

department of business and professional regulation

*Lawton Chiles, Governor*

*Richard T. Farrell, Secretary*



# Annual Report

FY 1997-1998

division of hotels and restaurants

*Dorothy W. Joyce, Director*

# Division of Hotels and Restaurants

## **Annual Report:**

# **FY 1997-98**

The Division of Hotels and Restaurants (H & R) is responsible for educating and training, licensing, inspecting, and regulating public lodging and food service establishments in Florida pursuant to Chapter 509, Florida Statutes. The division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices, pursuant to Chapter 399, Florida Statutes.

The Division experienced an extraordinary year of accomplishments and achievements. Division food and lodging inspectors made history this year by completing 100% of the statutorily required inspections and 99.8% of inspections required by rule. Elevator inspection staff also surpassed their past performance by completing 94% of their required inspections. Also, since 1995, the Hospitality Education Program (HEP) doubled the number of annual workshops offered and tripled the number of attendees. In addition, a HEP trainer and members of the Office of Enforcement were nominated for Davis Productivity Awards.

In August of 1997, the Division was reorganized to create more manageable units and to increase efficiency and productivity. This reorganization created seven 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. Two sub-units of Operational Development and Program Oversight, and seven district offices complete the organizational structure. The Director's Office also provides administrative support to the Division of Hotels and Restaurants' Advisory Council. In FY 97-98, the Division had 328 full time employees and an operating budget of \$16,824,788.

## ***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 10 voting members from the division's licensees and one voting member which represents the general public for a total of 11 appointees. The other members which are mandated by statute 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, the non-transient lodging industry, 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 adoption of the 1997 FDA Food Code and language prohibiting bare hand contact by food service employees who are preparing ready-to-eat food. The Advisory Council held discussions on the awarding of the School-to-Career Transition grants and hotel room sanitation practices.

## ***OFFICE OF THE DIRECTOR***

The Office of the Director establishes policy for and controls all internal activities of the division and its seven main structural units and two sub-units. The Director: supervises the management of all Division programs; oversees the presentation of the division's annual legislative budget request and ensures that appropriated funds are properly disbursed; ensures that the division is operating within its means; organizes and submits the fiscal year goals and objectives of the division and ensures they are maintained; serves as legislative liaison for the division; is responsible for implementing changes to Chapters 399, 509, and 83-Part II, Florida Statutes, as well as promulgating rules and regulations pertaining to the division's programs; works closely with the Department's legal staff regarding matters of enforcement and the filing of charges against licensees when compliance cannot be obtained; and conducts emergency closures on establishments posing an immediate health or safety threat to the public by suspending their license.

### Operational Development and Information Office

The Operational Development and Information Office (ODI) directs and coordinates computer development within the division. ODI staff works with BPR'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. Future projects include development of coordinated department/division licensing, inspection and complaints tracking systems; incorporation of optical mark readers for recording inspection data; and integration of personal computers with department-wide Year 2000 compliance standards.

ODI also maintains statistical information and generates reports for the division. ODI produces and coordinates distribution of most of the division's forms, brochures, newsletters and publications. Another responsibility of ODI is drafting and coordination of rule amendments for the division. In addition, ODI responds to public requests for public records, information and statistics.

### Office of Program Policy

The Office of Program Policy is responsible for ensuring that section 509.036, Florida Statutes, requirement for public food service inspector standardization is met. Further, this office ensures that inspection staff is properly trained through its staff of qualified trainers and provides new employee orientation programs with detailed levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

Requirements for standardization include:

- Being standardized by a food service evaluation officer certified by the federal Food and Drug Administration (FDA);
- Passing the food protection practices test prescribed by s. 509.039, Florida Statutes; and
- Passing a written examination to demonstrate knowledge of the laws and rules which regulate public food service establishments.

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The division provides a minimum of 20 hours of continuing education annually for each public food service inspector. This continuing education must include instruction in techniques to prevent foodborne illness, sanitation, and a review of relevant laws. In addition, this office provides a mandatory laws and rules lodging course as well as a special Fire Safety inspector course. Also, this office is responsible for providing 15 hours of fire safety continuing education to inspectional staff.

In FY 97-98, the division processed 4,443 plan reviews of food service establishments and collected \$333,225 in fees for that purpose. The Office of Program Policy chairs and organizes monthly plan review conference calls. All technical questions from both industry and field staff are handled by this office and variance requests regarding plan reviews are considered here also. Variances require a timely and thorough review prior to being submitted to the Advisory Council for their approval or denial. Variances processed this fiscal year totaled 49 resulting in \$12,600 being collected in fees.

Certified Evaluation Officer (CEO) phone calls are scheduled and conducted by this office to discuss current trends and issues in food protection. Coordination of the mandatory certification of inspection staff is handled and violation manuals, inspection procedures and protocols are addressed. The CEOs attend monthly district staff meetings and provide training to field staff. Also, this office develops industry advisories; designs educational brochures for inspectors and licensees; and recommends policies and procedures for implementation of law and rule. Other responsibilities include communicating with other regulatory agencies by holding quarterly meetings to discuss and resolve issues between regulatory jurisdictions; answering public questions about food service and lodging issues; taking complaints and inquiries about starting a business; and acting as a technical resource for industry.

These CEOs are responsible for keeping abreast of federal and state food and fire safety code changes which affect the division and making recommendations to management regarding rules and policies influenced by these changes. The technical coordinators also make interpretations of law and rule to resolve specific issues brought to their attention by field staff. This staff provides leadership in any public workshops or hearings to resolve outstanding sanitation and safety issues. In addition, the coordinators address technical questions from the public regarding laws, rules and procedures and field complaints prior to investigation by the district offices.

## Office of Program Oversight

The Office of Program Oversight monitors, assesses, and evaluates all programs administered by the division and reports on the quantity and quality of its activities to the Director and management. This office evaluates a broad spectrum of activities by assessing quality from the perspective of structure, process and outcome. Data is evaluated from which conclusions can be drawn and findings presented in a manner that draws support for correcting or preventing indicated problems. A report is issued annually which addresses outcome oriented assessments, total quality management, and continuous quality improvement.

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### ***HOSPITALITY EDUCATION PROGRAM***

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The Hospitality Education Program (HEP) is designed to provide education, training and information to operators of hospitality businesses licensed by the division. 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 97-98 totalled \$491,868.00.

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. Located at the new University Center at Florida State University, the Hospitality Education Program office and resource center contains over 6,000 training materials and more than 60 periodicals. 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.

Since 1995, the Hospitality Education Program has trained 58,373 hospitality industry employees, has continued to offer additional workshops each year, and now offers workshops throughout the State in communities previously not served. The majority of the program's students come from the more populous areas of the State, including Miami, Ft. Lauderdale, Tampa, St. Petersburg, Orlando, and St. Petersburg.

In FY 97-98, HEP began offering workshops in foreign languages other than Spanish. During 1998, classes were offered in Creole and Mandarin Chinese. Five hundred and ninety-eight workshops and seminars were conducted in FY 97-98 with 22,386 participants attending. Further, HEP responded to more than 5,664 requests for educational materials and dispersed 118,490 items to the division's hospitality licensees.

The Hospitality Education Program is staffed by an Administrator, four Management Review Specialists (trainers), and three Administrative Assistants.

