

2021/22
ANNUAL REPORT
DIVISION OF HOTELS & RESTAURANTS



Ron DeSantis
Governor

Melanie S. Griffin
Secretary

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DIVISION OF HOTELS AND RESTAURANTS

The Division of Hotels and Restaurants (division) 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:

- Office of the Director;
- Bureau of Sanitation and Safety Inspections;
- Bureau of Field Services; and
- Bureau of Elevator Safety.

During the past Fiscal Year, the division was authorized 353 positions to provide program services and an operating budget of \$28,232,940. During this period, the division:

- Conducted a total of 138,193 public food service and lodging establishment inspections to ensure sanitation and safety standards (tables 6 -7, page 10-11);
- Performed 98% of the statutorily required inspections for public food service, 99% for transient lodging establishments and 97% for apartments (table 8, page 12);
- Cited a total of 698,920 violations of sanitary standards in public food service and lodging establishments (see tables on pages 13-20); and
- Identified 177,279 violations that were corrected on site and 34,698 violations where corrective action was taken during inspections, demonstrating achievement of active managerial control of food safety findings.

OFFICE OF THE DIRECTOR

Steven von Bodungen, Director

The Office of the Director oversees all operations and activities of the division. The Director manages the preparation of the division's annual legislative budget requests; 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 related 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.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Michelle Haynes, Bureau Chief

During Fiscal Year 2021-2022 the Bureau of Sanitation and Safety Inspections (BSSI) accomplished 171,792 inspection activities of the 124,004 licensed food service and lodging establishments in Florida to ensure the health and safety of our residents and visitors. BSSI 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, BSSI performs:

- Opening inspections for new establishments and changes of ownership;
- "Call-back" inspections on establishments cited for high-priority violations within a specified time period to verify correction of deficiencies;
- Complaint investigations;
- Foodborne illness investigations in coordination with the Florida Department of Health;
- Disaster inspections of public food service and public lodging establishments whenever necessary to respond to an emergency event or incident; and
- Temporary food service event inspections.

In May of 2022, Miami hosted the Miami Grand Prix, officially known as the Formula 1 Crypto.com Miami Grand Prix 2022, at the Hard Rock Stadium. A temporary 3.363 mile track and Autodrome was built around the Stadium and its private facilities in the Miami suburb of Miami Gardens, Florida. The event had 240,000 spectators and over 160 on-site food vendors, which were inspected by the division.

Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our staff of qualified trainers. This office conducts new employee training 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 2021-22, OPQ facilitated 8,431 continuing education hours statewide.

The division adopted the 2017 FDA Food Code and OPQ staff is responsible for integrating 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.

Office of Plan Review (OPR) oversees plan review for new or remodeled food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all reviews in Tallahassee Headquarters. OPR received 8,603 and reviewed 7,999 plans in fiscal year 2021-2022.

OPR has implemented a process of identifying complete plan review applications and then expediting those applications. The anticipated faster turnaround time aligns with the department's mission of licensing efficiently.

BUREAU OF FIELD SERVICES

Christopher Carson, Bureau Chief

The Bureau of Field Services provides support to the rest of the division in order to ensure achievement of core mission. This includes operating the division's Licensure and Compliance sections, updating business systems and technical coordination. Field Services manages the division's mobile inspection programs, publishes web content, and maintains the division's forms, publications and reporting data.

Licensure Section

The Licensure Section processes licenses for public lodging, food service establishments, and elevators. 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. This office also coordinates the division's annual license renewals for 124,004 public food and lodging establishments and 59,198 active elevators, escalators and other vertical conveyances.

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. This office continues to emphasize compliance in keeping with the division's mission which includes an informal, less adversarial, settlement process that reduces the need for litigation.

BUREAU OF ELEVATOR SAFETY

Josh Phillips, 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 use of unsafe and defective lifting devices presents a substantial possibility 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 encompass the core mission of the Bureau of Elevator Safety.

To ensure rider safety, bureau inspectors audit the quality of private elevator inspections and local contracted programs, and inspect elevators to monitor compliance with state law and adopted codes. In addition to performing inspections, the bureau's 10 certified elevator inspectors respond to reported accidents and complaints, educate owners about their responsibility to have annual safety inspections, and work to eliminate code violations in their respective regions.

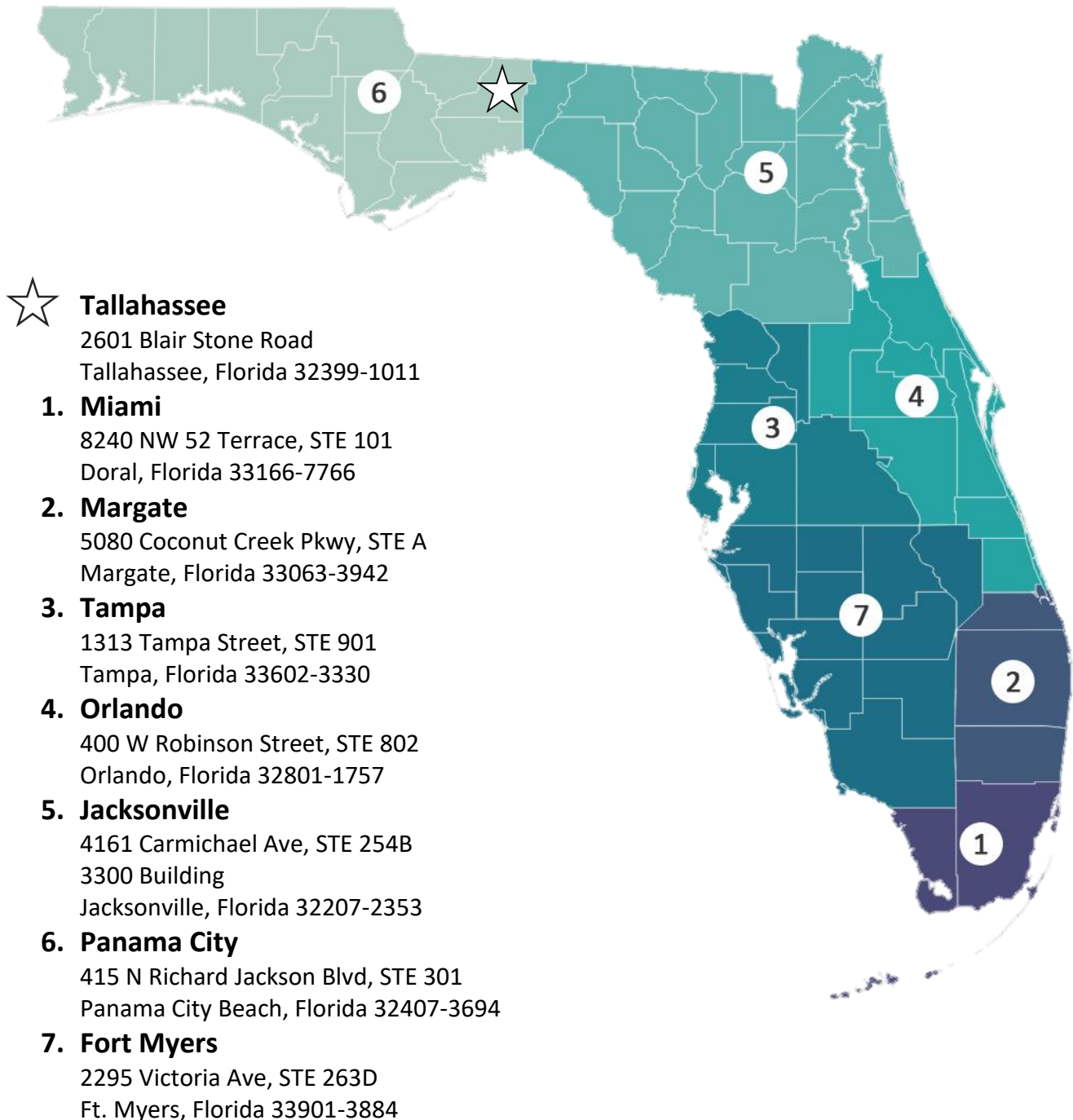
The program enforces the national standards of the American Society of Mechanical Engineers' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.3 and A18.1), the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes, Chapter 61C-5, Florida Administrative Code, and Chapter 30, Florida Building Code-Buildings. Other accompanying standards include the National Electrical Code and Florida Accessibility Code.

