.59%	0.329
32 Bathrooms	0	1	4,290	0	4,291	0.92%	0.066
41 Chemicals/toxic substances	8,405	4,515	220	0	13,140	2.82%	0.202
53A Food manager certification; knowledge/active managerial control (except employee health)	0	6,277	0	0	6,277	1.34%	0.096
53B State approved food handler training; employee duty specific training/knowledge	0	9,654	0	0	9,654	2.07%	0.148
Subtotal: 1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS	66,434	105,254	48,792	0	220,480	47.24%	3.382
2. GOOD RETAIL PRACTICES							
02 Original container; properly labeled, date marking, shell stock tags							
02D Food items properly labeled; original container	0	182	6,909	0	7,091	1.52%	0.109
04 Facilities to maintain PH/TCS foods at the proper temperature	0	61	0	0	61	0.01%	0.001
05 Food and food equipment thermometers provided and accurate	0	3,672	5,887	0	9,559	2.05%	0.147
06 PH/TCS foods properly thawed	0	0	3,049	0	3,049	0.65%	0.047
08 Food protection/cross-contamination (manually entered/scanned)							
08C Potential for cross-contamination; storage practices; damaged food segregated	0	0	0	0	0	0.00%	0.000
10 In use food dispensing utensils properly stored	81	0	13,603	0	13,684	2.93%	0.210
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	144	6,663	0	6,807	1.46%	0.104
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	913	3,413	34,222	0	38,548	8.26%	0.591
16 Dishwashing facilities; chemical test kit(s); gauges	33	5,810	5,923	0	11,766	2.52%	0.180
17 Thermometers, gauges, test kits provided	0	0	0	0	0	0.00%	0.000

Continued on next page

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2013-2014
     (continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES							
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	16,901	0	16,901	3.62%	0.259
23 Non-food contact surfaces clean	0	0	24,221	0	24,221	5.19%	0.372
24 Storage/handling of clean equipment, utensils; air drying	0	1	10,605	0	10,606	2.27%	0.163
25 Single-service and single-use items	0	0	10,510	0	10,510	2.25%	0.161
27 Water source safe, hot (100F) and cold under pressure	42	4,656	203	0	4,901	1.05%	0.075
28 Sewage and waste water disposed properly	232	36	234	0	502	0.11%	0.008
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	4,692	745	6,364	0	11,801	2.53%	0.181
30 Cross-connection, back siphonage, backflow	0	0	0	0	0	0.00%	0.000
31 Toilet and handwashing facilities, number, convenient, designed, installed	0	0	0	0	0	0.00%	0.000
33 Garbage and refuse; premises maintained	0	0	6,039	0	6,039	1.29%	0.093
35A No presence or breeding of insects/rodents/pests; no live animals	4,691	105	1,199	0	5,995	1.28%	0.092
35B Outer openings protected from insects/pests, rodent proof	0	0	2,955	0	2,955	0.63%	0.045
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	34,478	0	34,478	7.39%	0.529
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	0	0	0	0	0.00%	0.000
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	5,426	0	5,426	1.16%	0.083
39 Rooms and equipment - vented as required							
40 Employee personal belongings	0	0	3,443	0	3,443	0.74%	0.053
42 Cleaning and maintenance equipment	0	0	4,472	0	4,472	0.96%	0.069
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	5	102	23	0	130	0.03%	0.002
50 Current license, properly displayed	2,953	0	2,080	0	5,033	1.08%	0.077
51 Other conditions sanitary and safe operation	0	497	7,511	65	8,008	1.72%	0.124
52 Misrepresentation; misbranding	0	131	18	0	149	0.03%	0.002

Continued on next page

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2013-2014
(continued)

