

department of business and professional regulation

Jeb Bush, Governor

Cynthia A. Henderson, Secretary



Annual Report

FY 1998-1999



division of hotels and restaurants

Susan R. McKinley, Director



Division of Hotels and Restaurants

Annual Report:

FY 1998-99

The Division of Hotels and Restaurants is responsible for licensing, inspecting and regulating public lodging and food service establishments in Florida pursuant to Chapter 509, Florida Statutes. The mission statement of the Division of Hotels and Restaurants is: "Dedicated to protecting the health and safety of the public through education in partnership with industry." The Division is also responsible for licensing and regulating elevators, escalators and other vertical conveyance devices, pursuant to Chapter 399, Florida Statutes.

The Division is currently organized into seven main units: the Bureau of Sanitation and Safety Inspections; the Bureau of Elevator Safety; the Bureau of Licensure; the Office of Compliance (formerly the Office of Enforcement); the Office of Program Policy; and the Hospitality Education Program. The three sub-units of Operational Development, Program Oversight, and seven district offices complete the organizational structure. The Office of the Director also provides administrative support to the Division of Hotels and Restaurants' Advisory Council.

In FY 98-99, the division had 331 full time employees and an operating budget of \$17,631,861.

OFFICE OF THE DIRECTOR

Susan R. McKinley, Director
(850) 488-1133 FAX (850) 488-1514

The Office of the Director establishes policy for and oversees activities of the Division. The Director develops and maintains activity and administrative plans for the Division; supervises the administration of the Hospitality Education Program; 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 83, 399 and 509 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.

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Operational Development and Information Office

Thomas N. Coker, Operations and Management Consultant Manager
(850) 922-8842 FAX (850) 488-2740

The Operational Development and Information Office (ODI) directs and coordinates computer development within the Division. ODI staff works with DBPR's Bureau of Technology to maintain technological support for division employees and develop goals for computer enhancements. ODI has 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; enhancement of the Division's presence on the Department's Intranet and the Internet at: www.hospitalityeducation.org; creation of a data warehouse of licensing and inspection data accessible through the Intranet for easier retrieval of statistical information; development of web-based applications to track consumer complaints, inspector training and enforcement; incorporation of optical readers for recording inspection data; integration of field technology; and widespread use of imaging technologies for document storage and retrieval.

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. In addition, ODI responds to public requests for public records, information and statistics.

Office of Program Policy

Debra K. Williams, Biological Administrator
(850) 488-9263 FAX (850) 488-2740

The Office of Program Policy ensures that inspection staff is properly trained using its staff of qualified trainers. This Office provides New Employee Orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

The Office coordinates and provides the training opportunities for Division inspection staff in compliance with Section 509.036, Florida Statutes. This includes 20 hours of CEU's per year for foodservice and 40 hours every 3 years for fire safety inspectors.

Staff is 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

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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. The Office of Program Policy also assists with the emergency response functions of the Division.

Additionally, the office coordinates plan reviews for foodservice establishments and handles variances. In FY 98/99 the office handled 4,759 plan reviews and 55 variances.

Office of Program Oversight

Diann S. Worzalla, Special Program Administrator
(850) 922-8850 FAX (850) 488-1514

The Office of Program Oversight (OPO) 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 assessments, total quality management, and continuous quality improvement. OPO coordinates the Division's Speakers Bureau, one of the Division's consumer and licensee outreach programs.

HOSPITALITY EDUCATION PROGRAM (HEP)

Dr. Angel Gonzalez, Administrator
(850) 644-2051 FAX (850) 644-8681

The Hospitality Education Program (HEP) is designed to provide education and information to operators of hospitality businesses licensed by this division. Funding is provided from a fee which is included as part of every public lodging and food service establishment license fee.

The Program researches, prepares and presents educational materials and training classes to licensees relevant to the operation and regulation of the hospitality industry. Located in the new University Center at Florida State University, the Hospitality Education Program office and resource center contains over 6,000 training materials and over 60 periodicals. HEP distributed more than 250,000 educational materials during FY 98/99.

During the past year, the Hospitality Education Program trained hospitality industry employees through free workshops offered in communities throughout the state. HEP workshops are offered in several different languages including Mandarin Chinese, Creole and Spanish. Future projects include: development of several more training seminars ranging from Air Quality for Public Lodging to "Street" HACCP, Advanced HACCP and Personal Hygiene for Food Handlers.

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BUREAU OF ELEVATOR SAFETY

Cathy White, Bureau Chief

(850) 488-9097 FAX (850) 922-6208

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

Licensing of elevators, plan review for proposed elevators, issuance of construction and alteration permits, registration of elevator companies, and issuance of Certificates of Competency are handled by Bureau staff. Annual service maintenance contract status verification and renewals of Certificates of Operation are coordinated with the Bureau of Licensure. The office also manages contracts with the cities of Miami, Miami Beach and Miami-Dade County and Reedy Creek Improvement District to ensure that inspections adhere to state standards. The Bureau of Elevator Safety is planning to establish an educational program for riders in the coming years.

The Bureau conducted 18,279 inspections during FY 98/99. The growth rate of elevator licenses is increasing significantly.

BUREAU OF LICENSURE

Helen S. Reese, Bureau Chief

(850) 922-5335 FAX (850) 488-1514

The Bureau of Licensure processes licenses for public lodging and food service establishments and elevator certificates; reconciles license fees received by the Division; processes elevator service maintenance contract information; enters new licenses and changes of ownership; provides listings and labels for public requests; provides electronically generated management reports for the Division; and manages electronic data services on the mainframe computers currently maintained by the Department of Management Services' Technology Resource Center.