### ***BUREAU OF ELEVATOR SAFETY***

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The Bureau of Elevator Safety enforces Florida's elevator laws to ensure safety for persons utilizing vertical transportation (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The program enforces the American Society of Mechanical Engineers' Safety Code for Elevators and Escalators; the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; National Handicapped Requirements; Chapter 399, Florida Statutes; and Chapter 61C-5, Florida Administrative Code (FAC).

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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 a Bureau Chief and four administrative support personnel located in Tallahassee. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Bureau of Licensure. The office also monitors contracted agencies (Dade County, Miami Beach, Metro Dade County and Reedy Creek Improvement District) to ensure that inspections adhere to state standards.

Elevator inspection personnel are required to hold a certificate of competency. Twenty-one 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 38,292 elevator accounts in FY 97-98 and conducted 19,887 inspections. The Bureau of Elevator Safety employs 26 full time employees.

### *Special Task Force Appointed*

On May 6, 1998, the Secretary's Task Force on Escalator Safety was formed by the Division with its primary focus being to examine and identify the potential hazards associated with escalators and to recommend and advocate potential solutions. Task force members represent public facilities, Florida's attractions, the elevator/escalator industry, groups concerned about the safety of children and seniors, retailers and state regulators.

There are approximately 1,100 escalators in operation in Florida. The most common types of accidents involve falling and clothing or body parts becoming entangled with escalator equipment. While people of all ages are reflected in the limited data available concerning escalator accidents, children and the elderly are the most vulnerable because of their limited physical capabilities. From 7/1/97 through 3/31/98 there have been 183 escalator accidents reported and since 1995, a total of 770 escalator accidents have been reported in Florida. There are approximately 90 billion plus escalator riders in the United States each year.

To this end, the task force is looking at ways to increase awareness of and exposure to educational materials being developed as well as use of those already in existence. The Elevator-Escalator Safety Foundation in Mobile, Alabama, has produced materials for children and adults. More than one-million children, primarily second-graders, have been educated through the Foundation's Safe-T Rider program being reviewed by the task force.

The task force has held five meetings to date with more expected to be held in late Fall of 1998. A report with the task force's findings and recommendations is expected to be submitted to Secretary Farrell mid-December.

## ***BUREAU OF LICENSURE***

The Bureau of Licensure is responsible for processing licenses for public lodging and food service establishments and elevator certificates; reconciling license 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.

The Bureau of Licensure employs 10 persons who process licenses and license renewals for 66,162 public lodging and food service establishments and 38,292 elevator accounts. In addition, this bureau provides licensing information, data management and data entry support to the division.

## ***BUREAU OF SANITATION AND SAFETY INSPECTIONS***

The Bureau of Sanitation and Safety Inspections inspects more than 35,000 food service establishments and more than 30,000 lodging establishments annually to ensure the health and safety of Florida's residents and visitors. There are in excess of 200 Sanitation and Safety Specialists (more commonly called inspectors) in seven districts throughout the state. District offices are located in Miami, Ft. Lauderdale, Ft. Myers, Winter Park, Tampa, Jacksonville, and Panama City.

Bureau inspectors oversee 35,732 public food service establishments. Mandated by rule to inspect each restaurant three times a year, this translates into 103,300 routine inspections, or more than 8,750 inspections per month. In FY 1997-98, the Bureau's staff completed 111,352 inspections for 108% compliance. In addition, these same inspectors conducted 66,705 inspections on 30,600 public lodging facilities, a 110.5% compliance.

When combined, Bureau inspectors were responsible for 66,332 accounts and completed 178,057 total routine inspections -- while they were only required to complete 164,584. The 97-98 combined total represents 108% compliance.

In addition to periodic inspections required by law, the Bureau's inspectors also:

- conduct opening inspections for new establishments and changes of ownership;
- conduct call-back inspections on establishments having critical violations to correct within a specified time;
- perform health inspections for alcoholic beverage license applicants;
- investigate complaints;
- assist the Department of Health with foodborne illness investigations; and
- resolve landlord/tenant disputes regarding security deposits.

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

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

### *Special Task Force on Hotel Room Sanitation Appointed*

A Task Force on Hotel Room Sanitation was created on July 31, 1997, and charged with the responsibility to determine: (1) if a public health and safety problem exists; (2) if there is a need for any revision or change to existing rules, regulations, or inspection procedures administered by the Division of Hotels and Restaurants; and (3) if there is a need for legislative action.

To fulfill this responsibility the task force examined industry standards for hotel/motel linen sanitation in Florida and other states. The task force also reviewed current linen sanitation practices within the State's lodging industry to evaluate their effectiveness. Four meetings were held and their recommendations and conclusions were presented to the Secretary and the Legislature on November 3, 1997.

The task force concluded that a public health problem did not exist as a result of hotel sanitation practices. The task force further concluded that existing Florida law and the Division of Hotels and Restaurants' regulations and inspection procedures adequately assure the health, safety and welfare of Florida's lodging guests and do not require modifications or additions to existing laws.

The task force believed that even the small number of samples with residues or microorganisms found represented an opportunity for the Division to provide additional assistance to the lodging industry. Expanded training of housekeeping personnel would remind them of the importance of following their standard cleaning procedure in each room they cleaned. Consequently, the task force recommended the creation of a training video to help improve the overall level of sanitation statewide. This video would be created by the division in conjunction with the hotel industry to teach the best practices for housekeeping and could be funded through the division's Hospitality Education Program (HEP). Finally, it was recommended that the HEP program will develop additional workshops focusing on hotel room sanitation. This training could be mandatory for any lodging property's housekeeping staff and management that failed to meet the inspection standards of the Division of Hotels and Restaurants.

## ***OFFICE OF ENFORCEMENT***

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



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In FY 97-98, the enforcement program underwent a dramatic change. This revamping resulted in the development and implementation of many new programs and a significant increase in both the number of cases processed and the amount of fines collected. In FY 97-98, the enforcement office issued 430 agency actions, held 187 hearings, issued 4,771 Notices to Show Cause, and received \$1,172,148.20 in fines. Monies paid in fines represent a 181% increase over FY 96-97 and the number of Notices to Show Cause issued increased 298%.

The newly revised program includes:

- an all-phone informal conference format which ensures conferences are conducted in a shorter period of time where they are less adversarial, allows better preservation of evidence, and results in a greater number of settlements;
- a statewide computer system to track cases closely once they enter the enforcement system at the district level;
- a delinquent license computer program to both automatically identify all establishments that did not renew their licenses within the specified time and to generate a charging document for operating without a license;
- an enforcement training program to provide uniformity to each district's enforcement staff;
- an enforcement guideline manual covering all aspects of the new enforcement program; and
- a program to address incomplete, fraudulent, and ineligible applications.

The Office of Enforcement is staffed by an Administrator, a Special Programs Administrator, three Management Review Specialists (settlement officers), and two Administrative Assistants.