Florida's elevator safety program achieved 95% compliance for certificate of operation licenses. This high level of compliance was achieved through the efforts of field and office staff by a combination of site visits, written notices, and administrative fines. Securing compliance of 95% of all vertical and horizontal transportation devices in Florida benefits and positively impacts both citizens and visitors of Florida.

The bureau issues certificate of operation licenses for elevators and other vertical conveyances, construction and alteration permits, and licenses for certified elevator inspectors, registered elevator companies, certificates of competency and certified elevator technicians. It also registers providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators and coordinates with the division's Licensure Section for annual license renewals of certificates of operation and licenses for professions. 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 oversight role for 62,737 conveyances and five contracted jurisdictions continues to increase due to ongoing growth in new elevator construction and registration of new elevator personnel and companies within the state.

REGULATORY DISTRICTS AND OFFICES



Plan Review

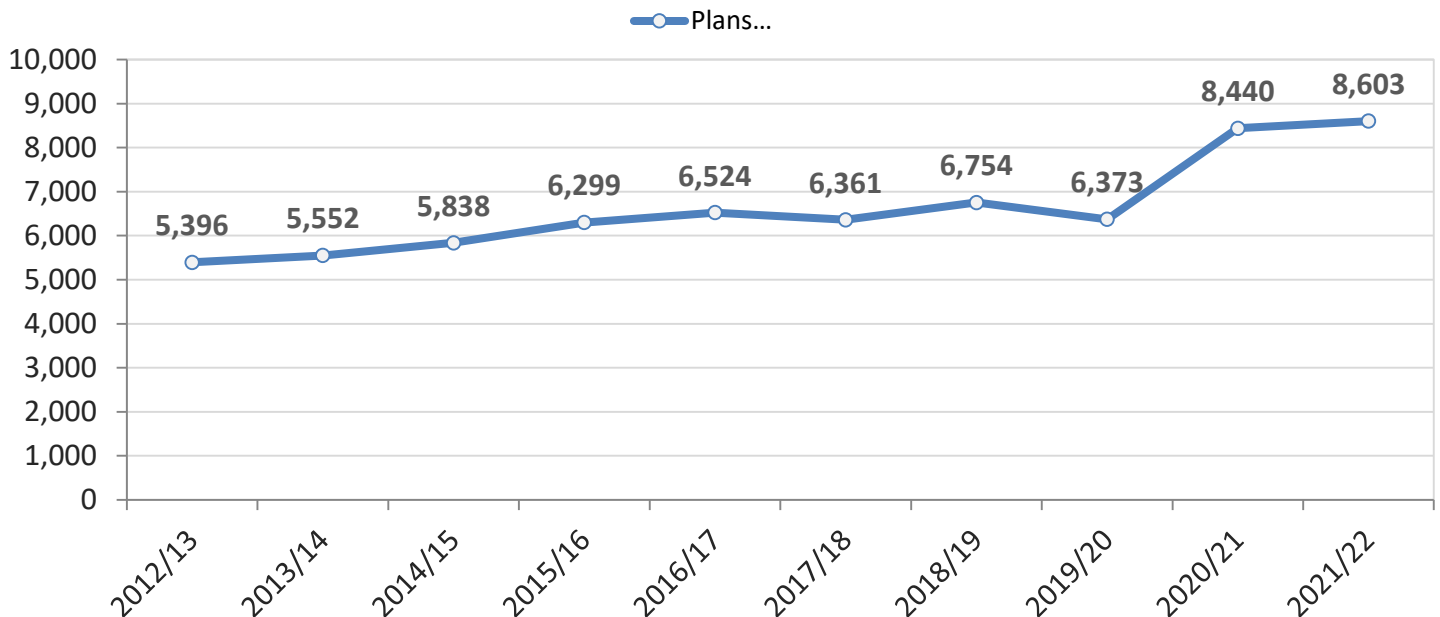
Table 1: Number of Plan Reviews Submitted by Type

District	New	Change Owner	Remodel	Total
1	1,158	94	208	1,460
2	906	94	152	1,152
3	1,305	143	205	1,653
4	1,394	157	242	1,793
5	738	86	187	1,011
6	553	55	72	680
7	684	78	92	854
Total	6,738	707	1,158	8,603

Table 2: Number of Variances Processed

District	Routine	Emergency	Total
1	12	2	14
2	3	4	7
3	1	3	4
4	5	6	11
5	0	1	1
6	0	0	0
7	1	2	3
Total	22	18	40

Figure 1: 10-Year History - Plan Reviews Received



Public Lodging and Food Service Establishments

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts - End of FY 2021-22

Establishment Type	District							Total
	1	2	3	4	5	6	7	
Public Lodging Establishments								
Hotels	532	304	326	487	256	194	209	2,308
Motels	240	322	448	485	309	278	315	2,397
Nontransient Apartments	5,727	3,603	2,750	2,555	1,642	1,122	916	18,315
Transient Apartments	183	262	164	93	44	22	145	913
Bed and Breakfasts	66	21	49	36	56	22	11	261
Vacation Rentals - Condos								
Single	3,698	1,153	739	1,774	480	1,149	921	9,914
Group	330	148	111	279	52	203	216	1,339
Collective	237	94	119	228	97	463	225	1,463
Vacation Rentals - Dwellings								
Single	2,021	3,697	3,834	7,586	1,298	1,943	2,943	23,322
Group	96	128	73	82	25	42	74	520
Collective	230	396	386	746	173	458	502	2,891
Vacation Rentals - Timeshare Projects								
Single	0	1	0	1	0	0	0	2
Group	2	7	5	18	0	6	6	44
Collective	0	0	0	0	0	0	1	1
Subtotal	13,362	10,136	9,004	14,370	4,432	5,902	6,484	63,690
Public Food Service Establishments								
Seating	6,217	7,531	7,732	9,316	5,121	3,506	5,214	44,637
Permanent Nonseating	1,105	1,000	950	1,376	596	326	530	5,883
Theme Park Food Carts	0	1	1	17	3	0	0	22
Catering	273	249	206	266	122	72	123	1,311
Hot Dog Carts	82	47	99	173	76	31	41	549
Mobile Food Dispensing Vehicles	1,351	674	1,464	1,487	915	638	773	7,302
Vending Machines	22	56	98	261	107	21	45	610
Subtotal	9,050	9,558	10,550	12,896	6,940	4,594	6,726	60,314
Grand Total	22,412	19,694	19,554	27,266	11,372	10,496	13,210	124,004