During the past Fiscal Year, the Bureau of Licensure processed licenses and license renewals for 81,469 public lodging and food service establishments and 35,868 elevator accounts. In addition, this Bureau provides licensing information, data management and data entry support to the Division.

Recently, this Bureau has been responsible for Y2K remediation for the Division and a data warehouse startup project. The Bureau is exploring new technological advancements including on-line renewals.

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BUREAU OF SANITATION AND SAFETY INSPECTIONS

Larry Schwartz, Bureau Chief
(850) 488-9263 FAX (850) 488-2740

During FY 98/99 the Bureau of Sanitation and Safety Inspections conducted more than 200,000 inspections of food service and lodging establishments to ensure the health and safety of Florida's residents and visitors. The Bureau has seven district offices that are located in Miami, Ft. Lauderdale, Ft. Myers, Winter Park, Tampa, Jacksonville, and Panama City Beach.

These inspections include:

- routine inspections;
- opening inspections for new establishments and changes of ownership;
- call-back inspections on establishments having critical violations to correct within a specified time;
- temporary event inspections;
- health inspections for alcoholic beverage license applicants;
- complaint investigations;
- assistance to the Department of Health with foodborne illness investigations;
- resolution of landlord/tenant disputes regarding security deposits; and
- other service inspections.

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.

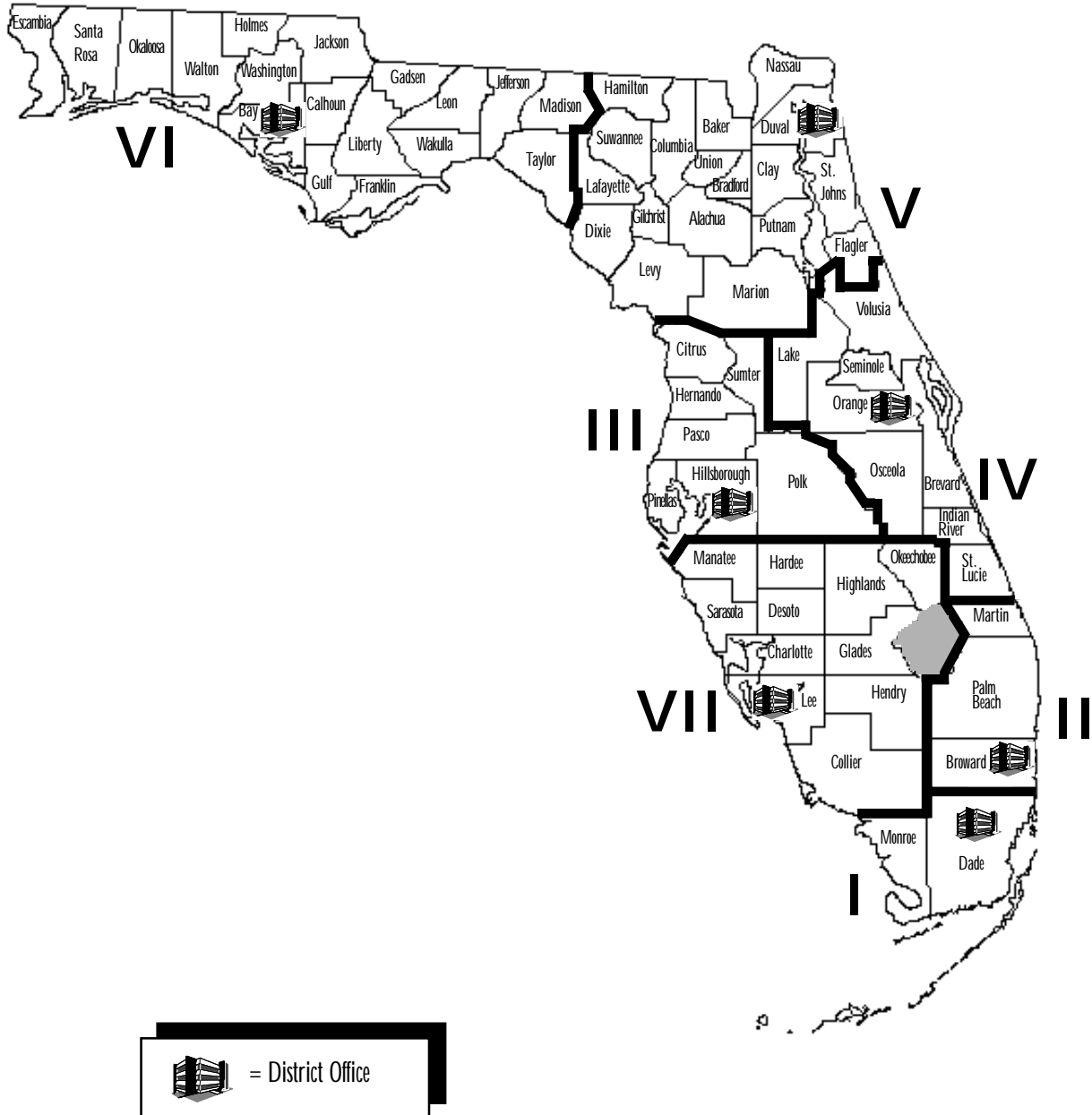
OFFICE OF COMPLIANCE

Geoff Luebkekmann, Administrator
(850) 410-2491 FAX (850) 488-2740

The Office of Compliance manages 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 Division of Administrative Hearings, within the Department of Management Services.

