

department of business and professional regulation



Richard T. Farrell, Secretary

Annual Report **FY 1996-1997**

division of hotels and restaurants

Dorothy W. Joyce, Director



Division of Hotels and Restaurants **Annual Report: FY 1996-97**



Executive Summary

The Division of Hotels and Restaurants is responsible for licensing, inspecting and regulating public lodging and food service establishments and elevators in the State of Florida. The division made great progress in meeting its inspection goals during Fiscal Year 1996-97. The appointment of a new Director in May 1996 along with the appointment of a new Bureau Chief in December 1996 brought continuity and leadership to the division. Also, the appointment of a Statewide Enforcement Administrator, Elevator Program Administrator and Director of the Hospitality Education Program provided the division with a fresh focus and an increased level of management and supervisory skills.

The division is organized into three main structural units: The Bureau of Hotels and Restaurants, Office of Licensure and Electronic Data Processing and the Hospitality Education Program. The division also provides administrative support to the Division of Hotels and Restaurants' Advisory Council. The division has 328 full-time employees and an operating budget of \$15,794,700.00.

A reorganization of the division has been approved by the Governor's office and will be fully implemented by October of 1997. This reorganization plan creates six main units within the division: the Bureau of Sanitation and Safety Inspections (formerly the Bureau of Hotels and Restaurants); the Bureau of Elevator Safety (formerly the Elevator Inspection Program); the Bureau of Licensure (formerly the Office of Licensure and Electronic Data Processing); the Office of Enforcement; the Office of Program Policy; and the Hospitality Education Program. Three sub-units of Operational Development, Program Oversight, and 7 district offices complete the organizational structure.

Advisory Council

An eighteen-member advisory council is provided by statute to promote better relations, understanding and cooperation between regulated industries and the division. The secretary of the department appoints nine voting members from the division's licensees and one lay member from the general public. The remaining nine seats include one representative each from the division, the Department of Health, the Florida Apartment Association, the Florida Hotel and Motel Association, the Florida Restaurant Association, the Florida Association of Realtors, and one hospitality administration educator from a state university affiliated with the Hospitality Education Program. Members appointed by the secretary serve staggered terms of four years while the educator serves a two-year term.

The advisory council is required by law to meet every January to elect a chairperson and vice-chairperson. The division's advisory council of industry representatives made many important contributions during the fiscal year in dialogue regarding the statutory definition of the word "transient," the Food and Drug Administration's evaluation of the division's food inspection program, the division's policy on restaurant disciplinary actions, licensing conflicts, and HEP's School-to-Career grant program.

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The Hospitality Education Program (HEP)

The Hospitality Education Program (HEP) is designed to provide education and information to operators of businesses licensed under Chapter 509, Part I, Florida Statutes. Funding is provided from a six-dollar fee which is included in each public lodging and food service establishment license fee. Revenues raised from this fee in FY 96-97 totaled \$448,356.00. The program's main function is the collection, research, preparation and presentation of educational materials and training classes to licensees relevant to the operation and regulation of the hospitality industry. The HEP Office contains over 6,066 training materials and 60 periodicals and is housed on the Florida State University campus. HEP also administers an annual \$150,000 School-to-Career Transition Grant for deserving programs which prepare young students for careers in the hospitality field. This program employs seven full time staff and had expenditures of \$557,056.61 in FY 96-97. Also, HEP conducted workshops and seminars for 15,518 attendees and dispersed 55,815 pieces of educational material this fiscal year.

The Office of Licensure and Electronic Data Processing

The Office of Licensure and Electronic Data Processing is responsible for processing licenses and elevator certificates; reconciling fees received by the division; processing elevator service maintenance contract information; data entry of new licenses and changes of ownership; providing listings and labels for public requests; providing electronically generated management reports for the division; and managing electronic data services on the mainframe computers located at the Department of Management Services' Technology Resource Center. This office employs 10 persons who license and process license renewals for 30,429 public lodging establishments and 35,225 public food service establishments and 36,570 elevator accounts.

The Bureau of Hotels and Restaurants

The Bureau of Hotels and Restaurants within the Division of Hotels and Restaurants is responsible for the overall management and administration of the Elevator Inspection Program, Operational Development and Information Office, the Office of Health and Safety Coordination, the Office of Enforcement, and seven district offices. The Bureau of Hotels and Restaurants administers the public lodging and food service inspection program through seven district offices located throughout the state. The Elevator Inspection Program constitutes a self-contained unit within the bureau to regulate and inspect vertical transportation throughout the state. The Office of the Bureau Chief, Enforcement Section, Office of Health and Safety Coordination, and the Operational Development and Information Office comprise the administrative portion of the division. The Bureau of Hotels and Restaurants has 275 full-time employees.

Quality Assurance Program

In Fiscal Year 96-97, the bureau conducted its second Quality Assurance assessment of the bureau's seven districts. In October 1996, the bureau held its second statewide quality assurance assessment meeting to review the assessment team's findings, take corrective measures where necessary, and set goals and



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objectives for the coming year. The five member Quality Assurance Assessment team, led by the Quality Assurance Coordinator, visited all seven district offices and conducted interviews with the district administrators and staff. Random retrieval of district office files yielded information on time sheets, travel claims, state vehicle reports, phone logs, reimbursement for expenses forms, daily reports from each Sanitation and Safety Specialist (inspector), complaint logs, enforcement logs, Plan Review logs, district operating procedures, and copies of forms. The team then analyzed the data and developed a workload distribution formula for each work unit in the district office.

Emergency and Disaster Preparedness

The division responded to Hurricane Josephine and Tropical Storm Lili in 1996 through its Disaster and Emergency Preparedness Program. Rapid response teams were organized and sent to the stricken areas to conduct damage assessments and re-opening inspections. In FY 96-97, district offices were equipped with additional emergency supplies consisting of foul weather gear, flashlights, gloves, day-glo vests, thermometers, and coolers for holding additional emergency supplies. Also, the Tallahassee staff assisted the State Emergency Operations Center by manning emergency phone lines. Bureau headquarters' personnel also staffed a 1-800 telephone assistance line for licensees affected by the storms.

Statutory and Rule Revision

In September 1996, the division adopted by rule the 1995 FDA Food Code. While no comments were presented to the division during the rulemaking process, the food service industry became involved as soon as the division began the educational process prior to enforcement of the one portion of the Code disallowing bare hand contact with ready to eat foods. As a result, a workshop was held in Tallahassee in February 1997 to receive industry comments. Legislation was filed during the 1997 legislative session to nullify the no bare hands requirement. The division will consider the adoption of the 1997 FDA Food Code after a series of public workshops are held during FY 97-98.