## ***STATUTORY AND RULE REVISION***

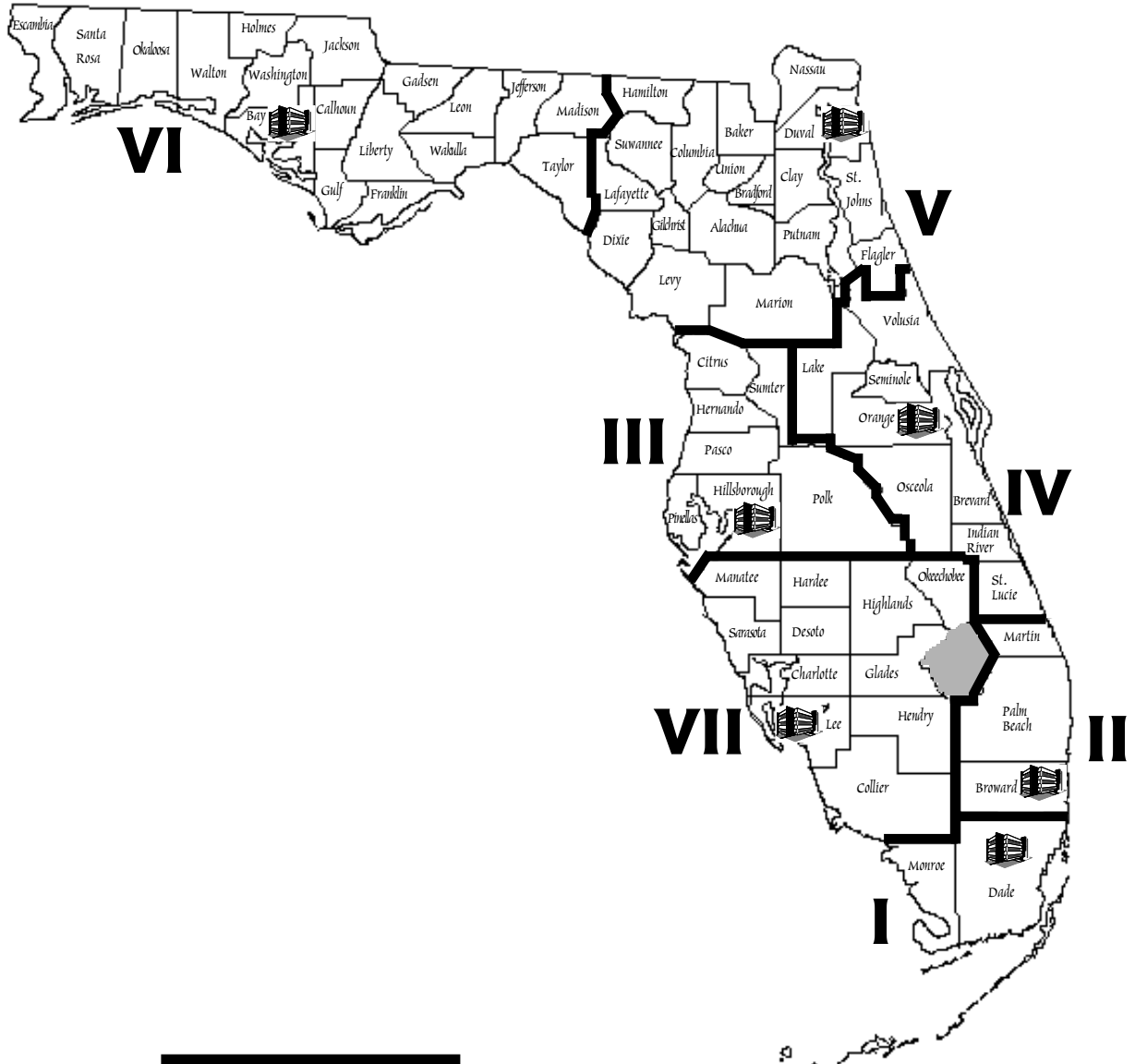
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The Division adopted the U.S. Public Health Service 1997 Food Code into rule January 1, 1998 after holding several workshops and public hearings throughout the state. The provisions of the Food Code are the latest and most scientifically based food safety regulations available. Due to concern surrounding section 3-301.11 (b) regarding prevention of contamination from hands, additional rules were written to accommodate industry concerns (Rule 61C-4.010(1)(d-g), F.A.C.). Rules are now in place that provide for very strict written guidelines allowing for direct hand contact with food and training on proper hand washing.

In the Spring of 1998, the division began offering a new type of health inspection. Division staff began to ask food service licensees to make an appointment for a HACCP visit. A HACCP visit involves an interview or a food safety conference between the inspector and the licensee that focuses on the establishment's menu. This voluntary visit substitutes for one of the required traditional inspections. Inspectors must make an appointment to assure that the appropriate person or persons will have time to talk with the inspector about their menu, selected recipes, and methods currently used to assure food safety. The primary focus of a HACCP visit is education and the prevention of foodborne disease.

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 1997-98

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	FEES
1	204	201	58	121	584	\$43,800
2	317	176	55	232	780	\$58,500
3	351	173	77	207	808	\$60,600
4	410	179	85	189	863	\$64,725
5	213	133	53	151	550	\$41,250
6	128	80	32	68	308	\$23,100
7	164	153	57	176	550	\$41,250
<b>TOTAL</b>	<b>1,787</b>	<b>1,095</b>	<b>417</b>	<b>1,144</b>	<b>4,443</b>	<b>\$333,225</b>

SOURCE: Division of Hotels and Restaurants Plan Review Logs

Table 2: Number of Variances and Fees Processed — FY 1997-98

MONTH	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
July 97	0	3	3	\$0	\$900	\$900
August 97	1	7	8	\$150	\$2,100	\$2,250
September 97	0	6	6	\$0	\$1,800	\$1,800
October 97	1	2	3	\$150	\$600	\$750
November 97	2	2	4	\$300	\$600	\$900
December 97	1	1	2	\$150	\$300	\$450
January 98	2	3	5	\$300	\$900	\$1,200
February 98	0	0	0	\$0	\$0	\$0
March 98	0	4	4	\$0	\$1,200	\$1,200
April 98	3	3	6	\$450	\$900	\$1,350
May 98	2	1	3	\$300	\$300	\$600
June 98	2	3	5	\$300	\$900	\$1,200
<b>TOTAL</b>	<b>14</b>	<b>35</b>	<b>49</b>	<b>\$2,100</b>	<b>\$10,500</b>	<b>\$12,600</b>

SOURCE: Division of Hotels and Restaurants Plan Review Logs

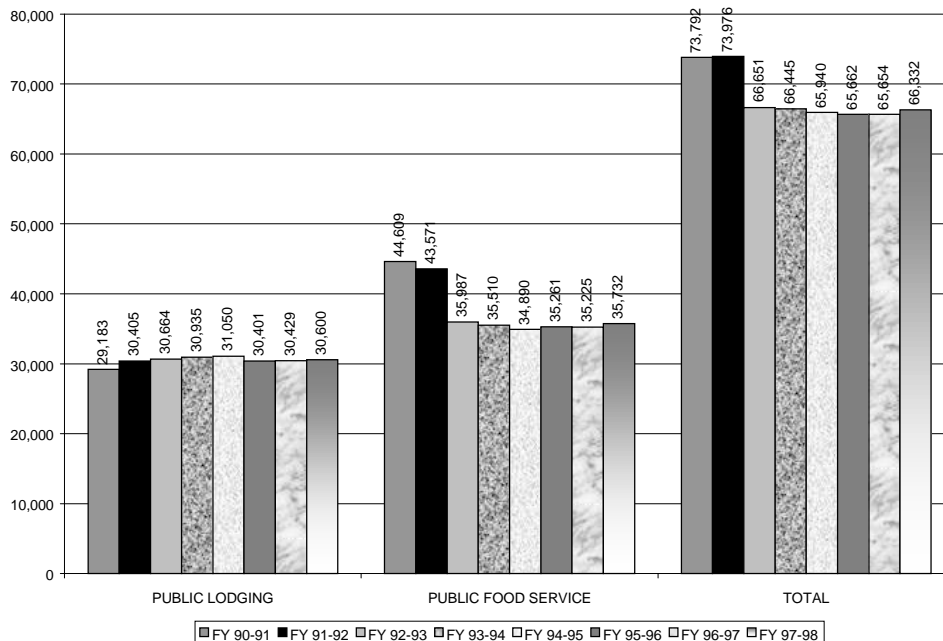
# Public Lodging and Food Service Establishment Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts — End of FY 1997-98