In FY 98/99, the enforcement program was retooled to emphasize compliance rather than enforcement. The Program includes: an informal, less adversarial conference format ensuring telephone conferences are conducted in a shorter period of time, allowing better preservation of evidence and resulting in a greater number of settlements; and a statewide computer system to track cases closely once they enter the enforcement system at the district level.

Division of Hotels and Restaurants Regulatory Districts



Public Food Service Establishment Plan Reviews and Variances

Table 1: Number of Plan Reviews by Type and Fees Processed — FY 1998-99

DISTRICT	New Construction	Conversion	Closed	Remodeled	Total	Fees
1	268	120	63	147	598	\$44,850
2	272	167	63	263	765	\$57,375
3	266	172	85	219	742	\$55,650
4	523	283	120	335	1,261	\$94,575
5	243	116	40	119	518	\$38,850
6	81	103	42	88	314	\$23,550
7	192	139	46	184	561	\$42,075
TOTAL	1,845	1,100	459	1,355	4,759	\$356,925

SOURCE: Division of Hotels and Restaurants Plan Review Logs

Table 2: Number of Variances and Fees Processed — FY 1998-99

DISTRICT	No. of Variances			Fees		
	Routine	Emergency	Total	Routine	Emergency	Total
1	5	12	17	\$750	\$3,600	\$4,350
2	1	4	5	\$150	\$1,200	\$1,350
3	6	7	13	\$900	\$2,100	\$3,000
4	3	3	6	\$450	\$900	\$1,350
5	1	3	4	\$150	\$900	\$1,050
6	0	3	3	\$0	\$900	\$900
7	0	7	7	\$0	\$2,100	\$2,100
TOTAL	16	39	55	\$2,400	\$11,700	\$14,100

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 1998-99

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Nontransient Apartments	6,118	3,967	2,734	1,993	1,419	918	932	18,081
Hotels	297	175	111	196	81	49	71	980
Motels	370	567	663	756	435	478	424	3,693
Rooming Houses	145	50	77	67	41	20	19	419
Resort Condos/Resort Dwellings	205	100	681	3,760	95	1,087	553	6,481
Transient Apartments	202	431	324	150	50	28	257	1,442
Bed and Breakfasts*	17	17	23	32	71	22	24	206
SUBTOTAL	7,354	5,307	4,613	6,954	2,192	2,602	2,280	31,302
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	4,265	5,228	5,052	5,635	3,246	2,305	3,268	28,999
Permanent Nonseating	818	1,114	955	1,000	493	303	448	5,131
Theme Park Food Carts	0	1	25	42	9	0	1	78
Catering	37	56	40	54	48	15	29	279
Mobile Food Dispensing Vehicles	342	156	257	367	158	56	133	1,469
Vending Machines	0	2	0	118	9	0	67	196
SUBTOTAL	5,462	6,557	6,329	7,216	3,963	2,679	3,946	36,152
GRAND TOTAL	12,816	11,864	10,942	14,170	6,155	5,281	6,226	67,454

SOURCES: H&R Master File Statistics Report dated 07/13/99. Bed and Breakfast information from Projected Revenue Report (HOT 32) dated 07/13/99.

Figure 1: Nine-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 07/13/99

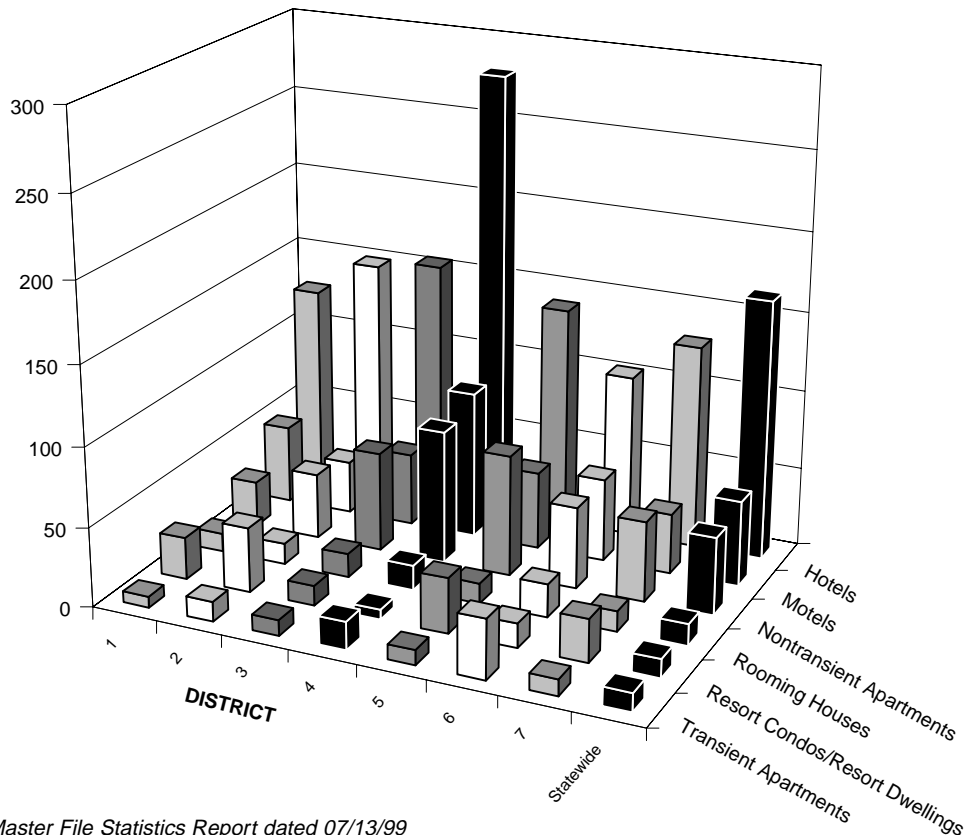
Public Lodging and Food Service Establishment Licensing