While the Division of Hotels and Restaurants did not propose a division legislative package for the 1997 Legislative Session, it was actively involved in the discussions and deliberations of several controversial bills. Most notable was House Bill 1345, sponsored by Representative Jerry Melvin (R - Ft. Walton Beach), and its companion bill, Senate Bill 1484, sponsored by Senator Al Guttman (R - Miami). The Florida Restaurant Association supported the language of these bills which effectively nullified existing division rules relative to food service employees handling of ready-to-eat foods in public food service establishments.

The division opposed both House Bill 1345 and Senate Bill 1484 for public health reasons but House Bill 1345 successfully passed both the House of Representatives and the Senate. Governor Chiles vetoed this bill on May 29, 1997, citing public health concerns for the guests and residents of this state.

The division worked closely with the members and staff of the House Committee on Tourism and Economic Development, the public lodging industry, the State Fire Marshal's Office, the State Historic Preservation Office, and the fire protection industries to review and rewrite section 509.215, Florida Statutes. This statute section, which pertains specifically to fire protection requirements in transient public lodging establishments, was modified during the 1996 Legislative Session with the directive to establish a task force comprised of the State Fire Marshal, the Director of the Division of Hotels and Restaurants, and the State Historic Preservation Officer. This task force was charged with developing recommendations for a standard system of fire

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protection and life safety support alternatives for transient public lodging establishments, including historic bed and breakfast inns, and provide a report to the Senate President and the Speaker of the House by November 1, 1996.

The completed report and recommended language revisions ultimately became House Bill 1693, sponsored by Representative Bruno Barreiro. This bill and its companion, Senate Bill 2328, successfully passed through all referred committees. House Bill 1693 passed the House of Representatives on April 29, 1997, was sent to the Senate in messages and referred to Senate committees. Upon adjournment of the 1997 Session and in accordance with House Rule 96, this bill has been placed on the House Consent Calendar for the 1998 Session.

The Office of Elevator Programs

The Elevator Inspection Program enforces Florida's elevator safety laws to ensure safety for persons utilizing vertical transportation (i.e., elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts).

Licensing of elevators, approval of elevator plans, issuance of construction and alteration permits, registration of elevator companies, and issuance of Certificates of Competency are accomplished by four administrative support personnel located in Tallahassee. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Office of Licensure and Electronic Data Processing.

Elevator inspection personnel are required to hold a certificate of competency. Nineteen elevator inspectors conduct on-site inspections to ensure that all installations meet national and state safety standards when placed into service and are maintained in a safe manner. The division licensed 36,570 elevator accounts in FY 96-97 and conducted 17,590 inspections.

The Operational Development and Information Office

The Operational Development and Information Office directs and coordinates computer development within the division. This office works with the Department's Bureau of Technology to maintain technological support for division employees and develop long and short range goals for computer enhancements. They have been instrumental in developing automated systems to replace outdated manual processes and is in the process of developing coordinated department/division licensure, inspection and complaint tracking systems; incorporation of optical readers for recording inspection data; and integration of personal computers in all district offices with the department's wide area network. ODI also maintains statistical information, generates reports, produces and coordinates distribution of division forms, brochures, newsletters and publications, and responds to requests for public records, information and statistics.



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The Enforcement Section

A Statewide Enforcement Administrator and five employees are responsible for handling all informal administrative activity for establishments under its jurisdiction. The enforcement process begins at the inspection level when noted violations remain non-complied after reasonable time allotment. Inspections are conducted on a routine basis and emphasize education. When this is unsuccessful, the enforcement process escalates and actions are taken to obtain compliance. The majority of cases are resolved with mutual agreement resulting in a fine, closure, and/or attendance at an educational workshop sponsored by HEP.

During Fiscal Year 1996-97, the division refined and implemented new enforcement guidelines to promote greater uniformity and consistency for enforcement actions involving public lodging and food service establishments. Licensees are no longer given the option to close an operation voluntarily until compliance is obtained. The division now issues a "Closed for Operation" notice and stickers the establishment closed. The guidelines provide for stronger, more efficient enforcement authority at the district level thus streamlining the process with reduced paperflow and prompt resolution of each case. Settlement offers a reasonable and fair agreement with licensees who demonstrate responsiveness and have no significant history of violations.

In FY 96-97, the division doubled the number of enforcement actions and call-back inspections using our resources to target those establishments who continuously fail to operate in compliance. Additionally, the division is taking immediate closure action on establishments posing an imminent public health risk. This has resulted in an 1800% increase in the number of Emergency Orders of Suspension issued on licensed establishments as compared to previous years. The division took enforcement action against 607 lodging and 901 food service establishments resulting in fines of \$160,300 against lodging and \$337,845 against food service establishments totaling \$498,145 in revenue collected.

The Office of Health and Safety Coordination

Florida's public lodging and food service inspectors are subject to one of the most rigorous training programs in the nation. In addition to initial intensive training required to pass the nine-month probationary period as new employees, inspectors are also required to maintain at least twenty hours of continuing education per year and at least forty hours of continuing fire safety training every three years. The Office of Health and Safety Coordination ensures that inspection staff is properly trained through its staff of Certified Evaluation Officers primarily housed in Tallahassee. This office provides new employee orientation programs which provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors. Staff is responsible for keeping abreast of federal and other state food and fire safety code changes which affect the division, and making recommendations to management regarding rules and policies influenced by these changes. The Certified Evaluation Officers also make interpretations of law and rule to resolve specific issues brought to their attention by field staff. This staff provides leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. In addition, they address technical questions from the public regarding laws, rules and procedures, and field complaints prior to investigation by the district offices. A quality assurance plan was recently developed to provide an ongoing process to continually monitor, assess and improve division procedures. An Emergency Coordinator provides direction and guidance for the division on a statewide basis through the division's emergency preparedness plan when headquarters and/or district offices are impacted by emergencies such as hurricanes, flooding and fire disasters.