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
<b>PUBLIC LODGING ESTABLISHMENTS</b>								
Nontransient Apartments	6,153	3,913	2,631	1,932	1,380	861	903	17,773
Hotels	291	165	96	158	69	39	63	881
Motels	383	579	673	755	439	477	434	3,740
Rooming Houses	149	52	76	69	45	33	18	442
Resort Condos/Resort Dwellings	186	70	755	3,425	89	1,092	504	6,121
Transient Apartments	200	452	342	158	47	25	249	1,473
Bed and Breakfasts*	15	13	20	26	67	8	21	170
<b>SUBTOTAL</b>	<b>7,377</b>	<b>5,244</b>	<b>4,593</b>	<b>6,523</b>	<b>2,136</b>	<b>2,535</b>	<b>2,192</b>	<b>30,600</b>
<b>PUBLIC FOOD SERVICE ESTABLISHMENTS</b>								
Seating	4,312	5,204	5,054	5,474	3,183	2,229	3,190	28,646
Permanent Nonseating	879	1,103	899	1,024	486	312	437	5,140
Theme Park Food Carts	0	2	1	37	0	0	1	41
Catering	32	53	41	47	38	15	24	250
Mobile Food Dispensing Vehicles	360	147	261	383	146	63	130	1,490
Vending Machines	0	2	0	80	10	0	72	164
Satellite Service Units	0	0	0	0	1	0	0	1
<b>SUBTOTAL</b>	<b>5,583</b>	<b>6,511</b>	<b>6,256</b>	<b>7,045</b>	<b>3,864</b>	<b>2,619</b>	<b>3,854</b>	<b>35,732</b>
<b>GRAND TOTAL</b>	<b>12,960</b>	<b>11,755</b>	<b>10,849</b>	<b>13,568</b>	<b>6,000</b>	<b>5,154</b>	<b>6,046</b>	<b>66,332</b>

SOURCES: H&R Master File Statistics Report dated 07/08/98. Bed and Breakfast information from Projected Revenue Report (HOT 32) dated 07/08/98.

Figure 1: Eight-Year Comparison of Total Number of Public Lodging and Food Service Accounts



SOURCE: Historical data from previous annual reports; current data from H&R Master File Statistics Report dated 07/08/98

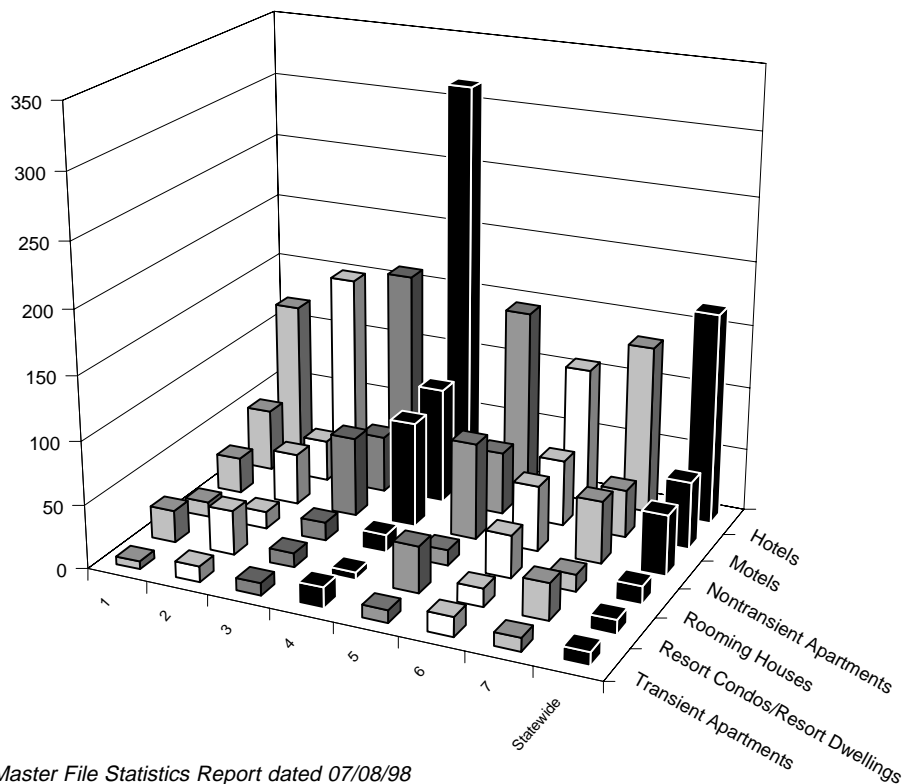
# Public Lodging and Food Service Establishment Licensing

Table 4: Public Lodging Units by Type of Establishment and by District — FY 1997-98

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Hotels	34,776	24,713	15,379	50,083	10,024	4,178	8,394	147,547
Motels	18,846	18,784	30,120	69,620	21,736	24,846	16,319	200,271
Nontransient Apartments	175,068	158,324	165,157	161,563	105,211	44,421	44,485	854,229
Rooming Houses	1,764	696	1,099	1,000	544	1,117	238	6,458
Resort Condos/Resort Dwellings	4,717	2,442	8,458	21,468	3,279	15,588	14,658	70,610
Transient Apartments	1,238	5,615	3,256	2,647	458	384	2,605	16,203
<b>TOTAL</b>	<b>236,409</b>	<b>210,574</b>	<b>223,469</b>	<b>306,381</b>	<b>141,252</b>	<b>90,534</b>	<b>86,699</b>	<b>1,295,318</b>

SOURCE: H&R Master File Statistics Report dated 07/08/98

Figure 2: Average Number of Public Lodging Units per Account — FY 1997-98



SOURCE: H&R Master File Statistics Report dated 07/08/98

# Public Lodging and Food Service Establishment Inspections

Table 5: Public Lodging and Food Service Establishment Inspections Performed — FY 1997-98

PUBLIC FOOD SERVICE INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	18,276	3,987	411	26	11	739	23,450
2	20,067	5,171	1,075	240	18	1,053	27,624
3	19,185	3,413	1,382	1	0	630	24,611
4	22,486	3,654	1,372	52	0	1,643	29,207
5	11,560	1,715	592	233	0	451	14,551
6	8,174	1,369	542	95	4	418	10,602
7	11,604	2,051	558	0	0	386	14,599
<b>TOTAL</b>	<b>111,352</b>	<b>21,360</b>	<b>5,932</b>	<b>647</b>	<b>33</b>	<b>5,320</b>	<b>144,644</b>

PUBLIC LODGING INSPECTIONS					
DISTRICT	TYPE OF INSPECTION				TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	
1	17,538	2,731	398	28	20,695
2	12,161	2,055	331	56	14,603
3	10,479	903	360	0	11,742
4	11,760	1,282	660	15	13,717
5	4,923	465	207	27	5,622
6	5,033	465	106	63	5,667
7	4,811	512	85	0	5,408
<b>TOTAL</b>	<b>66,705</b>	<b>8,413</b>	<b>2,147</b>	<b>189</b>	<b>77,454</b>