Public Lodging and Food Service Establishments Licensing

Figure 2: 10-Year History - Public Food Service and Lodging Accounts

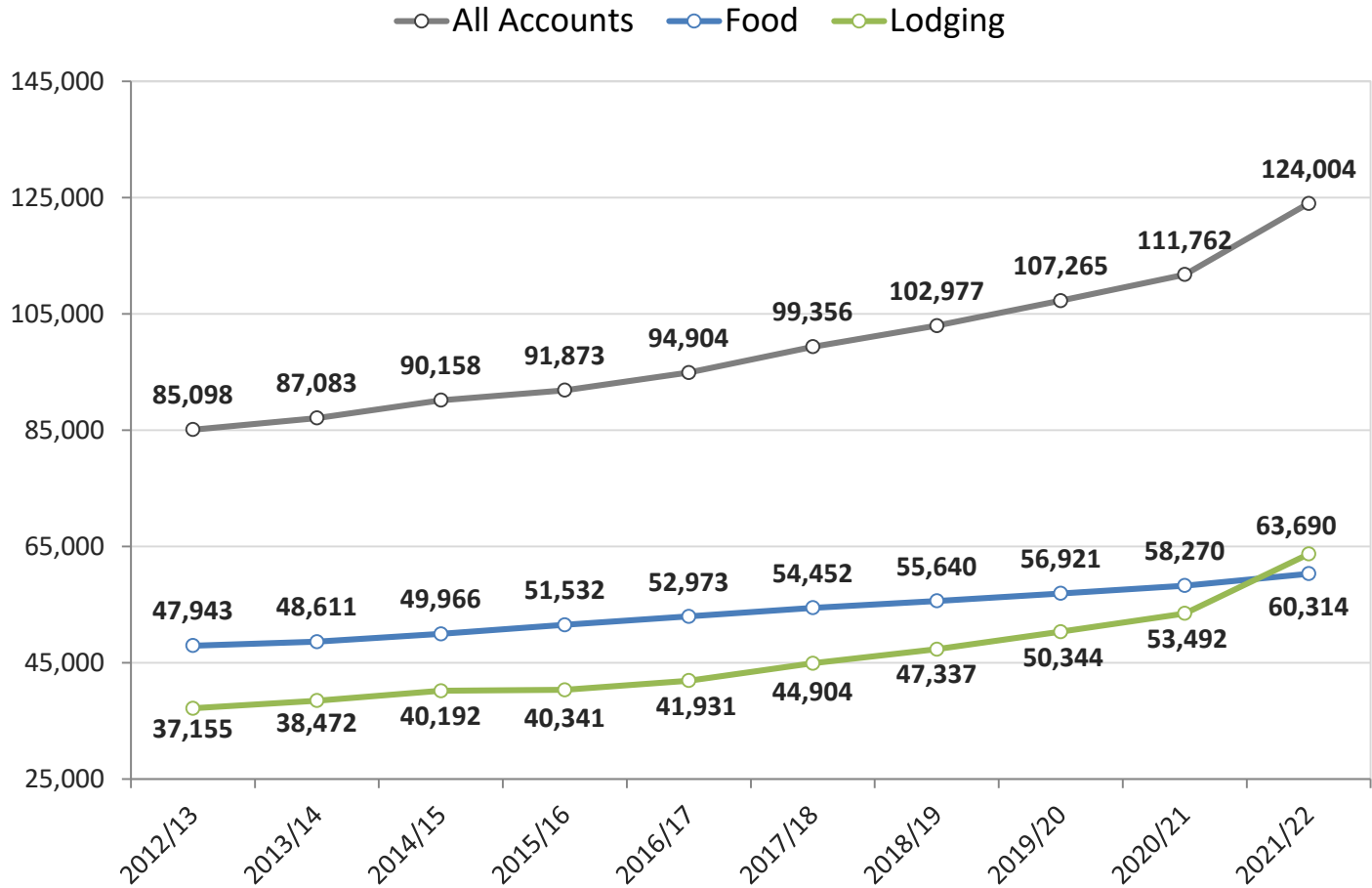


Table 4: Temporary Food Service Event Licenses Issued

Temporary Event Licenses by District								
License Type	1	2	3	4	5	6	7	Total
1-3 day license	139	64	85	224	99	13	36	660
4-30 day license	319	209	434	424	227	138	288	2,039
Annual license	115	170	75	85	28	14	63	550
Already Licensed - Annual	66	138	97	69	86	24	68	548
Already Licensed - Permanent	227	283	176	251	215	66	59	1,277
Already Licensed - DACS	33	0	37	12	7	1	17	107
Total	899	864	904	1,065	662	256	531	5,181

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

Inspections

Table 5: Public Lodging Units by Type and District - End of FY 2021-22

Lodging Units by Type and District								
Establishment Type	1	2	3	4	5	6	7	Total
Hotels	60,390	45,572	39,712	114,928	29,197	19,608	23,951	333,358
Motels	11,768	10,970	21,627	44,307	14,112	16,088	12,202	131,074
Nontransient Apartments	204,545	210,678	249,554	302,338	164,383	78,630	88,845	1,298,973
Transient Apartments	3,341	4,414	3,576	4,421	1,426	1,652	2,356	21,186
Bed and Breakfasts	546	149	195	225	455	132	61	1,763
Vacation Rental-Condos	12,383	8,197	7,551	38,660	4,311	22,619	13,904	107,625
Vacation Rental-Dwellings	5,859	7,889	8,833	17,844	3,344	11,178	11,714	66,661
Vacation Rental-Timeshare Projects	57	458	262	4,865	0	362	195	6,199
Total	298,889	288,327	331,310	527,588	217,228	150,269	153,228	1,966,839

Table 6: Public Lodging and Food Service Establishment Initial Inspections

Public Food Service - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	1,456	1,201	1,650	1,930	1024	627	884	8,772
Routine	14,347	15,762	14,876	18,161	9,871	6,623	10,472	90,112
Complaint Full	662	1,348	1,391	1,503	966	492	761	7,123
Complaint Partial	2	2	3	76	71	184	0	338
Subtotal: Food	16,467	18,313	17,920	21,670	11,932	7,926	12,117	106,345

Public Lodging - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	462	424	402	371	241	136	153	2,189
Routine	7,600	4,832	4,094	4,393	2,588	2,060	2,094	27,661
Complaint Full	196	208	427	468	232	208	128	1,867
Complaint Partial	1	2	28	6	12	82	0	131
Subtotal: Lodging	8,259	5,466	4,951	5,238	3,073	2,486	2,375	31,848

Total - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	1,918	1,625	2,052	2,301	1,265	763	1,037	10,961
Routine	21,947	20,594	18,970	22,554	12,459	8,683	12,566	117,773
Complaint Full	858	1,556	1,818	1,971	1,198	700	889	8,990
Complaint Partial	3	4	31	82	83	266	0	469
Subtotal	24,726	23,779	22,871	26,908	15,005	10,412	14,492	138,193