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES							
54 Florida Clean Indoor Air Act Compliance	0	0	27	0	27	0.01%	0.000
55 Automatic Gratuity Notice	0	0	4	0	4	0.00%	0.000
Subtotal: 2. GOOD RETAIL PRACTICES	13,642	19,555	212,969	65	246,166	52.75%	3.777
3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY							
35B-02 Doors required to swing in the direction of egress travel	0	0	50	0	50	0.01%	0.001
45 Fire extinguishing equipment	0	0	0	843	0	0.00%	0.013
46 Exits not blocked or locked	0	0	0	478	0	0.00%	0.007
47 Electrical wiring/outlets in good repair	0	0	0	159	0	0.00%	0.002
48 Gas appliances; boiler certificate current/posted	0	0	0	598	0	0.00%	0.009
49 Flammable/combustible materials	0	0	0	113	0	0.00%	0.002
Subtotal: 3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	0	0	50	2,191	50	0.01%	0.034
GRAND TOTAL	80,076	124,809	261,811	2,256	466,696		7.158
Average per Inspection:	1.228	1.914	4.016	0.035	7.158		

Top 10 Violations
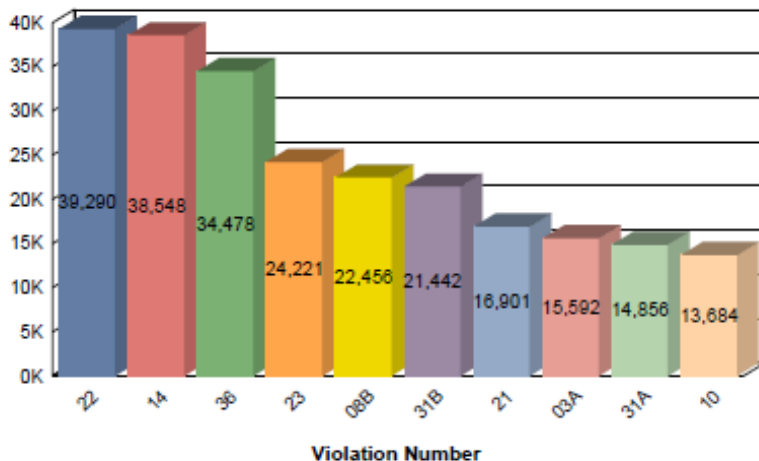
Top 10 Food Violations

22	*Food Contact Surfaces Clean and Sanitized
14	Food Contact Surfaces Designed
36	Floors, Walls, Ceilings, Attached equipment clean
23	Non-food Contact Surfaces Clean
08B	*Food Protection
31B	*Handwashing Supplies and Signs
21	Wiping Cloths
03A	*Cold food at proper temperature
31A	*Handwashing sink(s) installed, accessible, properly used
10	In use food dispensing utensils properly stored