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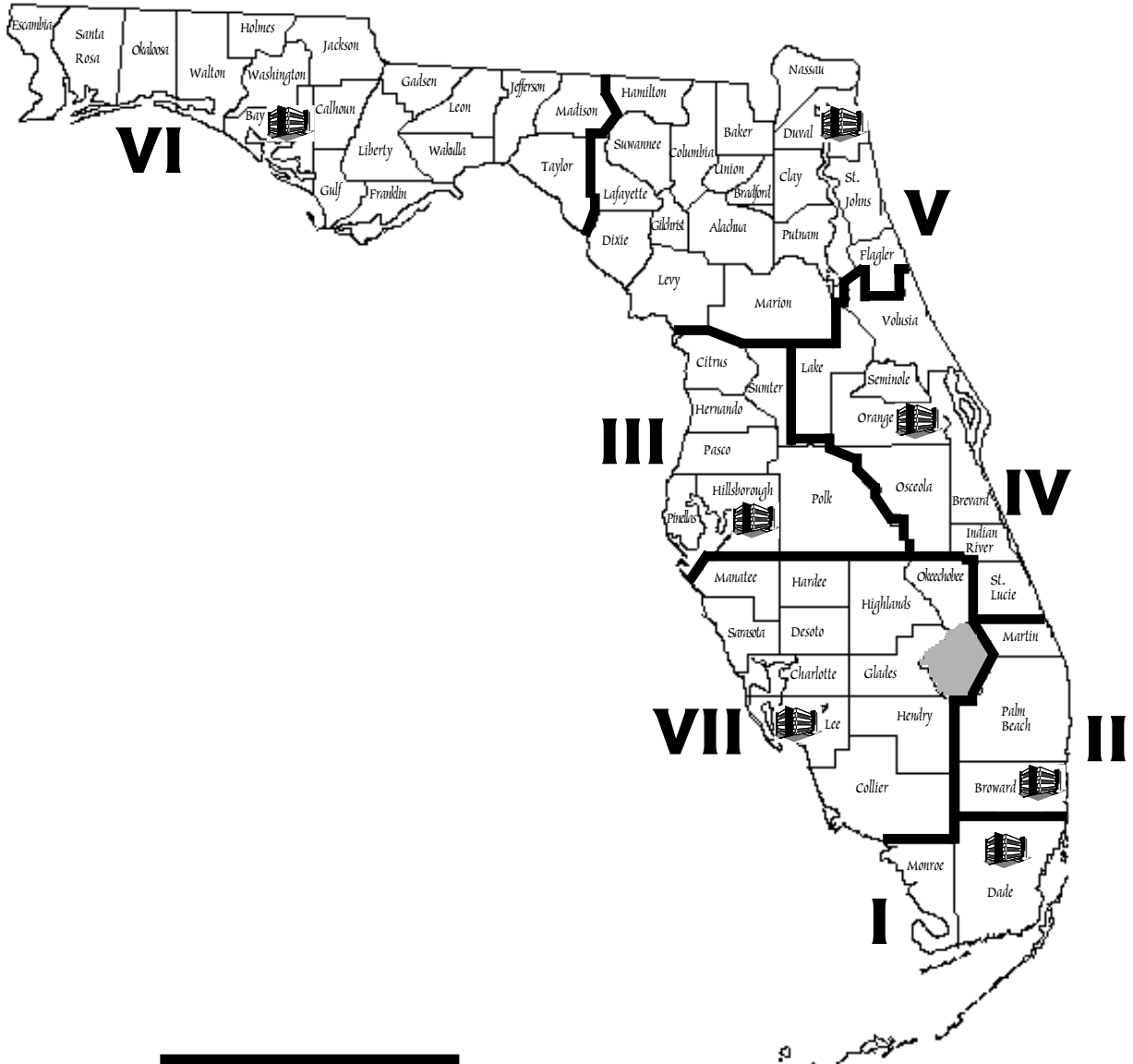



District Offices

The main portion of the Bureau of Hotels and Restaurants resides in the public lodging and food service inspection program administered through seven district offices throughout the state. Each district office is supervised by a district administrator and additional staff includes management review specialists responsible for conducting public food service establishment plan reviews for new and remodeled establishments; inspectors and inspector supervisors; and administrative support staff. District offices are located in Miami, Ft. Lauderdale, Ft. Myers, Tampa, Orlando, Jacksonville, and Panama City Beach. The division, through its district offices, conducted 4,637 plan reviews, 65,195 lodging inspections, and 121,309 food service inspections in FY 96-97. Inspections for FY 96-97 totaled 186,504.

The Division of Hotels and Restaurants is committed to improving the efficiency and effectiveness of its regulatory programs. With industry participation, increased education, standardized inspections, technological advances and relevant quality assurance practices, the division will continue to prove itself a standard among inspection programs. Through its efforts regulating hospitality and elevator industries, the division will endure as guardian of the public's health, safety and welfare.

Division of Hotels and Restaurants Regulatory Districts



 = District Office

Public Food Service Establishment Plan Reviews and Variances



Table 1: Number of Plan Reviews by Type and Fees Processed — FY 1996-97

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	FEES
1	413	215	91	204	923	\$69,225
2	246	187	77	231	741	\$55,575
3	246	193	94	243	776	\$58,200
4	313	219	81	242	855	\$64,125
5	122	137	68	171	498	\$37,350
6	112	89	32	82	315	\$23,625
7	147	163	53	166	529	\$39,675
TOTAL	1,599	1,203	496	1,339	4,637	\$347,775

SOURCE: Division of Hotels and Restaurants Plan Review Logs

Table 2: Number of Variances and Fees Processed — FY 1996-97

MONTH	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
July 96	1	2	3	\$150	\$600	\$750
August 96	6	6	12	\$900	\$1,800	\$2,700
September 96	2	2	4	\$300	\$600	\$900
October 96	2	4	6	\$300	\$1,200	\$1,500
November 96	1	1	2	\$150	\$300	\$450
December 96	1	3	4	\$150	\$900	\$1,050
January 97	0	3	3	\$0	\$900	\$900
February 97	0	1	1	\$0	\$300	\$300
March 97	1	3	4	\$150	\$900	\$1,050
April 97	0	2	2	\$0	\$600	\$600
May 97	0	0	0	\$0	\$0	\$0
June 97	2	3	5	\$300	\$900	\$1,200
TOTAL	16	30	46	\$2,400	\$9,000	\$11,400