Table 4: Public Lodging Units by Type of Establishment and by District — FY 1998-99

ESTABLISHMENT TYPE	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Hotels	37,331	26,080	17,181	54,911	11,253	5,016	9,129	160,901
Motels	18,153	18,890	30,338	70,288	21,305	25,010	16,096	200,080
Nontransient Apartments	175,269	164,241	171,490	167,350	108,282	47,180	47,120	880,932
Rooming Houses	1,699	663	1,137	1,053	526	419	243	5,740
Resort Condos/Resort Dwellings	5,426	4,089	8,595	23,466	3,293	16,701	15,065	76,635
Transient Apartments	1,401	5,341	3,181	2,664	473	1,050	2,609	16,719
TOTAL	239,279	219,304	231,922	319,732	145,132	95,376	90,262	1,341,007

SOURCE: H&R Master File Statistics Report dated 07/13/99

Figure 2: Average Number of Public Lodging Units per Account — FY 1998-99



SOURCE: H&R Master File Statistics Report dated 07/13/99

Public Lodging and Food Service Establishment Inspections

Table 5: Public Lodging and Food Service Establishment Inspections Performed — FY 1998-99

PUBLIC FOOD SERVICE INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	17,531	2,530	287	40	1	543	20,932
2	20,100	4,632	1,001	283	12	905	26,933
3	19,610	2,278	1,232	2	0	715	23,837
4	24,050	3,321	830	26	3	1,940	30,170
5	11,914	1,706	609	123	0	433	14,785
6	8,294	1,027	546	64	2	374	10,307
7	11,642	1,561	654	0	0	397	14,254
TOTAL	113,141	17,055	5,159	538	18	5,307	141,218

PUBLIC LODGING INSPECTIONS					
DISTRICT	TYPE OF INSPECTION				TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	
1	16,763	1,991	305	19	19,078
2	12,293	2,037	303	37	14,670
3	10,496	678	289	0	11,463
4	12,356	1,375	456	15	14,202
5	4,956	347	243	26	5,572
6	5,094	431	158	33	5,716
7	4,863	469	113	0	5,445
TOTAL	66,821	7,328	1,867	130	76,146

TOTAL INSPECTIONS							
DISTRICT	TYPE OF INSPECTION						TOTAL
	ROUTINE	CALLBACK	COMPLAINT	INFORMATION	EPIDEMIOLOGICAL	TEMPORARY	
1	34,294	4,521	592	59	1	543	40,010
2	32,393	6,669	1,304	320	12	905	41,603
3	30,106	2,956	1,521	2	0	715	35,300
4	36,406	4,696	1,286	41	3	1,940	44,372
5	16,870	2,053	852	149	0	433	20,357
6	13,388	1,458	704	97	2	374	16,023
7	16,505	2,030	767	0	0	397	19,699
TOTAL	179,962	24,383	7,026	668	18	5,307	217,364

SOURCE: H&R Inspection Activity Reports dated 07/13/99

Public Lodging Establishment Violations

Table 6: Number and Type of Violations Found in Public Lodging Establishments — FY 1998-99

DESCRIPTION		VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
S A F E T Y	Fire extinguishers; standpipe systems		12,779	12,779
	Fire hazards		2,293	2,293
	Sprinkler systems		489	489
	Smoke detectors; fire alarm systems		6,543	6,543
	Smoke detectors; hearing impaired		1,277	1,277
	Exits; obstructions, exit signs, emergency lights		5,674	5,674
	Electrical deficiencies		2,536	2,536
	Boiler; boiler room	219		219
	Lighting; public, guest rooms	2,935		2,935
	Adequate heating		83	83
	Appliances properly installed		810	810
	Balcony, railing safety; certification		3,260	3,260
	Building repair	8,379		8,379
Proper locking devices		996	996	
	SUBTOTAL	11,533	36,740	48,273
S A N I T A T I O N	Bathrooms; public; guest; supplies	1,042		1,042
	Water source safe; hot/cold provided		204	204
	Bedding; bed linens, towels	937		937
	Household furnishings	977		977
	Plumbing	7,103		7,103
	Ventilation	701		701
	Toxics; storage, use	413		413
	Ice protection		807	807
	Glassware, tableware, utensils sanitized		1,617	1,617
	Vermin control		3,776	3,776
	Premises maintained	8,121		8,121
	Garbage and refuse disposal	10,554		10,554
Sewage and waste water disposal		506	506	
	SUBTOTAL	29,848	6,910	36,758
C O N S U M E R P R O T E C T I O N	Advertisement		278	278
	Guest property; liability, notified	207		207
	Room rate schedule	1,797		1,797
	Room rates posted	2,261		2,261
	Security deposit	108		108
	Unethical business practices; overbooking		83	83
	Licensee; criminal conduct	21		21
	Clean Indoor Air Act	27		27
	Telephone surcharge posted	1,449		1,449
	Guest register	106		106
	SUBTOTAL	5,976	361	6,337
G E N E R A L	Current license properly displayed		6,399	6,399
	Housekeeping	2,753		2,753
	Other conditions - safe, sanitary	2,584		2,584
	Posting operator service information	209		209
	Blocking operator access	21		21
	Copy of Chapter 509, F.S., available	840		840
	HEP information requested*	2109*		0
	SUBTOTAL	6,407	6,399	12,806
	GRAND TOTAL	53,764	50,410	104,174