*Violations with a * are high priority*

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2013-2014

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS							
02 Safety: Fire hazards	968	0	0	0	968	2.76%	0.049
05 Safety: Hearing impaired smoke detectors	651	0	0	0	651	1.85%	0.033
08 Safety: Boiler, boiler room	75	0	0	0	75	0.21%	0.004
09 Safety: Lighting: public, guest rooms	0	0	129	0	129	0.37%	0.007
10 Safety: Adequate heating	15	0	0	0	15	0.04%	0.001
11 Safety: Appliances properly installed; maintained	0	0	366	0	366	1.04%	0.019
12 Safety: Balcony: railing safety, certification	2,906	0	0	0	2,906	8.27%	0.148
13 Safety: Building repair	0	0	5,964	0	5,964	16.97%	0.304
14 Safety: Proper locking devices	112	0	0	0	112	0.32%	0.006
15 Sanitation: Bathrooms: public, guest, supplies	0	0	834	0	834	2.37%	0.043
16 Sanitation: Water source safe; hot/cold provided	54	0	0	0	54	0.15%	0.003
17 Sanitation: Bedding: bed linens, towels	0	0	775	0	775	2.21%	0.040
19 Sanitation: Plumbing	3,038	39	247	0	3,324	9.46%	0.170
20 Sanitation: Ventilation	0	0	219	0	219	0.62%	0.011
21 Sanitation: Toxics: storage, use	127	343	0	0	470	1.34%	0.024
22 Sanitation: Ice protection	656	0	0	0	656	1.87%	0.033
23 Sanitation: Glassware; tableware; utensils sanitized	254	8	146	0	408	1.16%	0.021
24 Sanitation: Vermin control	939	0	0	0	939	2.67%	0.048
25 Sanitation: Premises maintained	0	0	5,627	0	5,627	16.02%	0.287
26 Sanitation: Garbage and refuse disposal	0	0	6,469	0	6,469	18.41%	0.330
27 Sanitation: Sewage and waste water disposal	45	0	18	0	63	0.18%	0.003
33 Consumer Protection: Unethical business practices; overbooking	2	0	0	0	2	0.01%	0.000
34 Consumer Protection: Licensee: criminal conduct	1	0	0	0	1	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	271	0	271	0.77%	0.014
37 Consumer Protection: Guest register	0	0	27	0	27	0.08%	0.001
38 General: Current license: displayed, available upon request	2,030	0	846	0	2,876	8.19%	0.147
39 General: Housekeeping	0	0	879	0	879	2.50%	0.045
40 General: Other conditions: safe, sanitary	28	0	28	1	56	0.16%	0.003
Subtotal: 1. LODGING VIOLATIONS	**11,901**	**390**	**22,845**	**1**	**35,136**	**100.00%**	**1.793**

Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2013-2014

Violation Codes	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS							
34 Consumer Protection: Licensee: criminal conduct	1	0	0	0	1	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	271	0	271	0.77%	0.014
37 Consumer Protection: Guest register	0	0	27	0	27	0.08%	0.001
38 General: Current license: displayed, available upon request	2,030	0	846	0	2,876	8.19%	0.147
39 General: Housekeeping	0	0	879	0	879	2.50%	0.045
40 General: Other conditions: safe, sanitary	28	0	28	1	56	0.16%	0.003
Subtotal: 1. LODGING VIOLATIONS	**11,901**	**390**	**22,845**	**1**	**35,136**	**100.00%**	**1.793**
2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY							
01 Safety: Fire extinguishers	0	0	0	1,073	0	0.00%	0.055
02 Safety: Fire hazards	0	0	0	135	0	0.00%	0.007
03 Safety: Fire Sprinkler system	0	0	0	17	0	0.00%	0.001
04 Safety: Smoke detectors; fire alarm systems	0	0	0	695	0	0.00%	0.035
05 Safety: Hearing impaired smoke detectors	0	0	0	30	0	0.00%	0.002
06 Safety: Exits obstructed	0	0	0	69	0	0.00%	0.004
07 Safety: Electrical wiring in good repair	0	0	0	74	0	0.00%	0.004
08-03 Safety: Boiler certificate	0	0	0	432	0	0.00%	0.022
11 Safety: Appliances properly installed; maintained	0	0	0	14	0	0.00%	0.001
Subtotal: 2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	**0**	**0**	**0**	**2,539**	**0**	**0.00%**	**0.130**
GRAND TOTAL	**11,901**	**390**	**22,845**	**2,540**	**35,135**		**1.793**
Average per Inspection:	**0.607**	**0.020**	**1.166**	**0.130**	**1.793**		

Top 10 Violations
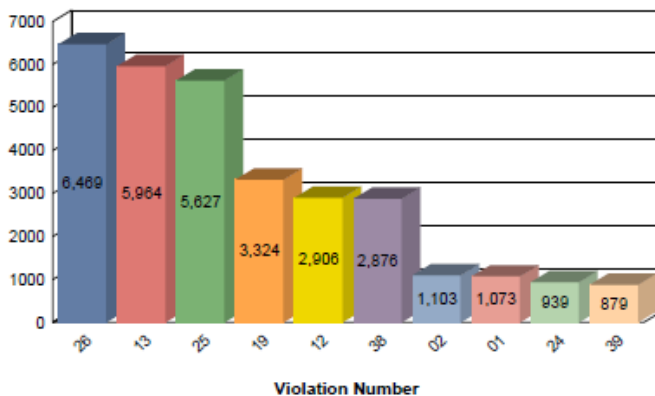
Top 10 Lodging Violations