SOURCE: Division of Hotels and Restaurants Plan Review Logs

Public Lodging and Food Service Establishment Licensing

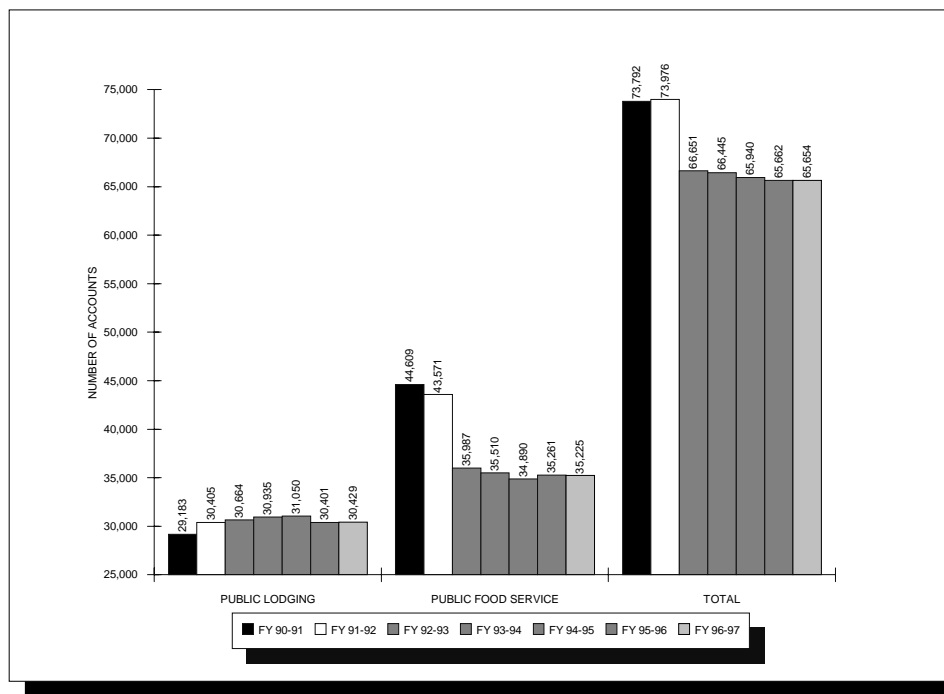


Table 3: Public Lodging and Food Service Establishment License Accounts — End of FY 1996-97

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Nontransient Apartments	6,196	3,873	2,625	1,868	1,342	763	873	17,540
Hotels	304	157	83	149	53	27	55	828
Motels	385	597	678	776	439	482	431	3,788
Rooming Houses	159	58	83	76	53	34	19	482
Resort Condos/Resort Dwellings	152	68	915	3,195	94	1,195	636	6,255
Transient Apartments	196	470	364	180	51	26	249	1,536
SUBTOTAL	7,392	5,223	4,748	6,244	2,032	2,527	2,263	30,429
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,266	5,073	4,999	5,392	3,096	2,219	3,142	28,187
Permanent Nonseating	952	1,109	823	1,013	480	317	448	5,142
Theme Park Food Carts	0	2	1	12	2	0	1	18
Catering	22	47	48	42	30	12	22	223
Mobile Food Dispensing Vehicles	436	181	268	323	127	68	121	1,524
Vending Machines	1	1	0	64	9	0	54	129
Satellite Service Units	0	0	0	0	1	1	0	2
SUBTOTAL	5,677	6,413	6,139	6,846	3,745	2,617	3,788	35,225
GRAND TOTAL	13,069	11,636	10,887	13,090	5,777	5,144	6,051	65,654

SOURCE: H&R Master File Statistics Report dated 07/03/97

Figure 1: Comparison of Total Number of Public Lodging and Food Service Accounts Since 1991



SOURCE: Historical data from previous annual reports; current data from H&R Master File Statistics Report dated 07/12/96

Public Lodging and Food Service Establishment Licensing

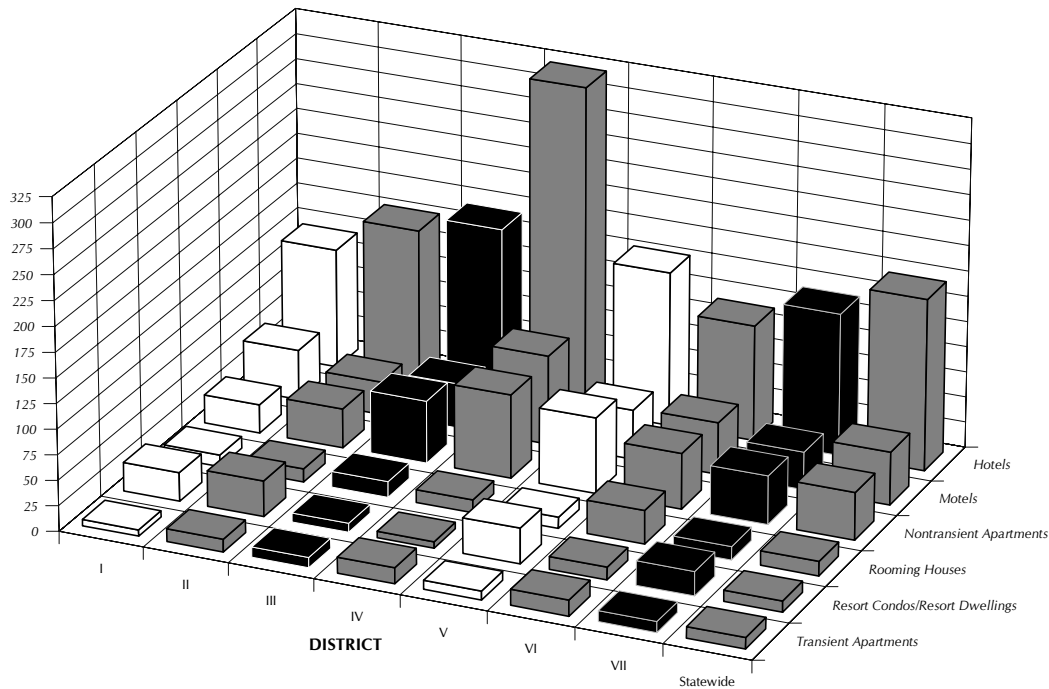


Table 4: Public Lodging Units by Type of Establishment and by District — FY 1996-97

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Hotels	35,863	23,797	13,867	47,865	8,077	3,087	7,726	140,282
Motels	19,031	19,378	29,993	68,161	21,441	24,718	16,095	198,817
Nontransient Apartments	174,716	150,093	161,531	154,106	100,372	41,956	41,960	824,734
Rooming Houses	1,870	749	1,283	966	587	1,123	250	6,828
Resort Condos/Resort Dwellings	4,275	2,387	8,051	19,908	3,286	14,777	15,118	67,802
Transient Apartments	1,224	5,827	3,636	2,818	448	406	2,665	17,024
TOTAL	236,979	202,231	218,361	293,824	134,211	86,067	83,814	1,255,487

SOURCE: H&R Master File Statistics Report dated 07/03/97

Figure 2: Average Number of Public Lodging and Food Service Establishment License Accounts — FY 1996-97



SOURCE: H&R Master File Statistics Report dated 07/03/97

Public Lodging and Food Service Establishment Inspections



Table 5: Public Lodging and Food Service Establishment Inspections Performed — FY 1996-97

PUBLIC FOOD SERVICE INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	13,354	3,541	479	50	8	940	18,372
2	18,523	4,741	1,125	322	29	1,112	25,852
3	13,480	2,568	1,628	0	0	765	18,441
4	16,652	2,711	1,257	65	3	1,526	22,214
5	8,985	1,937	782	158	1	539	12,402
6	7,688	1,372	310	59	12	397	9,838
7	11,338	1,884	558	0	0	410	14,190
TOTAL	90,020	18,754	6,139	654	53	5,689	121,309