*HEP information not included in violation totals

SOURCE: H&R Inspection Activity Report dated 07/13/99

Public Food Service Establishment Violations

Table 7: Number and Type of Violations Found in Public Food Service Establishments — FY 1998-99

	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
FOOD	Source: sound condition, no spoilage		1,813	1,813
	Original container; properly labeled	7,596		7,596
	SUBTOTAL	7,596	1,813	9,409
FOOD PROTECTION	Potentially hazardous food, unsafe temperatures		17,618	17,618
	Facilities to maintain product temperature		2,329	2,329
	Thermometers provided and conspicuous	17,163		17,163
	Potentially hazardous food properly thawed	3,301		3,301
	Unwrapped and potentially hazardous food not re-served		141	141
	Food protection: during storage, preparation, service, etc.	28,459		28,459
	Handling of food (ice) minimized	5,371		5,371
	Food (ice) dispensing utensils properly stored	12,025		12,025
SUBTOTAL	66,319	20,088	86,407	
PERSONNEL	Personnel with infections restricted		76	76
	Hands washed and clean, good hygienic practices		17,939	17,939
	Clean clothes, hair restraints	1,530		1,530
	SUBTOTAL	1,530	18,015	19,545
FOOD EQUIPMENT AND UTENSILS	Food contact surfaces: proper design, good repair, etc.	18,130		18,130
	Non-food contact surfaces: proper design, good repair, etc.	18,877		18,877
	Dishwashing facilities: proper design, repair, operated, etc.	6,800		6,800
	Accurate thermometers, etc.	12,425		12,425
	Pre-flushed, scraped, soaked	895		895
	Wash rinse water: clean, proper temperature	572		572
	Sanitization concentration/temperature		8,271	8,271
	Wiping cloths clean, use restricted, stored	14,867		14,867
	Food contact surfaces of equipment clean, etc.	39,636		39,636
	Non-food contact surfaces of equipment and utensils clean	29,048		29,048
	Storage, handling of clean equipment and utensils	13,097		13,097
	Single service articles: storage, dispensing, used	9,841		9,841
	No re-use of single service articles	591		591
	SUBTOTAL	164,779	8,271	173,050
WATER	Water source safe, hot and cold under pressure		5,445	5,445
SEWAGE	Sewage and waste water disposed properly		3,689	3,689
PLUMBING	Installed, maintained	12,802		12,802
	Cross-connection, back siphonage, backflow		5,221	5,221
	SUBTOTAL	12,802	5,221	18,023

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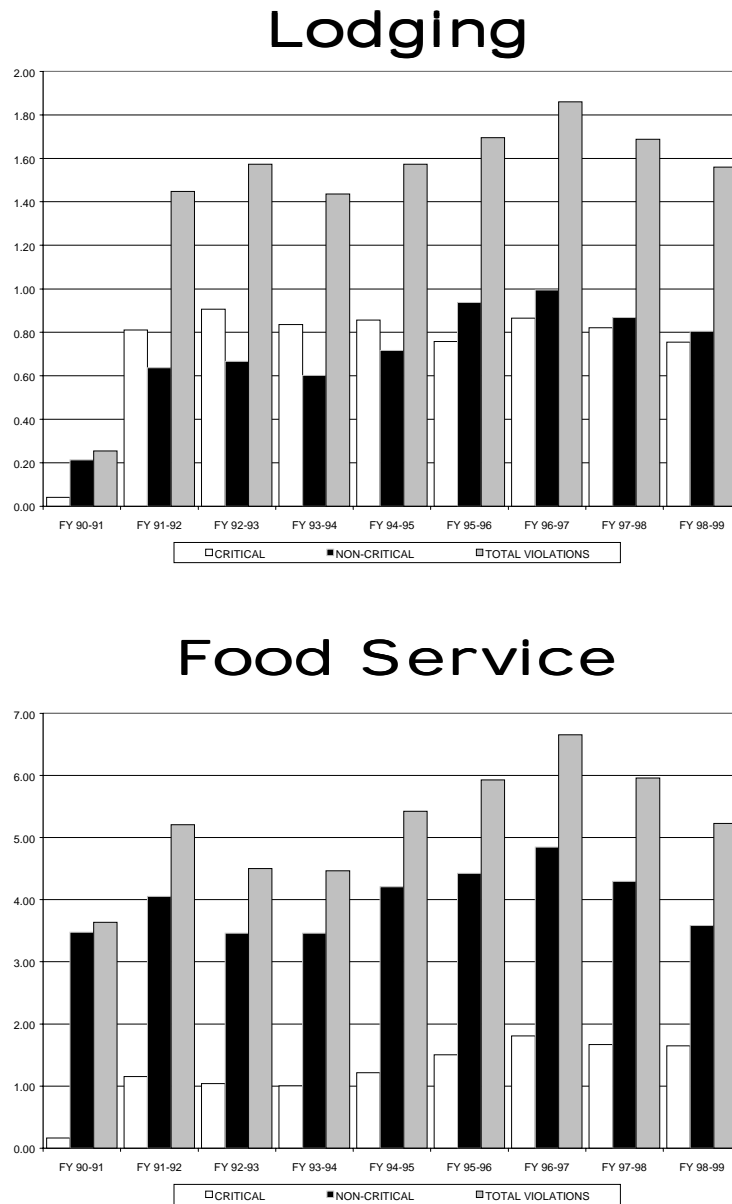
Public Food Service Establishment Violations