TOTAL INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	35,814	6,718	809	54	11	739	44,145
2	32,228	7,226	1,406	296	18	1,053	42,227
3	29,664	4,316	1,742	1	0	630	36,353
4	34,246	4,936	2,032	67	0	1,643	42,924
5	16,483	2,180	799	260	0	451	20,173
6	13,207	1,834	648	158	4	418	16,269
7	16,415	2,563	643	0	0	386	20,007
<b>TOTAL</b>	<b>178,057</b>	<b>29,773</b>	<b>8,079</b>	<b>836</b>	<b>33</b>	<b>5,320</b>	<b>222,098</b>

SOURCE: H&R Inspection Activity Reports dated 07/08/98

# Public Lodging Establishment Violations

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

	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
	Fire extinguishers; standpipe systems		13,617	13,617
	Fire hazards		2,761	2,761
	Sprinkler systems; notice of extension		374	374
	Smoke detectors; fire alarm systems		6,890	6,890
<b>S</b>	Smoke detectors; hearing impaired		1,455	1,455
<b>A</b>	Exits; obstructions		5,437	5,437
<b>F</b>	Electrical deficiencies		2,338	2,338
<b>E</b>	Boiler; boiler room	195		195
<b>T</b>	Public lighting	3,738		3,738
<b>Y</b>	Adequate heating		187	187
	Appliances properly installed		977	977
	Balcony, railing safety; certification		3,849	3,849
	Building repair; painting	9,120		9,120
	Proper locking devices		1,201	1,201
	Bathrooms; public; guest; supplies	1,085		1,085
	<b>SUBTOTAL</b>	<b>14,138</b>	<b>39,086</b>	<b>53,224</b>
	Water source safe; hot/cold provided		292	292
<b>S</b>	Bedding; bed linens, towels	967		967
<b>A</b>	Household furnishings	1,022		1,022
<b>N</b>	Plumbing	8,024		8,024
<b>I</b>	Lighting; ventilation	659		659
<b>T</b>	Toxics; storage, use	334		334
<b>A</b>	Ice protection		897	897
<b>T</b>	Glassware, utensils sanitized		1,478	1,478
<b>I</b>	Vermin control		4,480	4,480
<b>O</b>	Premises maintained	8,326		8,326
<b>N</b>	Garbage and refuse disposal	11,211		11,211
	Sewage and waste water disposal		557	557
	<b>SUBTOTAL</b>	<b>30,543</b>	<b>7,704</b>	<b>38,247</b>
<b>C P</b>	False or misleading advertisement		278	278
<b>O R</b>	Guest property; liability, notified	270		270
<b>N O</b>	Room rate schedule (BPR form 22-004)	2,123		2,123
<b>S T</b>	Room rates posted (BPR form 22-018)	2,262		2,262
<b>U E</b>	Security deposit	100		100
<b>M C</b>	Unethical business practices		82	82
<b>E T</b>	Licensee; criminal conduct	23		23
<b>R I</b>	Clean Indoor Air Act	20		20
<b>O</b>	Telephone surcharge posted	1,743		1,743
<b>N</b>	Guest register	102		102
	<b>SUBTOTAL</b>	<b>6,643</b>	<b>360</b>	<b>7,003</b>
<b>G</b>	Current license properly displayed		7,591	7,591
<b>E</b>	Housekeeping	2,492		2,492
<b>N</b>	Other conditions - safe, sanitary	2,898		2,898
<b>E</b>	Posting operator service information	212		212
<b>R</b>	Blocking operator access	10		10
<b>A</b>	Copy of Chapter 509, F.S., available	917		917
<b>L</b>	HEP information requested*	2180*		0
	<b>SUBTOTAL</b>	<b>6,529</b>	<b>7,591</b>	<b>14,120</b>
	<b>GRAND TOTAL</b>	<b>57,853</b>	<b>54,741</b>	<b>112,594</b>

\*HEP information not included in violation totals

# Public Food Service Establishment Violations

Table 7: Number and Type of Violations Found in Public Food Service Establishments — FY 1997-98

DESCRIPTION	VIOLATIONS		TOTAL
	NONCRITICAL	CRITICAL	
<b>FOOD</b>			
Source: sound condition, no spoilage		2,139	2,139
Original container; properly labeled	5,074		5,074
<b>SUBTOTAL</b>	<b>5,074</b>	<b>2,139</b>	<b>7,213</b>
<b>FOOD PROTECTION</b>			
Potentially hazardous food, unsafe temperatures		20,797	20,797
Facilities to maintain product temperature		2,720	2,720
Thermometers provided and conspicuous	20,692		20,692
Potentially hazardous food properly thawed	3,414		3,414
Unwrapped and potentially hazardous food not re-served		150	150
Food protection: during storage, preparation, service, etc.	30,421		30,421
Handling of food (ice) minimized	5,854		5,854
Food (ice) dispensing utensils properly stored	14,203		14,203
<b>SUBTOTAL</b>	<b>74,584</b>	<b>23,667</b>	<b>98,251</b>
<b>PERSONNEL</b>			
Personnel with infections restricted		115	115
Hands washed and clean, good hygienic practices		15,746	15,746
Clean clothes, hair restraints	2,421		2,421
<b>SUBTOTAL</b>	<b>2,421</b>	<b>15,861</b>	<b>18,282</b>
<b>FOOD EQUIPMENT AND UTENSILS</b>			
Food contact surfaces: proper design, good repair, etc.	21,222		21,222
Non-food contact surfaces: proper design, good repair, etc.	21,822		21,822
Dishwashing facilities: proper design, repair, operated, etc.	7,550		7,550
Accurate thermometers, etc.	15,945		15,945
Pre-flushed, scraped, soaked	883		883
Wash rinse water: clean, proper temperature	635		635
Sanitization rinse, etc.		8,949	8,949
Wiping cloths clean, use restricted, stored	17,077		17,077
Food contact surfaces of equipment clean, etc.	43,377		43,377
Non-food contact surfaces of equipment and utensils clean	31,132		31,132
Storage, handling of clean equipment and utensils	15,506		15,506
Single service articles: storage, dispensing, used	11,354		11,354
No re-use of single service articles	705		705
<b>SUBTOTAL</b>	<b>187,208</b>	<b>8,949</b>	<b>196,157</b>
<b>WATER</b>			
Water source approved, safe, etc.		6,656	6,656
<b>SEWAGE</b>			
Sewage and waste water disposal		3,935	3,935
<b>PLUMBING</b>			
Installed, maintained	14,069		14,069
Cross-connection, back siphonage, backflow		7,016	7,016
<b>SUBTOTAL</b>	<b>14,069</b>	<b>7,016</b>	<b>21,085</b>
<b>TOILET AND WASH FACILITIES</b>			
Number, convenient, accessible, designed, installed		12,832	12,832
Fixtures, good repair, clean, proper waste receptacles, etc.	35,324		35,324
<b>SUBTOTAL</b>	<b>35,324</b>	<b>12,832</b>	<b>48,156</b>
<b>GARBAGE AND REFUSE DISPOSAL</b>			
Containers: adequate number, covered, clean, etc.	15,914		15,914
Outside storage areas: proper design, clean, etc.	6,349		6,349
<b>SUBTOTAL</b>	<b>22,263</b>		<b>22,263</b>
<b>INSECT/RODENT CONTROL</b>			
Presence of insects/rodents, opening protected, etc.		20,006	20,006
<b>FLOORS, WALLS AND CEILINGS</b>			
Floors: clean, good repair, etc.	22,080		22,080
Walls/ceilings/attached equipment: constructed, good repair, etc.	31,221		31,221
<b>SUBTOTAL</b>	<b>53,301</b>		<b>53,301</b>
<b>LIGHTING</b>			
Proper lighting, etc.	19,101		19,101
<b>VENTILATION</b>			
Rooms and equipment: vented as required	2,011		2,011
<b>DRESSING ROOMS</b>			
Rooms clean, lockers provided, facilities clean, located, used	2,698		2,698
<b>OTHER OPERATIONS</b>			
Toxic items properly stored, labeled, used, necessary		15,776	15,776
Establishment/premises neat, clean, etc.	11,184		11,184
Complete separation from living/sleeping quarters, etc.	170		170
Clean, soiled linen properly stored	1,130		1,130
<b>SUBTOTAL</b>	<b>12,484</b>	<b>15,776</b>	<b>28,260</b>
<b>SAFETY</b>			
Fire extinguishers: proper and sufficient		28,281	28,281
Exiting system: adequate, good repair		17,750	17,750
Electrical wiring: adequate, good repair		12,297	12,297
Gas appliances: properly maintained, installed		1,755	1,755
Flammable/combustible materials: properly stored		1,380	1,380
<b>SUBTOTAL</b>		<b>61,463</b>	<b>61,463</b>
<b>GENERAL</b>			
Current license properly displayed		7,244	7,244
Other conditions: safe, sanitary operation	18,575		18,575
False/misleading statements published, advertised, etc.	104		104
Food manager certification valid	23,083		23,083
Clean indoor air act	2,679		2,679
Notification of automatic gratuity charge	33		33
Copy of Chapter 509, F.S., available	3,112		3,112
HEP information requested *	2,478*		0
<b>SUBTOTAL</b>	<b>47,586</b>	<b>7,244</b>	<b>54,830</b>
<b>GRAND TOTAL</b>	<b>478,124</b>	<b>185,544</b>	<b>663,668</b>