PUBLIC LODGING INSPECTIONS					
DISTRICT	TYPE OF INSPECTION				TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	
1	10,727	1,959	532	23	13,241
2	12,115	2,224	345	66	14,750
3	9,102	784	340	0	10,226
4	9,171	1,351	768	17	11,307
5	4,396	475	192	44	5,107
6	4,611	512	82	55	5,260
7	4,795	433	76	0	5,304
TOTAL	54,917	7,738	2,335	205	65,195

TOTAL INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	24,081	5,500	1,011	73	8	940	30,673
2	30,638	6,965	1,470	388	29	1,112	39,490
3	22,582	3,352	1,968	0	0	765	27,902
4	25,823	4,062	2,025	82	3	1,526	31,995
5	13,381	2,412	974	202	1	539	16,970
6	12,299	1,884	392	114	12	397	14,701
7	16,133	2,317	634	0	0	410	19,084
TOTAL	144,937	26,492	8,474	859	53	5,689	186,504

SOURCE: H&R Inspection Activity Reports dated 07/08/97

Public Lodging Establishment Violations



Table 6: Number and Type of Violations Found in Public Lodging Establishments — FY 1996-97

DESCRIPTION	VIOLATIONS		
	NONCRITICAL	CRITICAL	TOTAL
S Fire extinguishers; standpipe systems		11,721	11,721
A Fire hazards		2,524	2,524
F Sprinkler systems; notice of extension		270	270
E Smoke detectors; fire alarm systems		5,960	5,960
S Smoke detectors; hearing impaired		1,323	1,323
A Exits; obstructions		4,088	4,088
F Electrical deficiencies		2,628	2,628
E Boiler; boiler room	238		238
T Public lighting	3,863		3,863
Y Adequate heating		113	113
A Appliances properly installed		1,090	1,090
Balcony, railing safety; certification		3,197	3,197
Building repair; painting	9,266		9,266
Proper locking devices		1,474	1,474
Bathrooms; public; guest; supplies	917		917
SUBTOTAL	14,284	34,388	48,672
S Water source safe; hot/cold provided		265	265
A Bedding; bed linens, towels	788		788
N Household furnishings	1,057		1,057
I Plumbing	7,028		7,028
T Lighting; ventilation	786		786
A Toxics; storage, use	287		287
T Ice protection		780	780
I Glassware, utensils sanitized		1,306	1,306
O Vermin control		4,509	4,509
N Premises maintained	6,930		6,930
N Garbage and refuse disposal	9,448		9,448
Sewage and waste water disposal		564	564
SUBTOTAL	26,324	7,424	33,748
C P False or misleading advertisement		288	288
O R Guest property; liability, notified	169		169
N O Room rate schedule (BPR form 22-004)	1,869		1,869
S T Room rates posted (BPR form 22-018)	2,046		2,046
U E Security deposit	109		109
M C Unethical business practices		105	105
E T Licensee; criminal conduct	15		15
R I Clean Indoor Air Act	29		29
O Telephone surcharge posted	1,408		1,408
N Guest register	150		150
SUBTOTAL	5,795	393	6,188
G Current license properly displayed		5,286	5,286
E Housekeeping	2,464		2,464
N Other conditions - safe, sanitary	2,898		2,898
E Posting operator service information	224		224
R Blocking operator access	15		15
A Copy of Chapter 509, F.S., available	1,037		1,037
L HEP information requested	1,589		1,589
SUBTOTAL	8,227	5,286	13,513
GRAND TOTAL	54,630	47,491	102,121

SOURCE: H&R Inspection Activity Report dated 07/08/97

Public Food Service Establishment Violations



Table 7: Number and Type of Violations Found in Public Food Service Establishments — FY 1996-97

DESCRIPTION	VIOLATIONS		TOTAL
	NONCRITICAL	CRITICAL	
FOOD	Source: sound condition, no spoilage Original container: properly labeled	1,932	1,932
		4,316	4,316
	SUBTOTAL	4,316	1,932
			6,248
FOOD PROTECTION	Potentially hazardous food, unsafe temperatures Facilities to maintain product temperature Thermometers provided and conspicuous Potentially hazardous food properly thawed Unwrapped and potentially hazardous food not re-served Food protection: during storage, preparation, service, etc. Handling of food (ice) minimized Food (ice) dispensing utensils properly stored	19,281 1,924 20,474 3,055 166 26,477 5,503 12,352	19,281 1,924 20,474 3,055 166 26,477 5,503 12,352
	SUBTOTAL	67,861	21,371
			89,232
PERSONNEL	Personnel with infections restricted Hands washed and clean, good hygienic practices Clean clothes, hair restraints	110 12,130 2,161	110 12,130 2,161
	SUBTOTAL	2,161	12,240
			14,401
FOOD EQUIPMENT AND UTENSILS	Food contact surfaces: proper design, good repair, etc. Non-food contact surfaces: proper design, good repair, etc. Dishwashing facilities: proper design, repair, operated, etc. Accurate thermometers, etc. Pre-flushed, scraped, soaked Wash rinse water: clean, proper temperature Sanitization rinse, etc. Wiping cloths clean, use restricted, stored Food contact surfaces of equipment clean, etc. Non-food contact surfaces of equipment and utensils clean Storage, handling of clean equipment and utensils Single service articles: storage, dispensing, used No re-use of single service articles	19,604 20,349 7,292 15,199 691 750 8,780 14,597 37,385 27,845 14,276 9,860 655	19,604 20,349 7,292 15,199 691 750 8,780 14,597 37,385 27,845 14,276 9,860 655
	SUBTOTAL	168,503	8,780
			177,283
WATER	Water source approved, safe, etc.	5,803	5,803
SEWAGE	Sewage and waste water disposal	3,348	3,348
PLUMBING	Installed, maintained Cross-connection, back siphonage, backflow	12,772 6,778	12,772 6,778
	SUBTOTAL	12,772	6,778
			19,550
TOILET AND WASH FACILITIES	Number, convenient, accessible, designed, installed Fixtures, good repair, clean, proper waste receptacles, etc.	10,905 31,390	10,905 31,390
	SUBTOTAL	31,390	10,905
			42,295
GARBAGE AND REFUSE DISPOSAL	Containers: adequate number, covered, clean, etc. Outside storage areas: proper design, clean, etc.	14,255 6,193	14,255 6,193
	SUBTOTAL	20,448	20,448
INSECT/RODENT CONTROL	Presence of insects/rodents, opening protected, etc.	18,330	18,330
FLOORS, WALLS AND CEILINGS	Floors: clean, good repair, etc. Walls/ceilings/attached equipment: constructed, good repair, etc.	19,932 27,944	19,932 27,944
	SUBTOTAL	47,876	47,876
LIGHTING	Proper lighting, etc.	17,067	17,067
VENTILATION	Rooms and equipment: vented as required	2,247	2,247
DRESSING ROOMS	Rooms clean, lockers provided, facilities clean, located, used	2,222	2,222
OTHER OPERATIONS	Toxic items properly stored, labeled, used, necessary Establishment/premises neat, clean, etc. Complete separation from living/sleeping quarters, etc. Clean, soiled linen properly stored	15,513 10,574 185 1,351	15,513 10,574 185 1,351
	SUBTOTAL	12,110	15,513
			27,623
SAFETY	Fire extinguishers: proper and sufficient Exiting system: adequate, good repair Electrical wiring: adequate, good repair Gas appliances: properly maintained, installed Flammable/combustible materials: properly stored	24,365 13,853 11,305 1,605 1,251	24,365 13,853 11,305 1,605 1,251
	SUBTOTAL	52,379	52,379
GENERAL	Current license properly displayed Other conditions: safe, sanitary operation False/misleading statements published, advertised, etc. Food manager certification valid Clean indoor air act Notification of automatic gratuity charge Copy of Chapter 509, F.S., available HEP information requested	5,498 16,981 126 22,157 2,892 59 3,191 1,699	5,498 16,981 126 22,157 2,892 59 3,191 1,699
	SUBTOTAL	47,105	5,498
			52,603
	GRAND TOTAL	436,078	162,877
			598,955