Inspections

Table 7: Food and Lodging Callback Inspections

Public Food Service - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	121	120	176	101	110	6	23	657
Routine	3,597	3,189	4,184	4,548	3,208	1,566	1,630	21,922
Complaint Full	319	492	660	625	606	220	300	3,222
Complaint Partial	2	0	1	49	22	69	0	143
Subtotal: Food	4,039	3,801	5,021	5,323	3,946	1,861	1,953	25,944
Public Lodging - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	33	41	54	22	43	4	12	209
Routine	1,402	636	729	1,214	733	871	577	6,162
Complaint Full	117	87	255	301	230	157	81	1,228
Complaint Partial	0	0	15	2	4	35	0	56
Subtotal: Lodging	1,552	764	1,053	1,539	1,010	1,067	670	7,655
Total - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Totals
Licensing	154	161	230	123	153	10	35	866
Routine	4,999	3,825	4,913	5,762	3,941	2,437	2,207	28,084
Complaint Full	436	579	915	926	836	377	381	4,450
Complaint Partial	2	0	16	51	26	104	0	199
Subtotal	5,591	4,565	6,074	6,862	4,956	2,928	2,623	33,599

All - Inspections by District								
	1	2	3	4	5	6	7	Total
Total Inspections	30,317	28,344	28,945	33,770	19,961	13,340	17,115	171,792

Note: Tables 6 & 7: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. For an accounting of temporary events, see Table 4.

Inspections

Table 8: Inspection Frequency and Performance

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	60,314	4,966	19,228	84,507
Percent Change Since Last Fiscal Year	3.51%	0.47%	1.25%	2.81%
Estimated Number of Annual Inspections Required	97,659	9,614	19,228	126,501
Number Active Licenses Inspected Once	23,984	593	18,649	43,226
Number Active Licenses Inspected Twice	35,771	4,293	439	40,503
Number Active Licenses Inspected 3 Times	3,035	288	35	3,358
Number Active Licenses Inspected 4 or More Times	446	95	16	557
Number Active Licenses Not Inspected This Period	555	13	412	980
Percent Active Licenses Inspected Once	39.77%	11.94%	96.99%	51.15%
Percent Active Licenses Inspected Twice	59.31%	86.45%	2.28%	47.93%
Percent Active Licenses Inspected 3 Times	5.03%	5.80%	0.18%	3.97%
Percent Active Licenses Inspected 4 or More Times	0.74%	1.91%	0.08%	0.66%
Percent Active Licenses Not Inspected This Period	0.92%	0.26%	2.14%	1.16%
Number Active Licenses that Met or Exceeded Annual Requirement	59,318	4,903	18,730	82,951
Percent Active Licenses that Met or Exceeded Annual Requirement	98.35%	98.73%	97.41%	98.16%

Note:*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. The number of active licenses may vary slightly from Table 3 because of license processing accomplished since compiling the data for that table.

Table 8A: Public Food Service Risk Level Inspection Requirements

Risk-Based Category	Description	Inspections Required	License Count
Level 1	Temporary public food service establishments, Vending machines, Public food service establishments that: <ul style="list-style-type: none"> Do not cook raw animal food; or Cook raw animal food, but do not cool any cooked/heated foods. 	1	19,122
Level 2	Public food service establishments that: <ul style="list-style-type: none"> 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	40,911
Level 3	Public food service establishments that: <ul style="list-style-type: none"> 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	229
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness.	4	52

Note: A public food service establishment’s inspection requirement is determined by its Risk Level.

Food & Lodging Violations**Table 9: Violations Found in Public Food Service Establishments**

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01A Food obtained from approved source	128	0	0	0	128	0.02%	0.001
01B Food safe and unadulterated; sound condition	12,336	40	11	0	12,387	1.95%	0.116
01C Shellstock tags; commingling	0	2,731	60	0	2,791	0.44%	0.026
01D Parasite destruction for raw/undercooked fish	597	52	0	0	649	0.10%	0.006
02A Consumer advisory on raw/undercooked oysters	0	408	0	0	408	0.06%	0.004
02B Consumer advisory on raw/undercooked animal foods	6	3,087	0	0	3,093	0.49%	0.029
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	1,395	12,244	0	0	13,639	2.15%	0.128
03A Receiving and holding PH/TCS foods cold	21,900	1	81	0	21,982	3.47%	0.207
03B Receiving and holding PH/TCS foods hot	6,606	0	0	0	6,606	1.04%	0.062
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	198	214	0	0	412	0.06%	0.004
03D Cooling PH/TCS foods; proper cooling methods	2,884	726	0	0	3,610	0.57%	0.034
03E Reheating PH/TCS foods for hot holding	389	0	1	0	390	0.06%	0.004
03F Time as a Public Health Control	3,448	1,678	0	0	5,126	0.81%	0.048
03G Reduced oxygen packaging (ROP) and other Special Processes	143	25	8	0	176	0.03%	0.002
07 Unwrapped or PH/TCS food not re-served	75	0	0	0	75	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	19,858	10	0	0	19,868	3.13%	0.187
08B Food protection during preparation, storage and display	1,005	202	31,177	0	32,384	5.11%	0.305

Food & Lodging Violations**Table 9: Violations Found in Public Food Service Establishments Continued...**

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	1,736	44	28	0	1,808	0.29%	0.017
11 Employee health knowledge; ill/symptomatic employee present	25	2,239	5	0	2,269	0.36%	0.021
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	9,424	962	0	0	10,386	1.64%	0.098
12B Employee eating, drinking, tasting food, smoking	0	1	14,318	0	14,319	2.26%	0.135
22 Food-contact surfaces clean and sanitized	7,999	20,529	21,955	0	50,483	7.96%	0.475
31A Handwash sink(s) installed, accessible, not used for other purposes	0	20,626	0	0	20,626	3.25%	0.194
31B Handwashing supplies and handwash sign provided	0	20,266	7,590	0	27,856	4.39%	0.262
32 Bathrooms	0	98	5,369	0	5,467	0.86%	0.051
41 Chemicals/toxic substances	9,769	8,879	3	0	18,651	2.94%	0.175
53A Food manager certification; knowledge/active managerial control (except employee health)	0	9,855	0	0	9,855	1.55%	0.093
53B State approved food handler training; employee duty specific training/knowledge	0	15,451	0	0	15,451	2.44%	0.145
Subtotal: 1. Foodborne Illness Risk Factors and Public Health Interventions							
	99,921	120,368	80,606	0	300,895	47.44%	2.829
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01 Food at proper temperature (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
02D Food items properly labeled; original container	0	327	9,193	0	9,520	1.50%	
04 Facilities to maintain PH/TCS foods at the proper temperature	0	35	0	0	35	0.01%	0.000

Food & Lodging Violations**Table 9: Violations Found in Public Food Service Establishments Continued...**