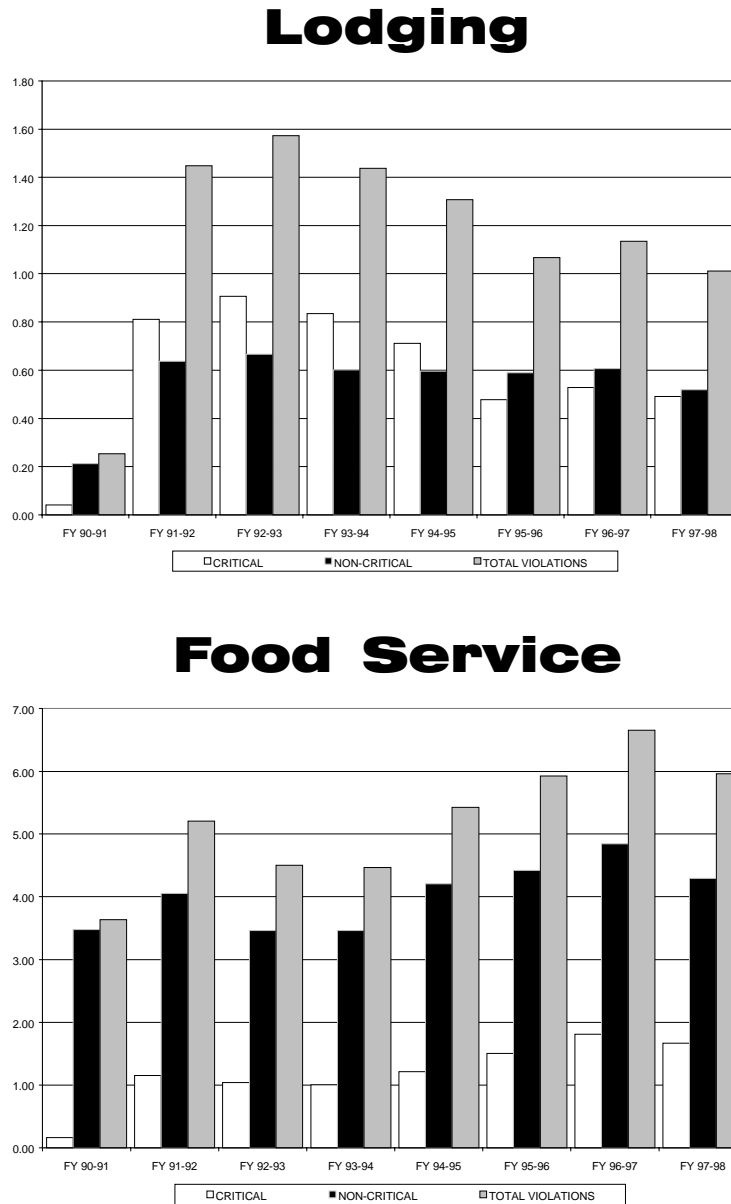
\*HEP information not included in violation totals

SOURCE: H&R Inspection Activity Report dated 07/08/98



# Public Lodging and Food Service Establishment Violations

Figure 3: Eight-Year Comparison of Average Number of Violations to Inspections



SOURCE: Historical data from previous annual reports; current data from H&R Inspection Activity Report dated 07/08/98

# Public Lodging and Food Service Establishment Quality Assurance

Figure 4:  
Five-Year Comparison of Percentage Of  
Statutorily Mandated Food Service Inspections  
Completed Each Fiscal Year

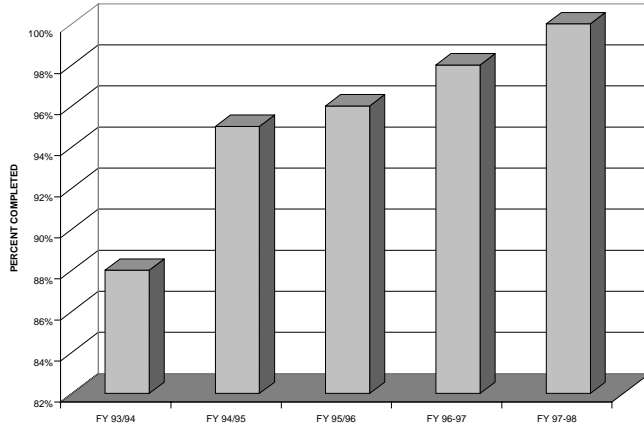


Figure 5:  
Five-Year Comparison of Number Of  
Statutorily Mandated Inspections  
Incomplete at End of Each Fiscal Year

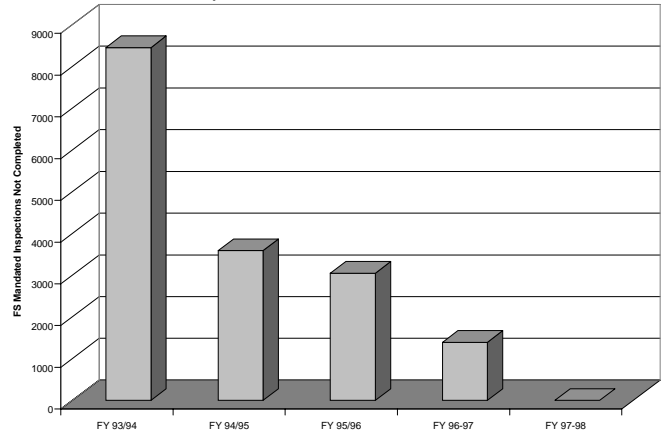
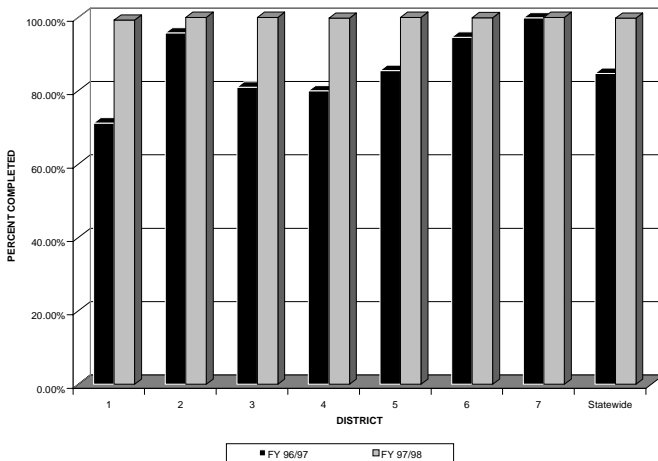