	DESCRIPTION	VIOLATIONS		
		NONCRITICAL	CRITICAL	TOTAL
TOILET AND WASH FACILITIES	Number, convenient, accessible, designed, installed		11,165	11,165
	Fixtures, good repair, clean, proper waste receptacles, etc.	31,879		31,879
	SUBTOTAL	31,879	11,165	43,044
GARBAGE AND REFUSE DISPOSAL	Containers: adequate number, covered, clean, etc.	14,242		14,242
	Outside storage areas: proper design, clean, etc.	5,744		5,744
	SUBTOTAL	19,986		19,986
INSECT/RODENT CONTROL	Presence of insects/rodents, opening protected, etc.		18,245	18,245
FLOORS, WALLS AND CEILINGS	Floors: clean, good repair, etc.	21,055		21,055
	Walls/ceilings/attached equipment: constructed, good repair, etc.	29,013		29,013
	SUBTOTAL	50,068		50,068
LIGHTING	Proper lighting, etc.	16,417		16,417
VENTILATION	Rooms and equipment: vented as required	1,487		1,487
DRESSING ROOMS	Rooms clean, lockers provided, facilities clean, located, used	2,132		2,132
	Toxic items properly stored, labeled, used, necessary		13,729	13,729
OTHER OPERATIONS	Establishment/premises neat, clean, etc.	10,026		10,026
	Complete separation from living/sleeping quarters, etc.	137		137
	Clean, soiled linen properly stored	1,053		1,053
	SUBTOTAL	11,216	13,729	24,945
SAFETY	Fire extinguishers: proper and sufficient		26,404	26,404
	Exiting system: adequate, good repair		16,180	16,180
	Electrical wiring: adequate, good repair		11,239	11,239
	Gas appliances: properly maintained, installed		1,468	1,468
	Flammable/combustible materials: properly stored		1,286	1,286
	SUBTOTAL		56,577	56,577
GENERAL	Current license properly displayed		6,358	6,358
	Other conditions: safe, sanitary operation	15,886		15,886
	False/misleading statements published, advertised, etc.	81		81
	Food manager certification valid		17,695	17,695
	Clean indoor air act	1,586		1,586
	Notification of automatic gratuity charge	30		30
	Copy of Chapter 509, F.S., available	1,610		1,610
	HEP information requested *	1494*		0
	SUBTOTAL	19,193	24,053	43,246
	GRAND TOTAL	405,404	186,311	591,715

*HEP information not included in violation totals

Public Lodging and Food Service Establishment Violations

Figure 3: Nine-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 07/13/99

Public Lodging and Food Service Establishment Quality Assurance

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

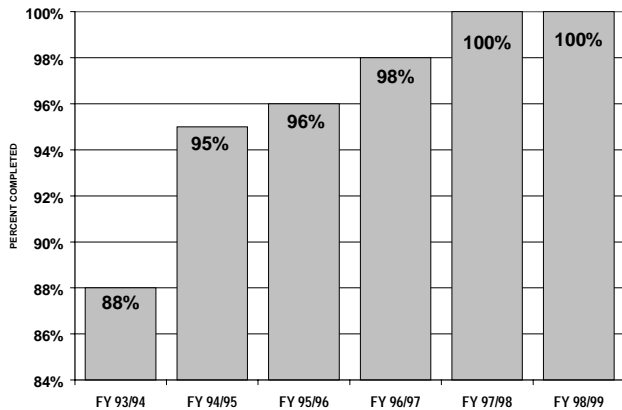


Figure 5:
Six-Year Comparison of Number of
Statutorily Mandated Inspections
Incomplete at End of Each Fiscal Year

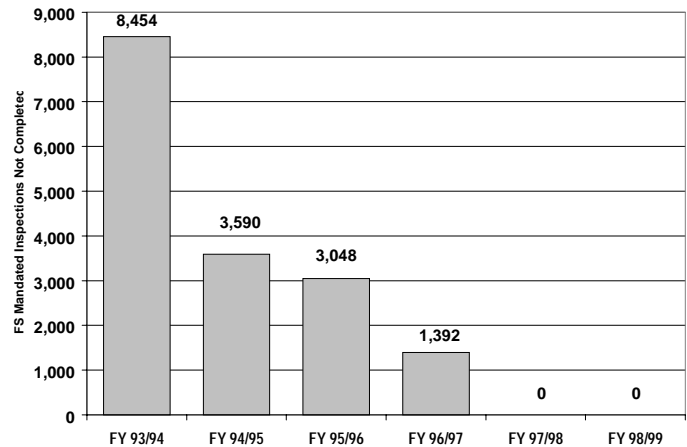
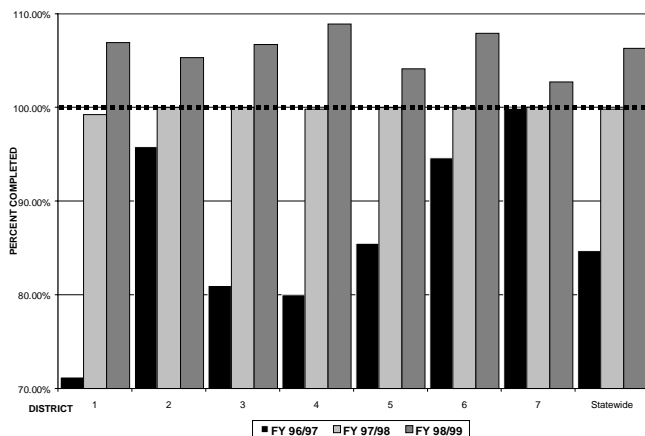