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
05 Food and food equipment thermometers provided and accurate	6	4,490	3,415	0	7,911	1.25%	0.074
06 PH/TCS foods properly thawed	0	0	5,042	0	5,042	0.80%	0.047
08 Food protection/cross-contamination (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
10 In use food dispensing utensils properly stored	376	0	19,627	0	20,003	3.15%	0.188
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	0	0	0	0	0	0.00%	0.000
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	217	10,672	0	10,889	1.72%	0.102
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	3,343	618	44,186	0	48,147	7.59%	0.453
16 Dishwashing facilities; chemical test kit(s); gauges	39	8,163	9,850	0	18,052	2.85%	0.170
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	16,736	0	16,736	2.64%	0.157
23 Non-food contact surfaces clean	9	0	27,443	0	27,452	4.33%	0.258
24 Storage/handling of clean equipment, utensils; air drying	0	0	12,143	0	12,143	1.91%	0.114
25 Single-service and single-use items	29	0	11,473	0	11,502	1.81%	0.108
27 Water source safe, hot (100F) and cold under pressure	104	6,135	293	0	6,532	1.03%	0.061
28 Sewage and waste water disposed properly	420	72	231	0	723	0.11%	0.007
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	7,929	598	11,946	0	20,473	3.23%	0.193

Food & Lodging Violations**Table 9: Violations Found in Public Food Service Establishments Continued...**

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
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	8,227	0	8,227	1.30%	0.077
34 Outside storage area clean, enclosure properly constructed	0	0	0	0	0	0.00%	0.000
35A No presence or breeding of insects/rodents/pests; no live animals	7,695	194	2,377	0	10,266	1.62%	0.097
35B Outer openings protected from insects/pests, rodent proof	0	0	5,864	0	5,864	0.92%	0.055
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	49,940	0	49,940	7.87%	0.470
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	3,315	0	3,315	0.52%	0.031
39 Rooms and equipment - vented as required	0	0	0	0	0	0.00%	0.000
40 Employee personal belongings	0	0	9,284	0	9,284	1.46%	0.087
42 Cleaning and maintenance equipment	0	0	5,179	0	5,179	0.82%	0.049
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	3	47	38	0	88	0.01%	0.001
50 Current license, properly displayed	6,810	0	9,159	0	15,969	2.52%	0.150
51 Other conditions sanitary and safe operation	15	1,357	8,015	21	9,387	1.48%	0.088
52 Misrepresentation; misbranding	0	161	13	0	174	0.03%	0.002
54 Florida Clean Indoor Air Act Compliance	0	0	31	0	31	0.00%	0.000

Food & Lodging Violations**Table 9: Violations Found in Public Food Service Establishments Continued...**

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
55 Automatic Gratuity Notice	0	0	4	0	4	0.00%	0.000
Subtotal: 2. Food Violations - Good Retail Practices	26,778	22,414	283,696	21	332,888	52.35%	3.130
Fire Violations - For Reporting Purposes Only							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
45 Fire extinguishing equipment	0	0	0	872	872	0.14%	0.008
46 Exits not blocked or locked	0	0	0	419	419	0.07%	0.004
47 Electrical wiring/outlets in good repair	0	0	0	124	124	0.02%	0.001
48 Gas appliances; boiler certificate current/posted	0	0	0	617	617	0.10%	0.006
49 Flammable/combustible materials	0	0	0	63	63	0.01%	0.001
Subtotal: 3. Fire Violations (Reporting Only)	0	0	0	2,095	2,095	0.33%	0.020
Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	126,699	142,782	364,302	2,116	635,878	100.00%	5.979
Average Per Inspection	1.19	1.34	3.43	0.02	5.98		
Number of Inspections:	106,351						

Food & Lodging Violations

Figure 3: Top 10 Violations Found in Public Food Establishments

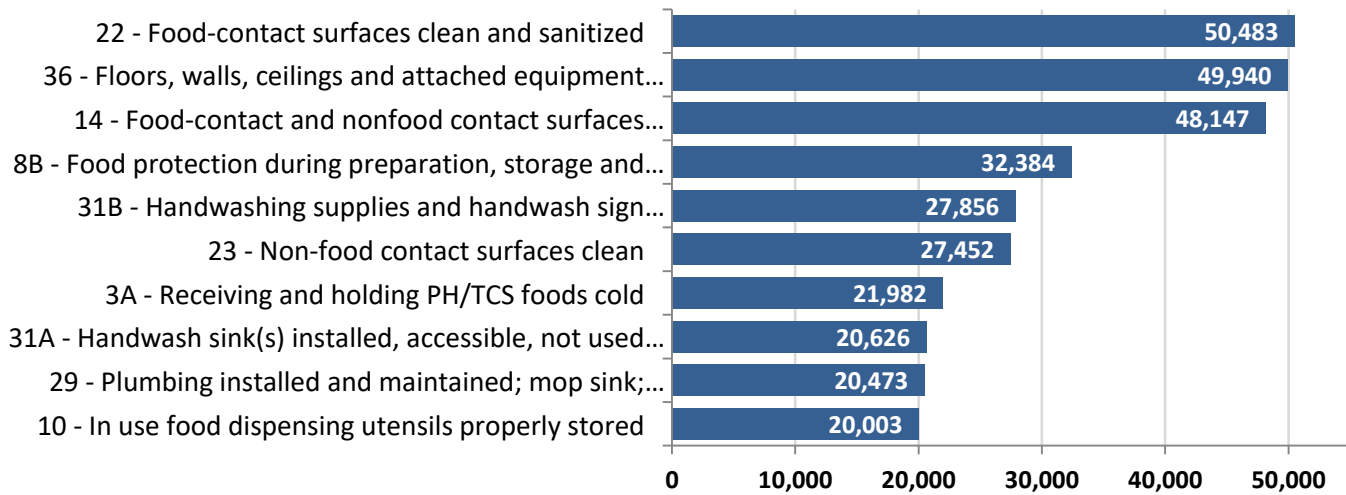


Table 10: Violations Found in Public Lodging Establishments

Lodging Violations								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
05 Safety: Hearing impaired smoke detectors	779	0	0	0	0	779	1.24%	0.024
08 Safety: Boiler, boiler room	92	0	0	0	0	92	0.15%	0.003
09 Safety: Lighting: public, guest rooms	0	0	83	0	0	83	0.13%	0.003
10 Safety: Adequate heating	1	0	0	0	0	1	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	519	0	0	519	0.82%	0.016
12 Safety: Balcony: railing safety, certification	3,573	0	0	0	0	3,573	5.67%	0.112
13 Safety: Building repair	0	0	8,971	0	0	8,971	14.23%	0.282
14 Safety: Proper locking devices	140	0	0	0	0	140	0.22%	0.004
15 Sanitation: Bathrooms: public, guest, supplies	0	0	987	0	0	987	1.57%	0.031
16 Sanitation: Water source safe; hot/cold provided	108	0	0	0	0	108	0.17%	0.003
17 Sanitation: Bedding: bed linens, towels	0	0	1,546	0	0	1,546	2.45%	0.049
19 Sanitation: Plumbing	3,790	36	310	0	0	4,136	6.56%	0.130

Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments Continued...