Figure 6:  
Two-Year Comparison of Percentage of  
Inspections Completed as Required by  
Administrative Rule in Each District and Statewide



# Elevator Licensing

Figure 7: Four-Year Comparison of Number of New Elevator Installations

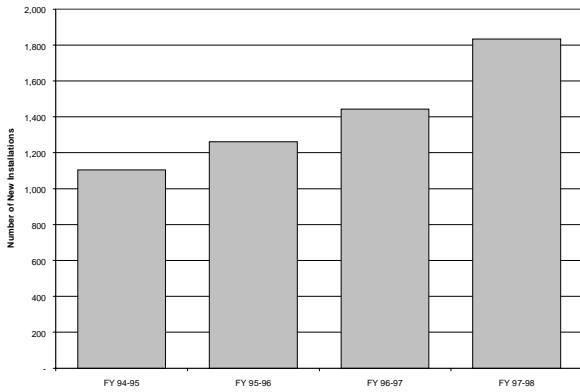


Figure 8: Eight-Year Comparison of Number of Elevator Accounts

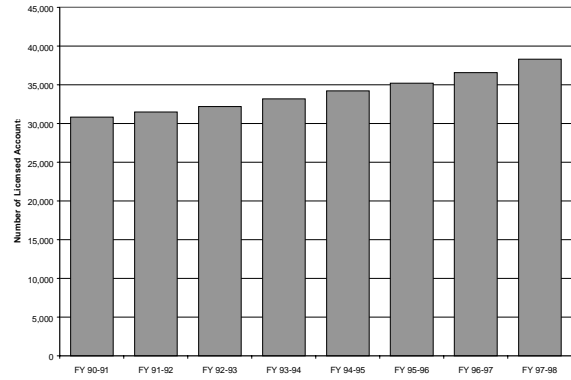


Figure 9: Four-Year Comparison of Elevator Permit Fees

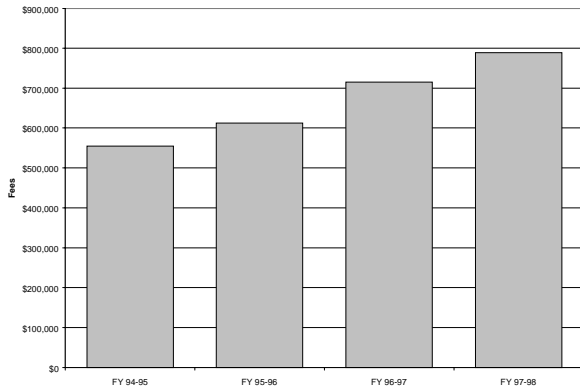
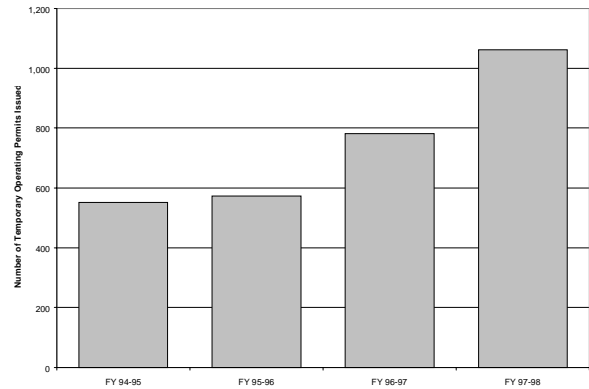


Figure 10: Four-Year Comparison of Number of Temporary Operating Permits Issued



SOURCES: Bureau of Elevator Safety and Office of Program Oversight

# Elevator Inspections

Figure 11: Six-Year Comparison of Number of Elevator Inspections Conducted

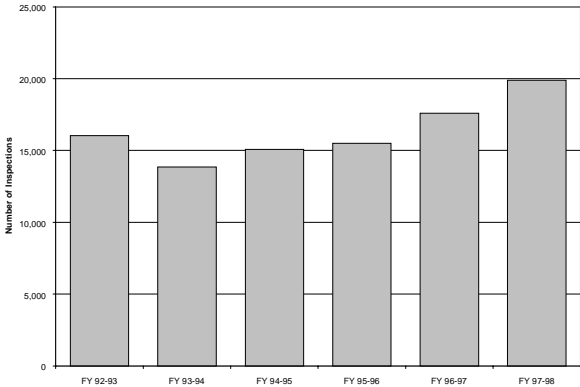


Figure 12: Four-Year Comparison of Number of Elevator Reinspections Required But Not Completed at the End of Each Fiscal Year

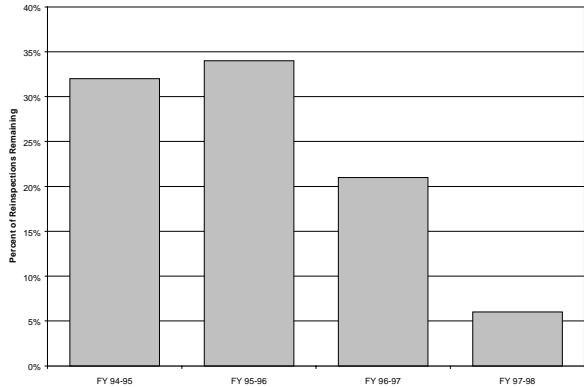


Figure 13: Six-Year Comparison of Number of Elevator Violations Documented

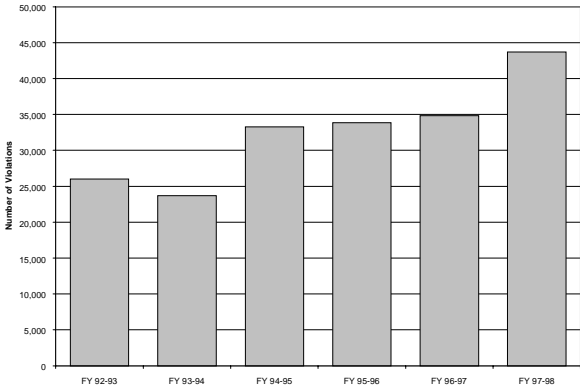


Figure 14: Six-Year Comparison of Number of Elevator Violations Per Inspection

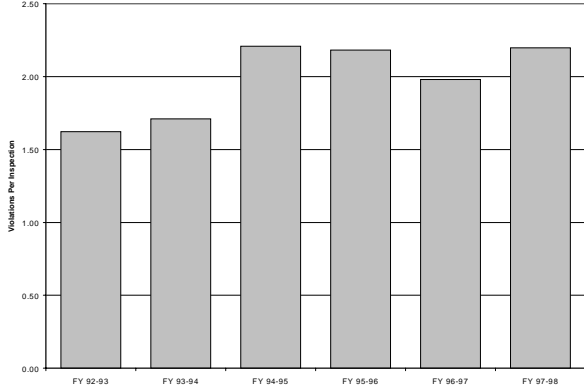
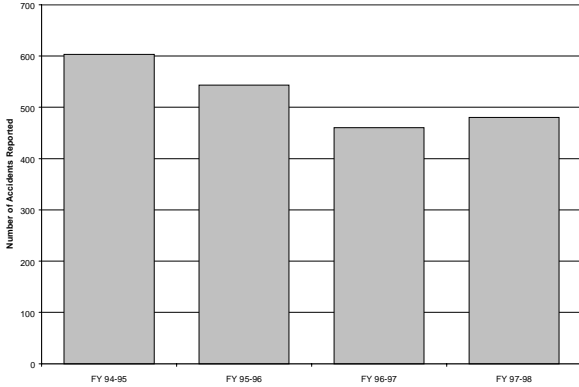