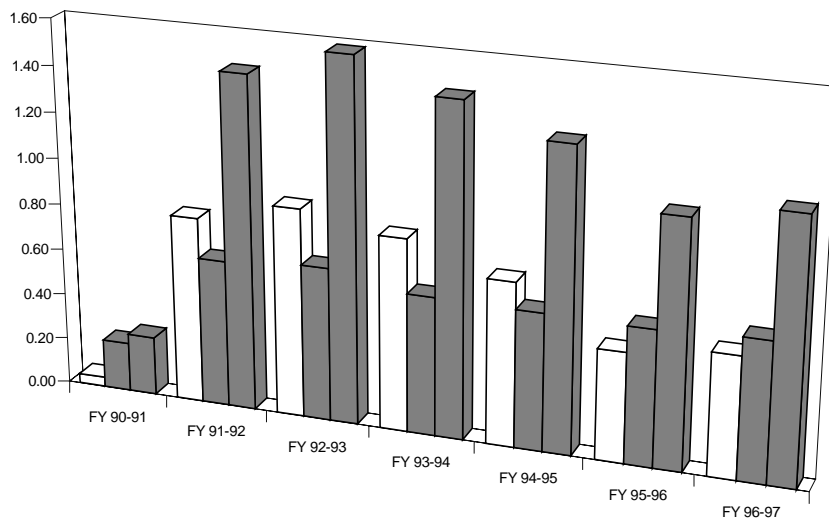
SOURCE: H&R Inspection Activity Report dated 07/08/97

Public Lodging and Food Service Establishment Violations

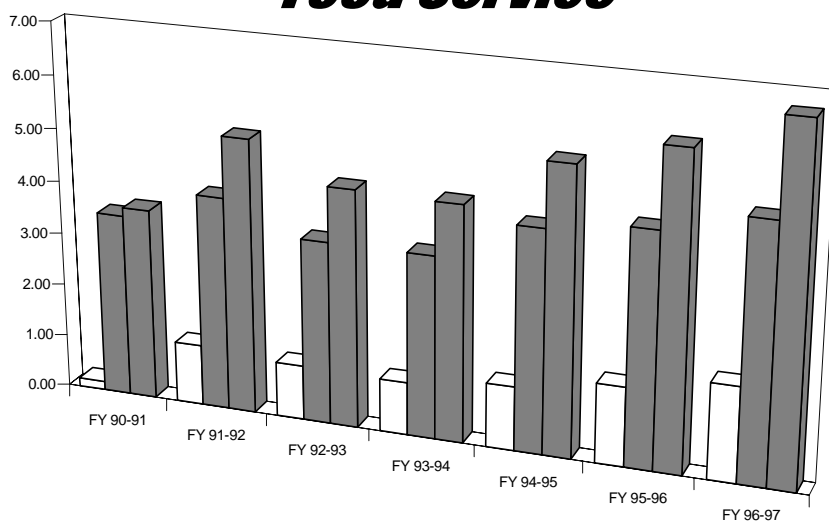


Figure 3: Comparison of Average Number of Violations to Inspections Since 1991

Lodging



Food Service



SOURCE: Historical data from previous annual reports; current data from H&R Inspection Activity Report dated 07/08/97

Public Lodging and Food Service Establishment Quality Assurance



Figure 4:
Comparison of Percentage of Statutorily Mandated Food Service Inspections Completed Each Fiscal Year Since 1993

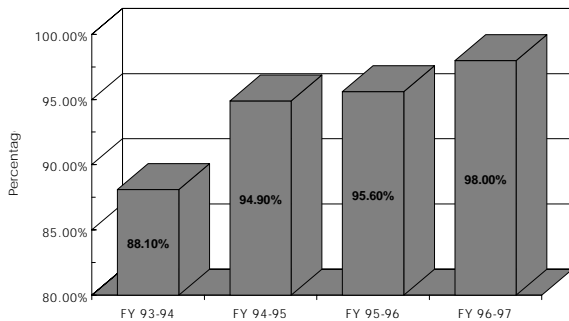


Figure 7:
Comparison of Percentage of Time Extensions to Inspections Completed Each Fiscal Year Since 1993

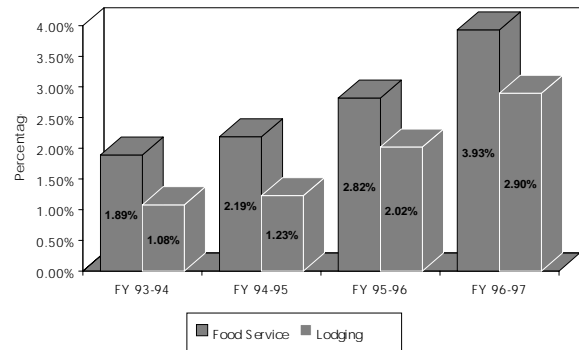


Figure 5:
Comparison of Percentage of Warnings to Inspections Completed Each Fiscal Year Since 1993

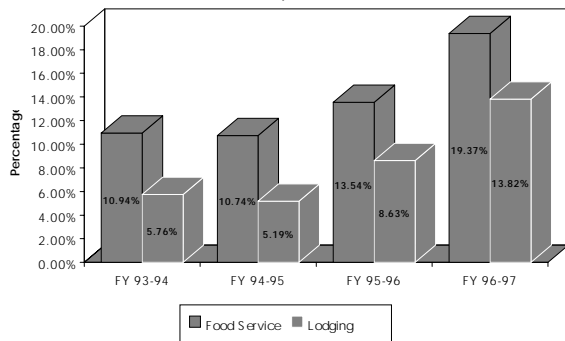


Figure 8:
Comparison of Percentage of Closed Inspections to Total Inspections Completed Each Fiscal Year Since 1993