26	Garbage and Refuse Disposal
13	Building Repair
25	Premises Maintained
19	Plumbing
12	*Balcony, Railing Safety
38	*Current License Displayed
2	*Fire Hazards
1	*Smoke Detectors
24	*Vermin Control
39	Housekeeping

*Violations with a * are high priority*

Figure 4: Historical Comparison of Average Number of Violations per Inspection
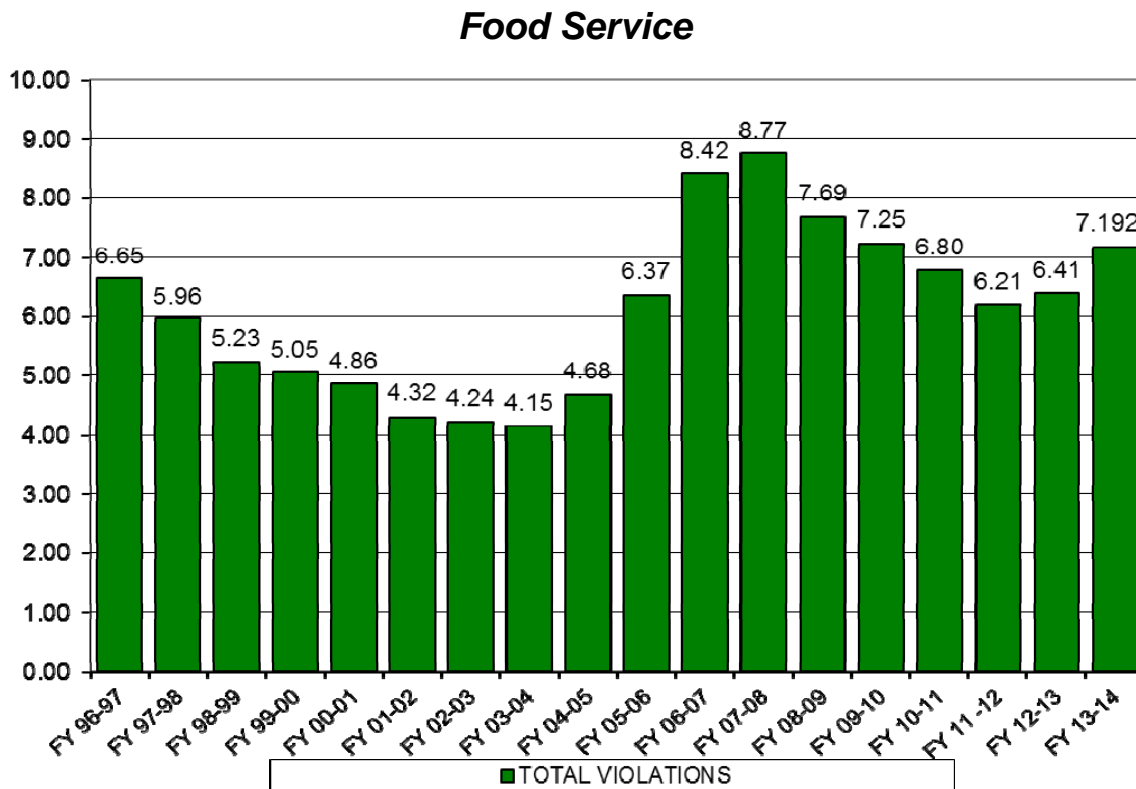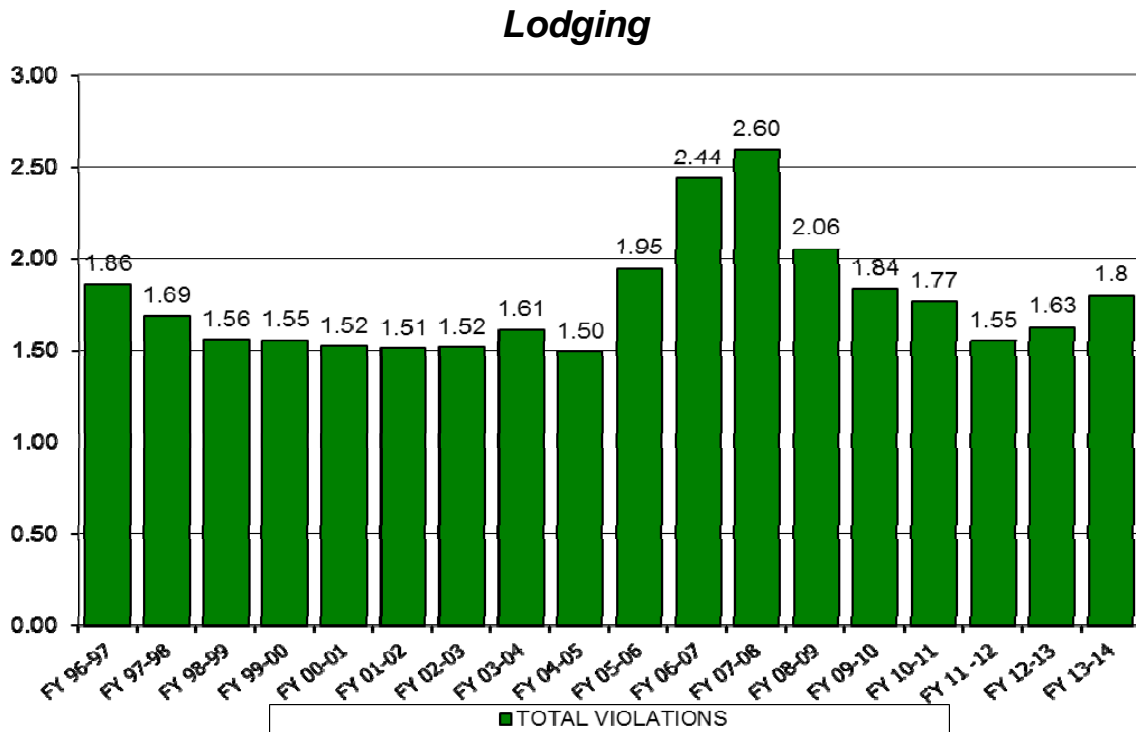
Lodging