Figure 15: Four-Year Comparison of Number of Elevator Accidents Reported



SOURCES: Bureau of Elevator Safety and Office of Program Oversight

# Hospitality Education Program (HEP) Financial Statement

Table 8: HEP Statement of Revenues and Expenditures — FY 1997-98

<b>REVENUES</b>	
Total Revenues from \$6 HEP Fee	\$491,868.00
Interest on Investments	\$16,209.00
<b>TOTAL REVENUES</b>	<b>\$508,077.00</b>
<b>EXPENDITURES &amp; ENCUMBRANCES</b>	
<b>Salaries and Benefits</b>	\$335,120.37
Stipends for Graduate Assistants	\$9,890.80
Employer's Matching FICA	\$756.60
FICA on Class C Meals	\$67.98
<b>SUBTOTAL</b>	<b>\$345,835.75</b>
<b>Expenses</b>	
Telephone/Communications	\$32,713.94
Printing, Copying & Mailing	\$1,214.65
Moving Expenses	\$200.00
Repair & Maintenance	\$3,887.59
Travel & Seminars	\$45,099.02
Class C Meals	\$1,010.72
Office Supplies	\$1,823.62
Other Supplies	\$2,482.86
<i>Rentals</i>	
Conference Rooms	\$10,601.00
Other Rentals	\$35.00
Subscriptions and Dues	\$5,004.51
Furniture & Equipment	\$5,046.80
Motor Vehicles	\$52,611.00
Other Expenses	\$10,518.03
HEP School-to-career Grant	\$100,000.00
Insurance	\$4,204.19
General Revenue	\$45,015.74
<b>SUBTOTAL</b>	<b>\$321,468.67</b>
<b>TOTAL EXPENDITURES</b>	<b>\$667,304.42</b>

SOURCES: Division Budget Coordinator and SAMAS Level 5 Summary Report dated June 30, 1998

# Hospitality Education Program (HEP) Activity

Table 9: Summary of HEP Activities— FY 1997-98

MONTH	WORKSHOPS AND SEMINARS		EDUCATIONAL MATERIALS	
	Number Conducted	Number of Attendees	Number of Requests	Number of Items Dispersed
July 97	51	2,058	331	3,380
August 97	49	2,019	344	6,352
September 97	43	2,066	338	13,453
October 97	49	1,929	330	5,318
November 97	40	1,437	229	2,311
December 97	36	1,518	339	3,676
January 98	50	1,353	424	5,710
February 98	53	1,782	578	7,960
March 98	53	2,309	544	25,921
April 98	59	1,804	588	8,975
May 98	57	2,079	742	7,910
June 98	58	2,032	877	27,524
<b>TOTAL</b>	<b>598</b>	<b>22,386</b>	<b>5,664</b>	<b>118,490</b>

Figure 16: Five-Year Comparison of Number of HEP Workshops Conducted

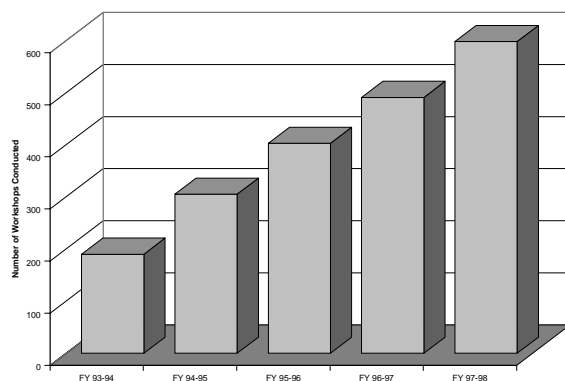
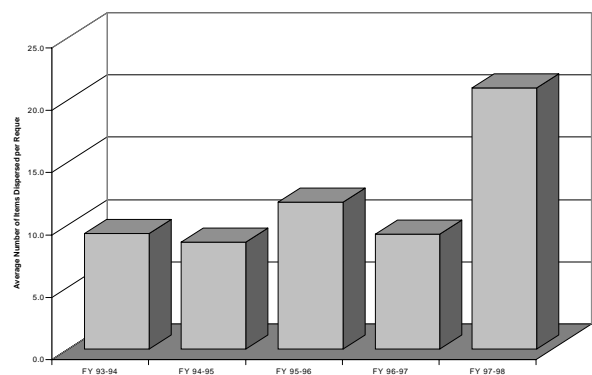


Figure 17: Five-Year Comparison of Number of HEP Workshops Attendees



# Hospitality Education Program (HEP)

## Activity

Figure 18: Five-Year Comparison of Number of Educational Requests Received

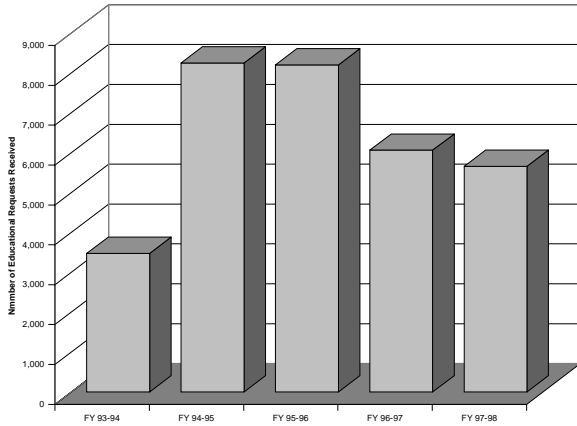


Figure 19: Five-Year Comparison of Number of Educational Materials Dispersed

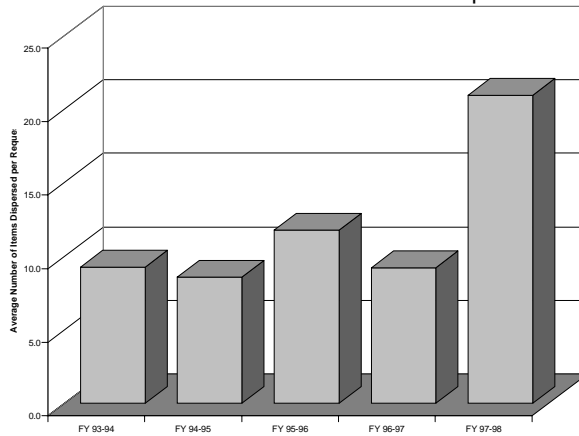


Figure 20: Five-Year Comparison of Average Number of Educational Materials Dispersed Per Request