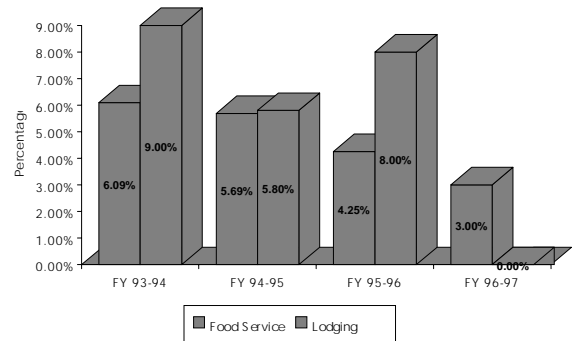


Figure 6:
Comparison of Percentage of Notices to Show Cause to Inspections Completed Each Fiscal Year Since 1993

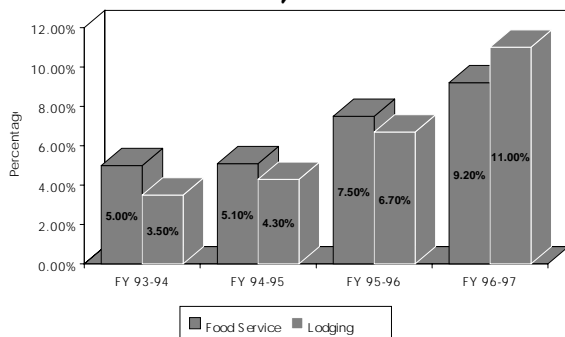
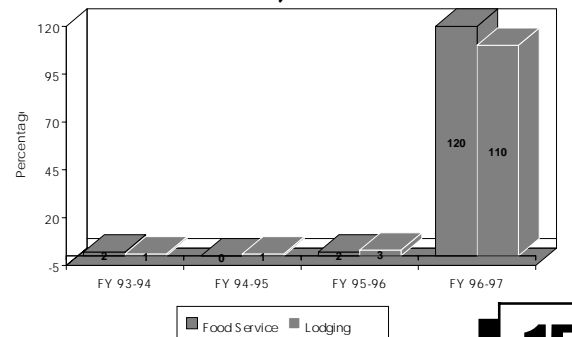


Figure 9:
Comparison of Number of Emergency Orders/Closures Completed Each Fiscal Year Since 1993



Public Lodging and Food Service Establishment Enforcement



Table 8: Public Lodging and Food Service Establishment Enforcement Actions, Dispositions and Resolutions — FY 1996-97

DISTRICT	TYPE	Notices to Show Cause Issued	DISPOSITIONS AND RESOLUTIONS				
			Stipulation & Consent Orders	Case Closures	Agency Actions	Informal Hearings	Fines Paid
1 Miami	LODGING	183	121	30	29	10	\$53,000
	FOOD SERVICE	116	89	12	6	6	\$75,325
	SUBTOTAL	299	210	42	35	16	\$128,325
2 Ft. Lauderdale	LODGING	138	97	19	14	4	\$43,850
	FOOD SERVICE	194	167	17	12	2	\$104,550
	SUBTOTAL	332	264	36	26	6	\$148,400
3 Tampa	LODGING	34	23	5	4	2	\$9,000
	FOOD SERVICE	75	63	5	3	0	\$26,975
	SUBTOTAL	109	86	10	7	2	\$35,975
4 Orlando	LODGING	143	71	32	43	24	\$56,715
	FOOD SERVICE	205	140	22	43	6	\$70,460
	SUBTOTAL	348	211	54	86	30	\$127,175
5 Jacksonville	LODGING	45	30	6	9	6	\$20,100
	FOOD SERVICE	141	129	11	1	4	\$72,875
	SUBTOTAL	186	159	17	10	10	\$92,975
6 Panama City	LODGING	24	13	7	2	2	\$4,150
	FOOD SERVICE	71	45	10	14	2	\$21,192
	SUBTOTAL	95	58	17	16	4	\$25,342
7 Ft. Myers	LODGING	17	9	3	4	1	\$4,400
	FOOD SERVICE	71	61	3	4	3	\$44,550
	SUBTOTAL	88	70	6	8	4	\$48,950
STATEWIDE TOTALS	LODGING	584	364	102	105	49	\$191,215
	FOOD SERVICE	873	694	80	83	23	\$415,927
GRAND TOTAL		1,457	1,058	182	188	72	\$607,142

SOURCE: H&R District Office Files - Revised 11/13/97

NOTE: This report reflects only five months for informal hearings due to vacant Enforcement Administrator position.

Elevator Licensing

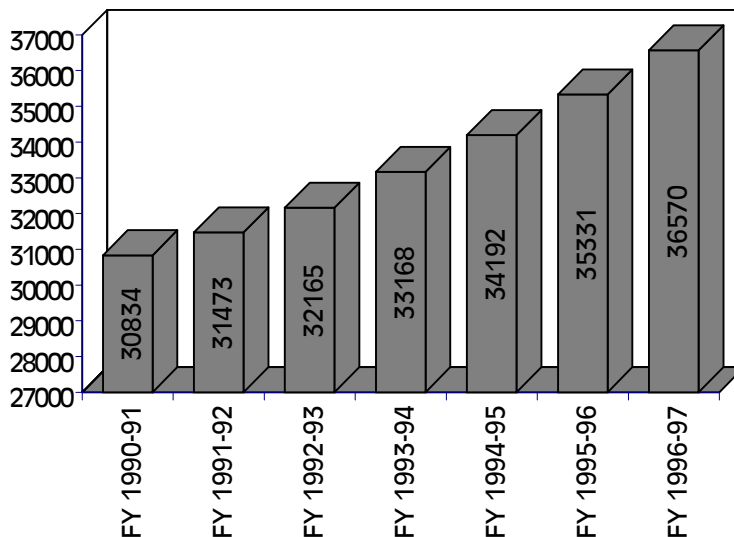


Table 9: Number of Elevator Accounts by Status and By Inspection Area — End of FY 1996-97