Figure 6:
Three-Year Comparison of Percentage of
Inspections Completed as Required by
Administrative Rule in Each District and Statewide



Elevator Licensing

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

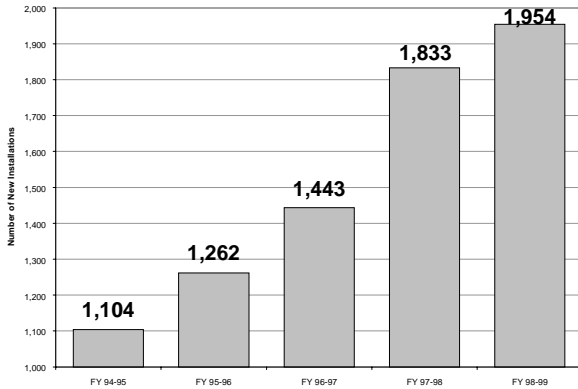


Figure 8: Nine-Year Comparison of Number of Elevator Accounts

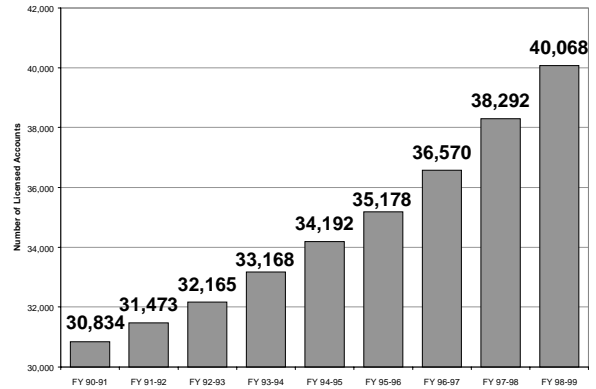


Figure 9: Five-Year Comparison of Elevator Permit Fees

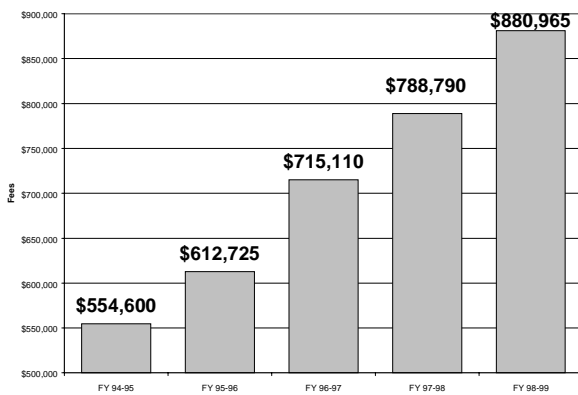
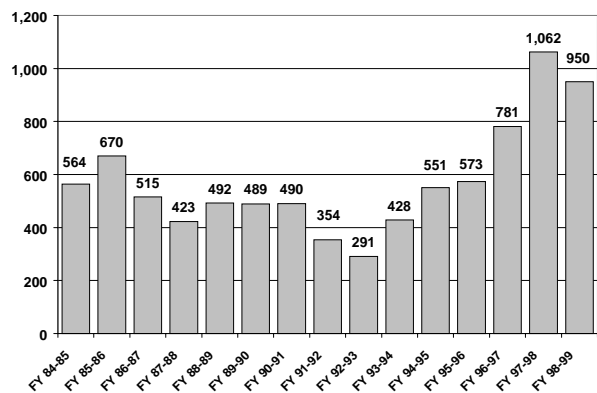


Figure 10: Fifteen-Year Comparison of Number of Temporary Operating Permits Issued



SOURCES: Bureau of Elevator Safety and Office of Program Oversight

Elevator Inspections

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

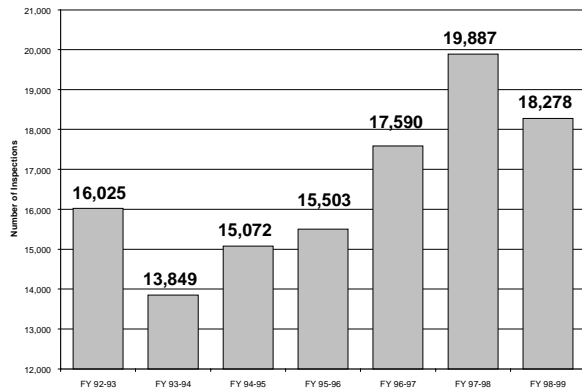


Figure 12: Five-Year Comparison of Percentage of Elevator Reinspections Required But Not Completed at the End of Each Fiscal Year