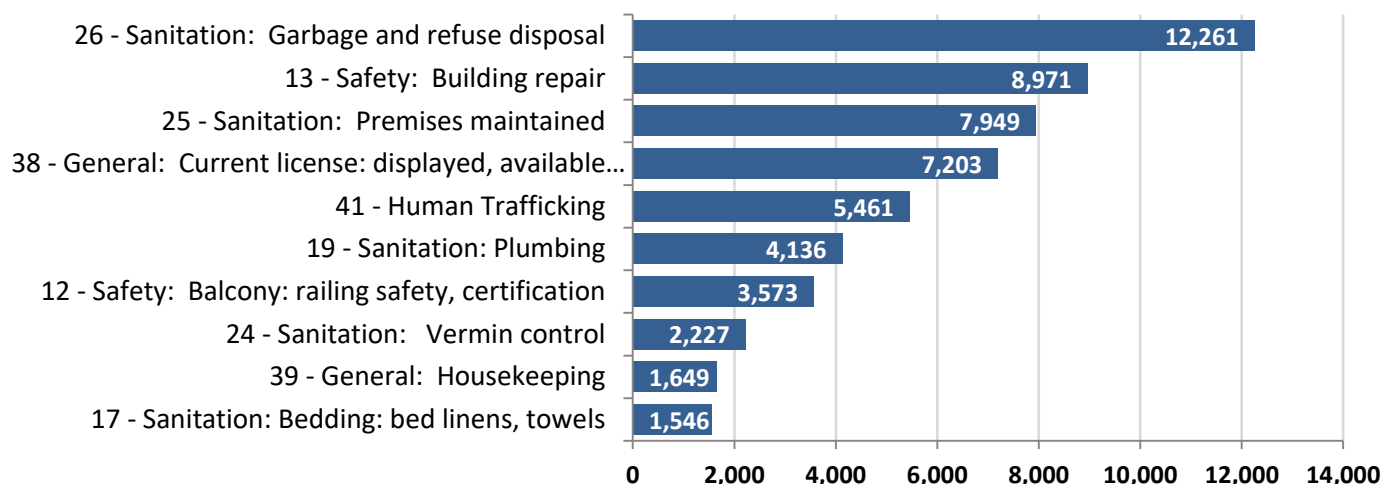
Lodging Violations								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
20 Sanitation: Ventilation	0	0	329	0	0	329	0.52%	0.010
21 Sanitation: Toxics: storage, use	199	857	0	0	0	1,056	1.68%	0.033
22 Sanitation: Ice protection	1,361	0	0	0	0	1,361	2.16%	0.043
23 Sanitation: Glassware; tableware; utensils sanitized	412	14	269	0	0	695	1.10%	0.022
24 Sanitation: Vermin control	2,227	0	0	0	0	2,227	3.53%	0.070
25 Sanitation: Premises maintained	0	0	7,949	0	0	7,949	12.61%	0.250
26 Sanitation: Garbage and refuse disposal	0	0	12,261	0	0	12,261	19.45%	0.385
27 Sanitation: Sewage and waste water disposal	84	0	38	0	0	122	0.19%	0.004
32 Consumer Protection: Security deposit	0	0	0	0	0	0	0.00%	0.000
33 Consumer Protection: Unethical business practices; Overbooking	4	0	0	0	0	4	0.01%	0.000
34 Consumer Protection: Licensee Criminal Conduct	0	0	0	0	0	0	0.00%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	1	0	0	1	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	317	0	0	317	0.50%	0.010
37 Consumer Protection: Guest register	0	0	24	0	0	24	0.04%	0.001
38 General: Current license: displayed, available upon request	4,496	0	2,707	0	0	7,203	11.43%	0.226
39 General: Housekeeping	0	0	1,649	0	0	1,649	2.62%	0.052
40 General: Other conditions: safe, sanitary	55	1	32	0	1	88	0.14%	0.005
Subtotal: 1. Lodging Violations	17,321	908	37,992	0	1	56,221	89.18%	1.767
Human Trafficking Education Violations								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
41 Human Trafficking Education *	0	0	0	5,461	0	5,461	8.66%	0.172
Subtotal: 2. Human Trafficking Education Violations	0	0	0	5,461	0	5,461	8.66%	0.172

* 41 Human Trafficking Education – Violations of FS 509.096 which include employee training requirements, human trafficking awareness and reporting procedures for suspected human trafficking.

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments Continued...

Fire Violations - For Reporting Purposes Only								
Violation Code	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
01 Safety: Fire extinguishers	0	0	0	0	1,210	0	0.00%	0.000
02 Safety: Fire hazards	1,360	0	0	0	91	1,360	2.16%	0.043
03 Safety: Fire Sprinkler system	0	0	0	0	8	0	0.00%	0.000
04 Safety: Smoke detectors; fire alarm systems	0	0	0	0	916	0	0.00%	0.000
05 Safety: Hearing impaired smoke detectors	0	0	0	0	75	0	0.00%	0.000
06 Safety: Exits obstructed	0	0	0	0	44	0	0.00%	0.000
07 Safety: Electrical wiring in good repair	0	0	0	0	126	0	0.00%	0.000
08-03 Safety: Boiler certificate	0	0	0	0	624	0	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	0	0	6	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	1,360	0	0		3,100	1,360	2.16%	0.043
Violation Totals								
	High Priority	Inter-mediate	Basic	Human Trafficking	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	18,681	908	37,992	5,461	3,101	63,042	100.00%	1.981
Average Per Inspection	0.59	0.03	1.19	0.17	0.10	1.98		
Number of Inspections:	31,826							

Figure 4: Top 10 Violations Found in Public Lodging Establishments


Consumer Complaints

Table 11: Food and Lodging Complaint Activity

District									
Disposition	Other	1	2	3	4	5	6	7	Total
Foodborne Illness									
Confirmed *	1	17	5	115	0	19	8	4	169
Handled by Phone	1	0	1	1	0	0	0	0	3
Not Observed	1	72	401	343	14	220	47	198	1,296
Other	5	99	44	62	417	30	158	29	844
FBI - Subtotal	8	188	451	521	431	269	213	231	2,312
Food Service									
Confirmed	11	154	281	499	119	485	175	214	1,938
Handled by Phone	1	2	5	15	7	8	3	15	56
Not Observed	16	302	674	879	811	702	356	421	4,161
Other	53	138	157	153	686	173	174	40	1,574
Food - Subtotal	81	596	1,117	1,546	1,623	1,368	708	690	7,729
Lodging - Apartments									
Confirmed	0	44	18	139	10	106	57	10	384
Handled by Phone	0	0	1	10	0	4	0	1	16
Not Observed	3	22	38	146	62	56	48	28	403
Other	4	40	57	174	153	81	70	25	604
Apartment - Subtotal	7	106	114	469	225	247	175	64	1407
Lodging - Hotels, Motels and Bed & Breakfasts									
Confirmed	0	38	38	176	41	107	75	40	515
Handled by Phone	0	1	0	3	1	6	0	1	12
Not Observed	0	77	111	226	275	122	81	67	959
Other	0	31	24	52	212	60	74	13	466
Lodging - Subtotal	0	147	173	457	529	295	230	121	1,952
Lodging - Vacation Rentals									
Confirmed	0	2	1	3	3	0	15	10	34
Handled by Phone	0	0	0	0	0	0	0	1	1
Handled by Letter/Email	4	4	10	5	12	3	13	12	63
Not Observed	3	2	6	14	51	5	27	19	127
Other	4	4	7	7	58	0	12	8	100
Vacation Rentals - Subtotal	11	12	24	29	124	8	67	50	325
Grand Total	107	1049	1,879	3,022	2,932	2,187	1,393	1,156	13,725

NOTE: *Disposition based on inspection violations, not epidemiological outcomes. Confirmed and Not Observed denotes that the division followed up with an inspection and was able to provide a clear complaint disposition. Disposition "Other" includes inspections where the complaint disposition was unclear and all other follow-ups other than phone calls, including letters, e-mails, referrals to other agencies and not recorded, possibly due to an open investigation.