AREA	ACTIVE ELEVATORS			SEALED ELEVATORS	UNDER CONSTRUCTION	2-LANDING EXEMPT	TOTAL
	With Contract	Without Contract	TOTAL				
1	1,367	313	1,680	98	69	392	2,239
2	996	175	1,171	31	27	348	1,577
3	1,199	282	1,481	42	45	295	1,863
4	1,163	279	1,442	75	68	319	1,904
5	851	230	1,081	38	74	403	1,596
6	1,106	269	1,375	57	27	415	1,874
7	1,131	195	1,326	125	16	299	1,766
8	886	136	1,022	55	13	174	1,264
9	1,305	167	1,472	24	43	285	1,824
10	1,420	138	1,558	32	29	280	1,899
11	785	80	865	73	21	328	1,287
12	1,349	63	1,412	58	35	221	1,726
13	1,268	98	1,366	10	45	304	1,725
14	1,191	87	1,278	53	16	203	1,550
15	1,320	112	1,432	34	36	207	1,709
16	1,437	65	1,502	7	10	243	1,762
17	1,216	134	1,350	40	24	277	1,691
18	940	223	1,163	182	38	219	1,602
19	1,093	369	1,462	95	61	415	2,033
20	1,491	95	1,586	29	24	377	2,016
21	1,261	177	1,438	8	45	172	1,663
TOTAL	24,775	3,687	28,462	1,166	766	6,176	36,570

SOURCE: Elevator Inspection Program

Figure 10: Comparison of Number of Elevator Accounts Since 1991



SOURCE: Historical data from previous annual reports; current data provided by Elevator Inspection Program

Elevator Licensing



Table 10: Number of Elevator Accounts by Elevator Type and Contract Status — End of FY 1996-97

ELEVATOR TYPE	With Contract	Without Contract	Total	% OF TOTAL
Traction Passenger	7,717	571	8,288	23.20%
Hydraulic Passenger	21,438	1,769	23,207	64.96%
Traction Freight	263	249	512	1.43%
Hydraulic Freight	474	146	620	1.74%
Hand Power Passenger	0	3	3	0.01%
Hand Power Freight	1	36	37	0.10%
Moving Walk	30	3	33	0.09%
Inclined Lift	0	2	2	0.01%
Dumbwaiter	533	469	1,002	2.80%
Manlift	13	33	46	0.13%
Escalator	882	141	1,023	2.86%
Sidewalk Elevator	3	6	9	0.03%
Material Lift/Dumbwaiter, Automatic Transfer Device	6	0	6	0.02%
Special Purpose Personnel Elevator	28	45	73	0.20%
Inclined Stairway Chairlift	4	50	54	0.15%
Inclined & Vertical Wheelchair Lift	199	612	811	2.27%
TOTAL	31,591	4,135	35,726	100.00%

NOTE: Excludes sealed elevators, special sealed elevators and elevators under construction.

SOURCE: Division of Hotels and Restaurants Elevator report

Elevator Inspections

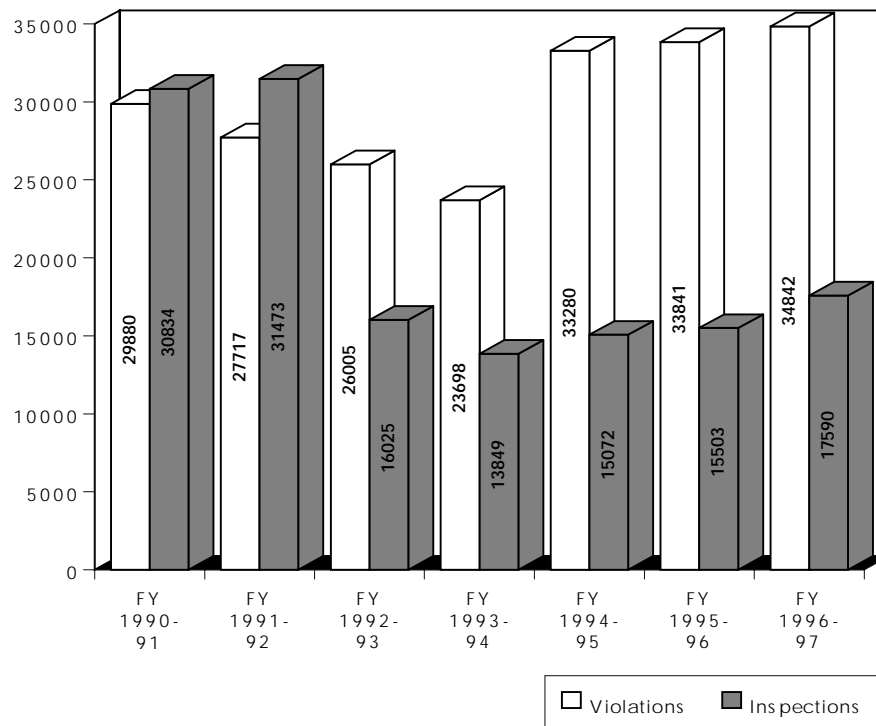


Table 11: Number of Elevator Inspections by Type — FY 1996-97

INSPECTION TYPE	Total
Construction	1,170
Initial	1,342
Reinspection	13,993
Callback	994
Complaint	91
TOTAL	17,590

SOURCE: Elevator Inspection Program

Figure 11: Comparison of Number of Elevator Violations to Inspections Since 1991



SOURCE: Historical data from previous annual reports; current data provided by Elevator Inspection Program



Hospitality Education Program (HEP)

Table 12: HEP Statement of Revenues and Expenditures — FY 1996-97

REVENUES	
Total Revenues from \$6 HEP Fee	\$438,540.00
Interest on Investments	\$9,816.00
EXPENDITURES & ENCUMBRANCES	
	\$274,007.35
Stipends for Graduate Assistants	\$12,105.22
OPS	\$0.00
FICA on Class C Meals	\$28.73
SUBTOTAL	\$286,141.30
Telephone/Communications	\$18,444.80
Printing, Copying & Mailing	\$124.84
Repair & Maintenance	\$4,433.20
Travel & Seminars	\$40,921.19
Class C Meals	\$375.00
Office Supplies	\$5,692.12
Other Supplies	\$2,912.16
<i>Rentals</i>	
Conference Rooms	\$8,939.66
Other Rentals	\$60.00
Books	\$2,193.34
Subscriptions and Dues	\$7,262.53
Furniture & Equipment	\$45,463.35
Other Expenses	\$6,157.41
HEP School-to-career Grant	\$100,000.00
General Revenue	\$27,935.71
SUBTOTAL	\$270,915.31

Table 13: Summary of HEP Activities — FY 1996-97

MONTH	WORKSHOPS AND SEMINARS		EDUCATIONAL MATERIALS	
	Number Conducted	Number of Attendees	Number of Requests	Number of Items Dispersed
July 96	50	1,304	583	6,351
August 96	47	1,315	466	4,015
September 96	50	1,304	583	6,351
October 96	43	1,337	590	4,221
November 96	34	1,142	376	7,785
December 96	34	913	427	3,857
January 97	34	868	557	5,865
February 97	35	1,145	479	4,172
March 97	40	1,550	450	735
April 97	39	1,131	594	4,771
May 97	34	1,530	546	3,815
June 97	51	1,979	415	3,877
TOTAL	491	15,518	6,066	55,815