Food Service

Consumer Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2013-2014

| | | | DISTRICT | | | | | |
DISPOSITION	1	2	3	4	5	6	7	TOTAL
Confirmed	20	18	22	20	4	12	4	100
Handled by Phone	0	0	0	0	3	3	0	0
Not Observed	86	234	123	210	220	78	157	1,108
Other	49	180	92	92	38	77	67	595
Total	**155**	**432**	**237**	**325**	**265**	**167**	**228**	**1,809**

SOURCE: Single Licensing System 9.06.2014

Table 12: Consumer Complaint Activity—FY 2013-2014

| | | | DISTRICT | | | | | |
DISPOSITION	1	2	3	4	5	6	7	TOTAL
Food Service								
Confirmed	72	105	140	96	143	155	69	780
Handled by Phone	2	0	8	0	21	30	5	0
Not Observed	160	303	340	449	421	228	217	2,118
Other	109	294	246	346	99	67	89	1,250
Subtotal	**341**	**710**	**726**	**912**	**693**	**455**	**375**	**4,212**
Lodging-Apartments								
Confirmed	26	9	29	11	10	23	5	113
Handled by Phone	1	0	1	0	2	0	2	0
Not Observed	22	25	26	16	23	18	2	132
Other	38	17	37	20	5	5	4	126
Subtotal	**86**	**52**	**92**	**49**	**38**	**48**	**11**	**376**
Lodging-Hotels, Motels, Rooming Houses and Bed & Breakfasts								
Confirmed	18	18	49	41	57	81	15	279
Handled by Phone	0	1	0	0	3	2	1	0
Not Observed	52	74	105	190	131	94	52	698
Other	21	32	60	115	18	24	16	286
Subtotal	**92**	**124**	**214**	**349**	**208**	**200**	**83**	**1,270**
Lodging-Vacation Rentals								
Confirmed	1	1	0	0	0	3	2	7
Handled by Phone	0	0	0	0	0	0	0	0
Not Observed	3	0	1	23	1	7	1	36
Other	3	1	0	8	5	4	1	22
Subtotal	**7**	**2**	**1**	**31**	**6**	**14**	**4**	**65**
Grand Total	**526**	**888**	**1,033**	**1,341**	**945**	**717**	**473**	**5,923**

SOURCE: Single Licensing System 09.06.2014
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 2013-2014

	Food Service	Lodging	Elevators	Total
Cases issued	3,032	417	133	3,582
1st offender	2,382	353	120	2,857
2nd offender	496	41	12	549
3rd offender	125	15	1	141
4th or higher offender	27	8	0	35
Settlement Officers				
Settled	2,044	176	85	2,305
Dismissed/Closed	293	118	29	440
Final Orders on Waiver	430	80	11	521
Sent to OGC	217	32	8	257
Total processed by division	2,984	406	133	3,523
Office of General Counsel				
Informal Hearings	149	18	3	170
Formal Hearings	11	2	1	14
Dismissed/Closed	25	9	0	34
Stipulation & Consent Orders	28	8	5	41
Agency Clerk				
Orders Clerked	2,688	301	97	3,086
Actions				
Suspensions	44	1	0	45
Revocations	1	0	0	1
Fines assessed	$1,335,060	$106,235	$158,800	$1,600,095
Average fine assessed	$508	$369	$250	$705
Median fine assessed	$400	$200	$500	$400
Lowest fine assessed	$150	$100	$200	$100
Highest fine assessed	$6,900	$3,200	$1,000	$8,800
Most frequent fine assessed	$400	$200	$200	$400
Fines collected	$1,235,241	$84,815	$27,450	$1,347,506

SOURCE: Compliance Office statistical report dated 07.01.2014

Figure 5: Historical Comparison of Compliance Activity
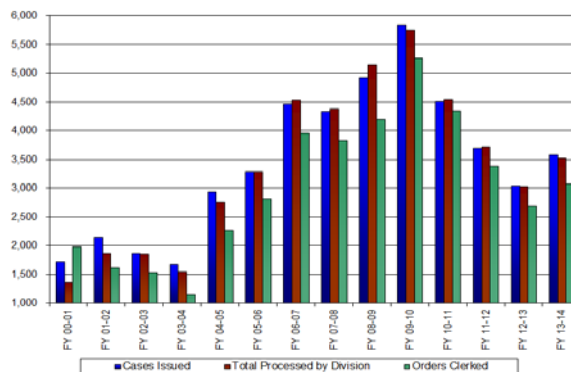
Bureau of Elevator Safety