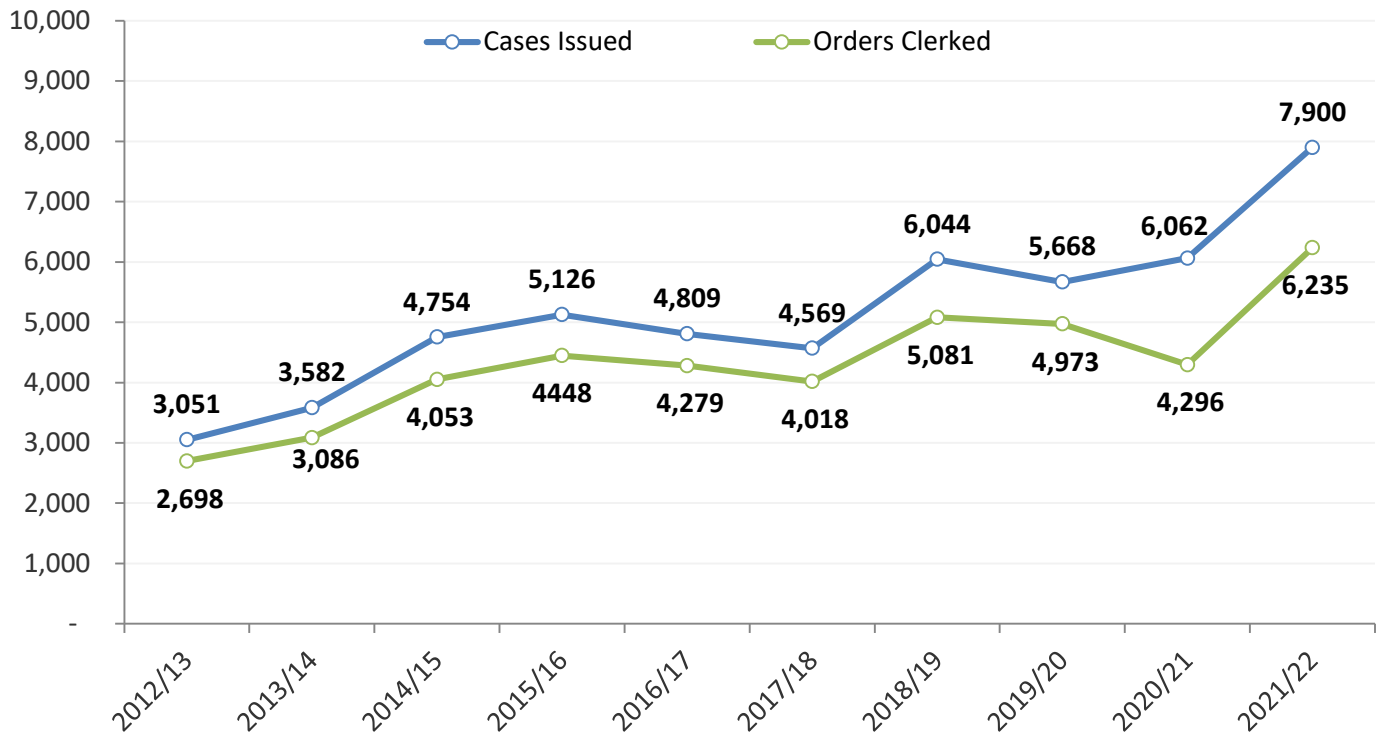
Compliance

Table 12: *Compliance Activity*

COMPLIANCE ACTIVITY	FOOD SERVICE	LODGING	ELEVATORS	TOTAL
Cases issued	4,070	584	3,246	7,900
1st offender	3,198	558	2,140	5,896
2nd offender	660	24	763	1,447
3rd offender	151	2	246	399
4th or higher	61	0	97	158
Settlement Officers				
Settled	2,900	160	644	3,704
Dismissed/Closed	322	316	996	1,634
Final Orders on Waiver	353	63	1664	2,080
Sent to Office of General Counsel	194	15	128	337
Total processed by division	3,769	554	3,432	7,755
Agency Clerk				
Orders Clerked	3,539	244	2,452	6,235
Office of General Counsel				
Cases Opened	196	15	141	352
Cases Closed	213	12	165	390
Dismissed	50	5	96	151
Stipulation & Consent Orders	163	7	67	237
Final Orders	0	0	2	2
Actions				
Suspensions	69	0	0	69
Revocations	0	0	0	0
Fines assessed	\$1,280,114	\$55,695	\$832,475	\$2,168,284
Average fine assessed	\$376	\$242	\$354	
Median fine assessed	\$400	\$200	\$250	
Most frequent fine assessed	\$400	\$200	\$250	
Fines collected	\$1,207,318	\$46,387	\$731,591	\$1,985,296

Compliance

Figure 5: 10-Year History - Compliance Activity Comparison



Elevators

Table 13: Elevator Accounts - End of FY 2021-22

Elevator Type	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	14,470	96.46%	720	3.54%	15,190	1106	90	78	16,464
Hydraulic Passenger	35,695	96.54%	1,725	3.46%	37,420	557	275	266	38,518
Traction Freight	380	92.89%	45	7.11%	425	9	37	38	509
Hydraulic Freight	614	96.50%	46	3.50%	660	9	23	46	738
Hand Power Passenger	6	60.00%	1	40.00%	7	0	0	1	8
Hand Power Freight	2	50.00%	0	50.00%	2	0	8	4	14
Moving Walk	50	100.00%	0	0.00%	50	0	0	0	50
Inclined Lift	38	92.31%	4	7.69%	42	5	0	0	47
Limited Use Limited Application	408	92.22%	46	7.78%	454	36	13	9	512
Dumbwaiter	299	90.14%	40	9.86%	339	12	234	49	634
Escalator	1,090	94.37%	106	5.63%	1,196	39	53	44	1,332
Hand Elevator	2	94.37%	0	5.63%	2	0	0	0	2
Sidewalk Elevator	2	100.00%	0	0.00%	2	0	4	0	6
Material Lift, Dumbwaiter, ATD	9	90.91%	1	9.09%	10	3	1	0	14
Special Purpose Personnel Elevator	73	93.18%	12	6.82%	85	0	11	0	96
Inclined Stairway Chair Lift	46	86.00%	5	14.00%	51	8	13	0	72
Inclined & Vertical Wheelchair Lift	2,866	90.39%	383	9.61%	3,249	167	180	110	3,706
Rack and Pinion/Screw Column	11	100.00%	3	0.00%	14	1	0	0	15
Total	56,061	94.70%	3,137	5.30%	59,198	1,952	942	645	62,737