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	10,591	99.14%	92	0.86%	10,683	280	128	76	11,167
Hydraulic Passenger	33,362	98.89%	376	1.11%	33,738	464	324	235	34,761
Traction Freight	349	96.94%	11	3.06%	360	4	42	49	455
Hydraulic Freight	605	98.69%	8	1.31%	613	6	29	29	677
Hand Power Passenger	2	100.00%	0	0.00%	2	1	0	1	4
Hand Power Freight	4	100.00%	0	0.00%	4	0	10	4	18
Moving Walk	48	100.00%	0	0.00%	48	0	0	0	48
Inclined Lift	21	100.00%	0	0.00%	21	1	0	0	22
Limited Use Limited Application	321	97.27%	9	2.73%	330	12	18	7	367
Dumbwaiter	395	98.50%	6	1.50%	401	6	243	49	699
Escalator	1,105	97.61%	27	2.39%	1,132	78	44	8	1,262
Sidewalk Elevator	2	100.00%	0	0.00%	2	0	4	0	6
Material Lift, Dumbwaiter, ATD	6	100.00%	0	0.00%	6	2	1	0	9
Special Purpose Personnel Elevator	76	89.41%	9	10.59%	85	0	9	1	95
Inclined Stairway Chair Lift	47	97.92%	1	2.08%	48	5	13	1	67
Inclined & Vertical Wheelchair Lift	2,720	97.74%	63	2.26%	2,783	116	174	55	3,128
Total	49,654	98.80%	602	1.20%	50,256	975	1,039	515	52,785

SOURCE: Single Licensing System Report 7.27.2014

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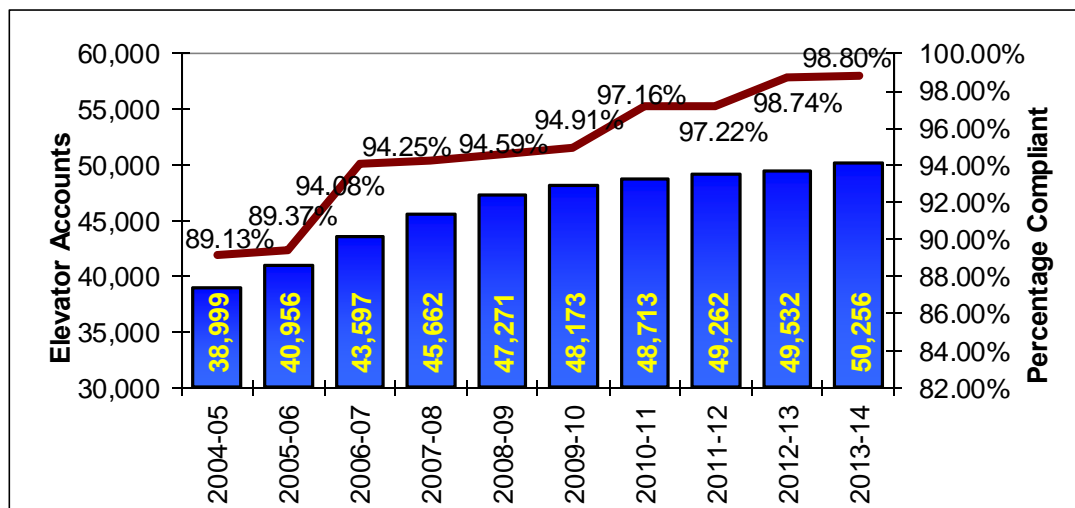

Table 15: Elevator Professional Credential Accounts

LICENSE TYPE	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Registered Elevator Companies	274	215	216	252	286	268	300	288	286
Certified Elevator Inspectors	333	305	286	295	354	355	364	360	351
Certified Elevator Technicians*	-	910	797	784	1,130	1,337	1,589	1,562	1,525
Certificates of Competency	1,900	1,583	1,548	1,637	1,871	1,956	1,916	1,734	1,763

SOURCE: Extracts and reports 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010, 7/30/2011, 8/1/2012, 7/27/13,7/26/14

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

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Table 16: Elevator Inspections Performed by Inspection Type–FY 2013-2014

Inspection Type	FAILED	PASSED	TOTAL
Accident	4	2	6
Alteration/Acceptance	13	1,427	1,440
Complaint	116	81	197
Construction	453	185	638
Contract Monitoring	603	4,125	4,728
Industry Oversight/Audit	505	730	1,235
Initial Acceptance	12	801	813
Routine	13,664	34,801	48,465
Temporary Operation Inspection	15	292	307
Total	**15,385**	**42,444**	**57,829**

Figure 7: Historical Comparison of Elevator Inspections
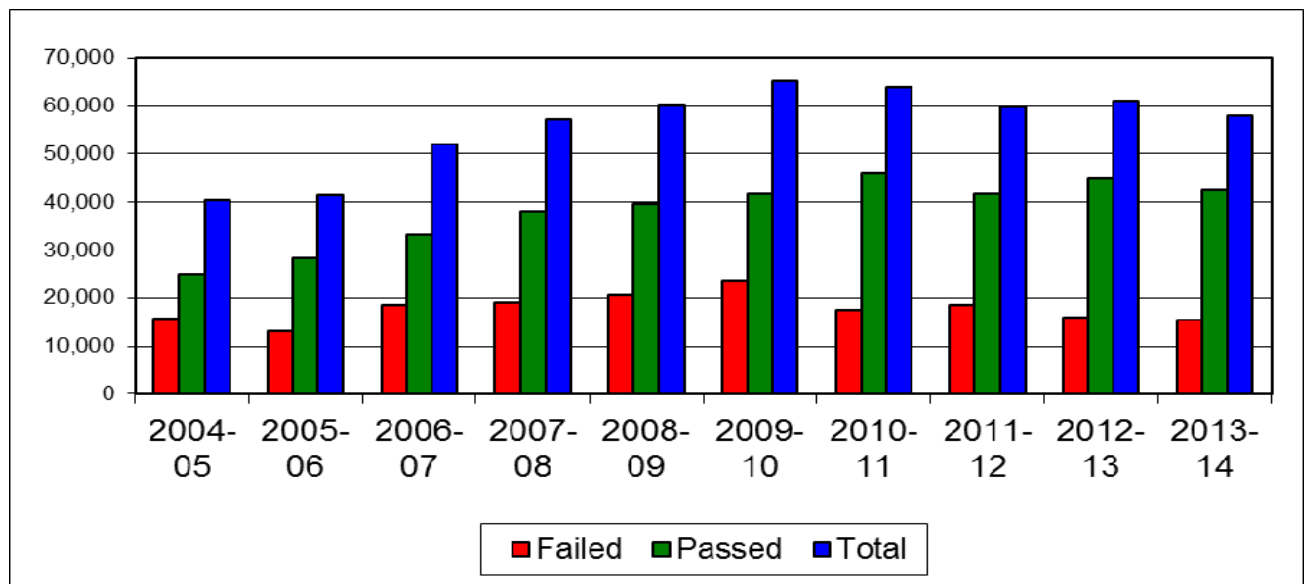

Table 17: Historical Comparison of Elevator Accidents

Elevator Type	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	Total	% Total
Dumbwaiter	0	0	2	4	1	1	1	0	1	10	0.2%
Escalator	348	433	413	301	218	236	224	267	183	2,623	65.6%
Hydraulic Freight	17	7	10	3	3	5	0	2	3	50	1.2%
Hydraulic Passenger	47	31	30	31	46	44	33	32	18	312	7.8%
Inclined Lift	0	0	0	1	2	1	0	1	0	5	0.1%
Limited Use Limited Application	0	0	0	0	0	0	1	1	1	3	0.1%
Moving Walk	59	54	46	25	58	91	91	1	64	489	12.2%
Special Purpose Personnel	0	0	1	0	0	0	0	116	0	117	2.9%
Traction Freight	2	4	4	3	1	1	1	0	0	16	0.4%
Traction Passenger	46	34	37	45	53	36	51	42	32	376	9.4%
Total	**519**	**563**	**543**	**413**	**382**	**415**	**402**	**462**	**302**	**4,001**	**100.0%**