Elevators

Figure 6: 10-Year History - Active Elevator Accounts and Licensing Compliance Rate

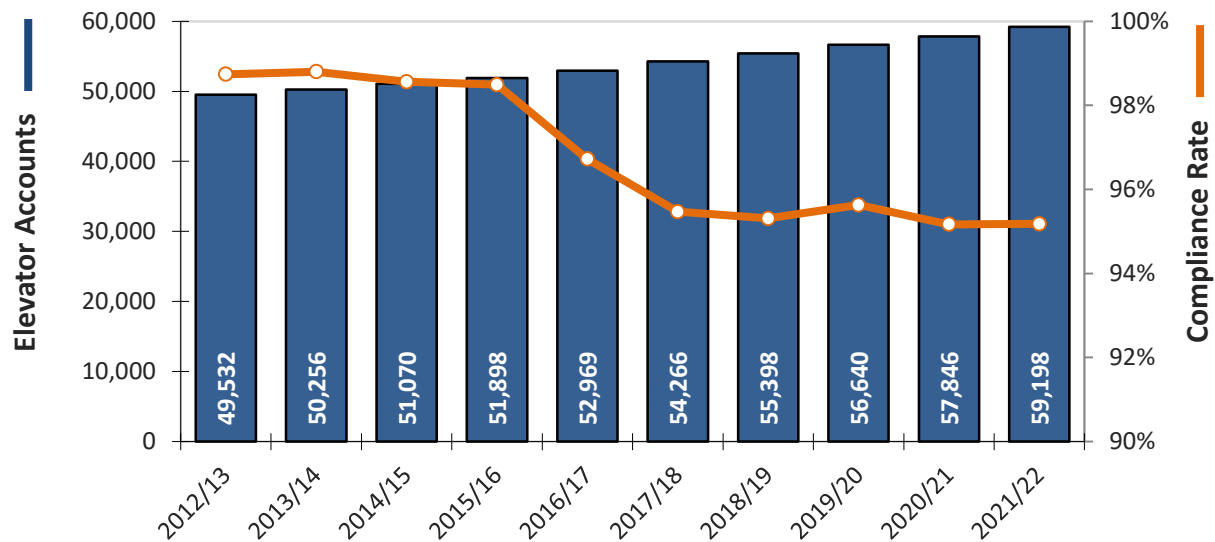


Table 14: 5-Year History - Elevator Professional Credential Accounts

License Type	2017-18	2018-19	2019-20	2020-21	2021-22
Registered Elevator Companies	356	377	410	441	480
Certified Elevator Inspectors	417	456	498	532	572
Certified Elevator Technicians	1,601	1,788	1,877	1,833	2,007
Certificates of Competency	1,868	1,926	2,047	2,045	2,197

Table 15: Elevator Inspections Performed by Inspection Type

Inspection Type	Failed	Passed	Total
Comp Monitoring	144	263	407
Accident	5	13	18
Alteration/Acceptance	72	1,629	1,701
Callback	1,830	13,705	15,535
Complaint	216	192	408
Construction	741	51	792
Industry Oversight/Audit	382	681	1,063
Initial Acceptance	20	1,381	1,401
Routine	17,119	27,337	44,456
Temporary Operation Inspection	40	610	650
Two Stop	127	84	211
Total	20,696	45,946	66,642

Elevators

Figure 7: Historical Comparison of Elevator Inspections

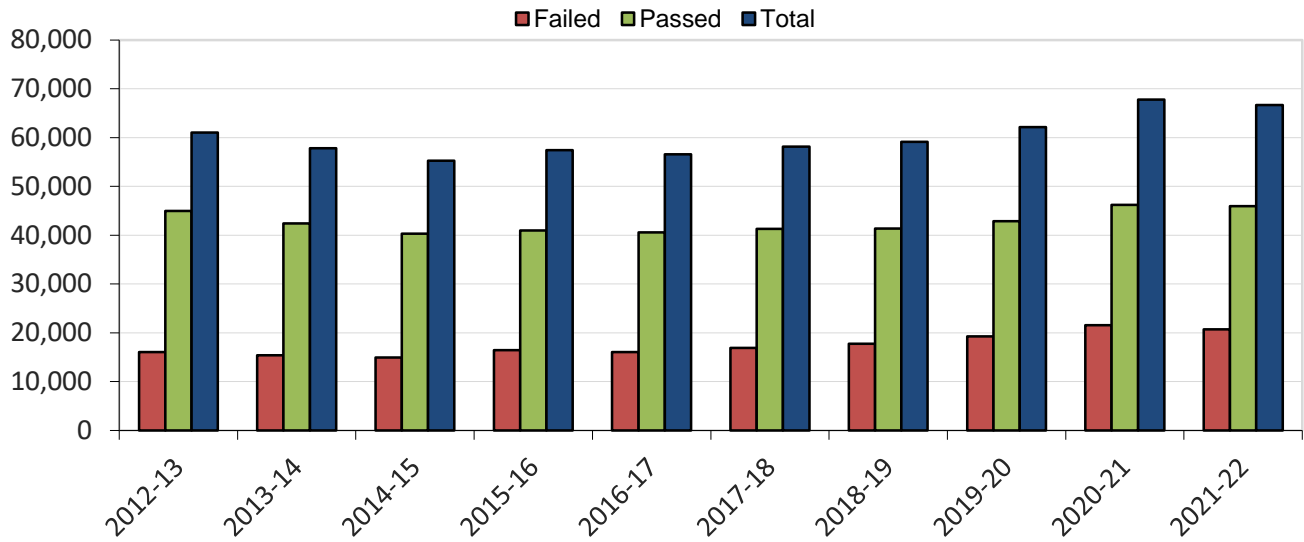


Table 16: 10 Year History - Elevator Accidents

ELEVATOR TYPE	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	Total	% Total
Dumbwaiter	0	0	0	0	0	0	0	0	0	0	0	0.00%
Escalator	268	183	298	288	257	342	404	354	316	534	3,244	56.25%
Hydraulic Freight	2	3	2	2	3	2	2	0	0	2	18	0.31%
Hydraulic Passenger	31	20	19	18	10	36	67	49	47	45	342	5.93%
Inclined Lift (stair)	0	0	1	0	0	0	0	0	0	0	1	0.02%
Inclined Wheel	1	0	0	0	1	1	0	1	0	1	5	0.09%
Limited Use	1	1	0	0	0	0	0	0	0	0	2	0.03%
Moving Walk	116	64	136	187	87	140	213	233	122	266	1,564	27.12%
Special Purpose	0	0	0	0	1	0	0	0	0	0	1	0.02%
Traction Freight	0	0	0	0	0	1	0	0	0	0	1	0.02%
Traction Passenger	44	30	42	35	42	81	101	86	58	70	589	10.21%
Total	463	301	498	530	401	603	787	723	543	918	5,767	100.00%

--- End of Fiscal Year 2021-22 Report ---

Data Sources: DBPR Versa Regulation Single Licensing System, Hotels & Restaurants Plan Review Database, DBPR Qlik Sense, DBPR Office of General Counsel. Data collected from 7/1/2012 – 8/29/2022, some report statistics may vary due to activity since compiling data.