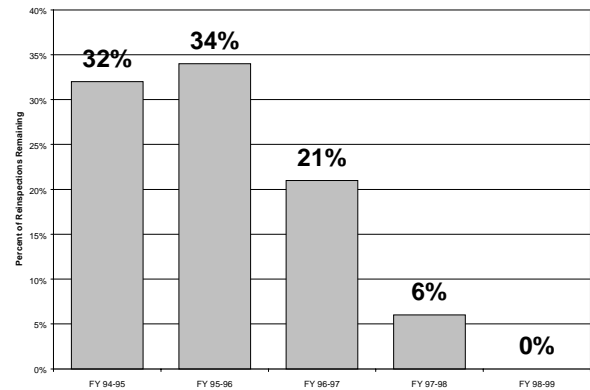


Figure 13: Seven-Year Comparison of Number of Elevator Violations Documented

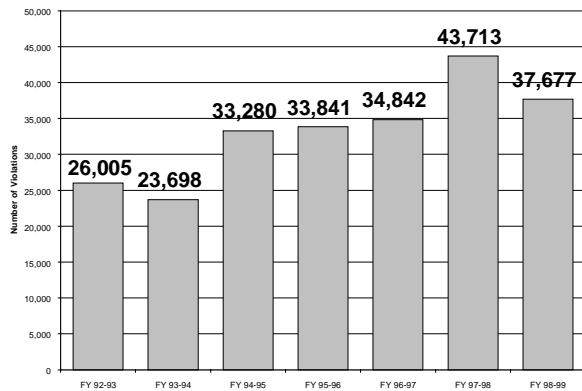


Figure 14: Seven-Year Comparison of Number of Elevator Violations Per Inspection

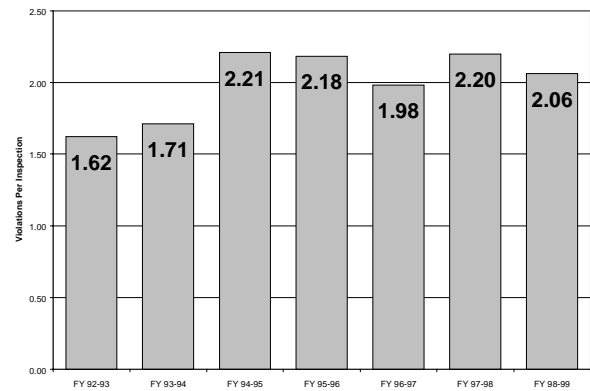
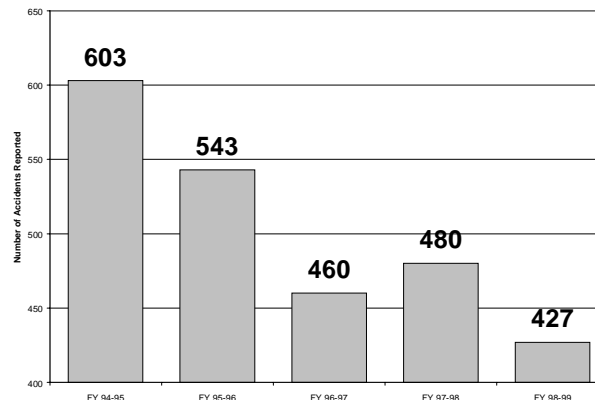


Figure 15: Four-Year Comparison of Number of Elevator Accidents Reported



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 1998-99

REVENUES	
Total Revenues from \$6 HEP Fee	\$511,326.00
Non-licensee participation fee	\$14,972.04
TOTAL REVENUES	\$526,298.04
EXPENDITURES & ENCUMBRANCES	
Salaries and Benefits	\$409,797.44
Stipends for Graduate Assistants	\$9,021.93
Employer's Matching FICA	\$690.18
FICA on Class C Meals	\$94.69
State Personnel Assessment	\$472.00
SUBTOTAL	\$420,076.24
Expenses	
Telephone/Communications	\$26,484.31
Printing, Copying & Mailing	\$176.29
Moving Expenses	\$128.03
Repair & Maintenance	\$2,097.37
Travel & Seminars	\$45,490.83
Class C Meals	\$1,245.00
Gasoline and Lubricants	\$3,005.52
Office Supplies	\$2,760.67
<i>Rentals</i>	
Conference Rooms	\$15,962.50
Other Rentals	\$184.10
Subscriptions and Dues	\$5,785.56
Furniture & Equipment	\$2,002.88
Data Processing	\$4,474.99
Other Expenses	\$7,884.46
HEP School-to-career Grant	\$150,000.00
Insurance	\$7,262.02
General Revenue	\$34,167.28
SUBTOTAL	\$309,111.81
TOTAL EXPENDITURES	\$729,188.05

SOURCES: Division Budget Coordinator and SAMAS Level 5 Summary Report dated August 16, 1999

Hospitality Education Program (HEP) Activity

Table 9: Summary of HEP Activities— FY 1998-99

MONTH	WORKSHOPS AND SEMINARS		EDUCATIONAL MATERIALS	
	Number Conducted	Number of Attendees	Number of Requests	Number of Items Dispersed*
July 98	60	1,614	13,819	21,670
August 98	59	2,188	676	61,314
September 98	57	1,672	432	9,673
October 98	59	1,657	667	15,588
November 98	42	1,373	419	5,125
December 98	48	1,469	502	6,193
January 99	60	1,231	723	10,740
February 99	59	1,537	759	17,520
March 99	67	2,455	667	64,576
April 99	61	2,011	2,456	14,743
May 99	48	1,821	398	16,470
June 99	60	1,964	650	11,175
TOTAL	680	20,992	22,168	254,787

*Includes number of workbooks distributed to Attendees

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

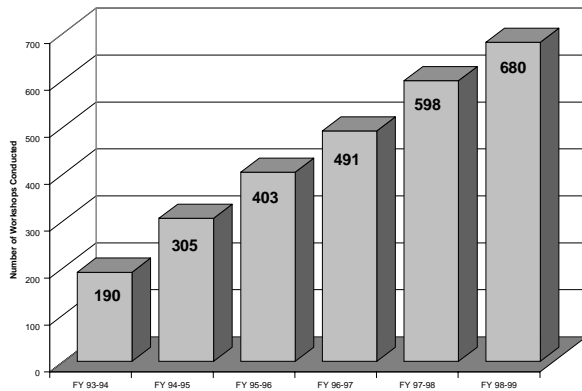
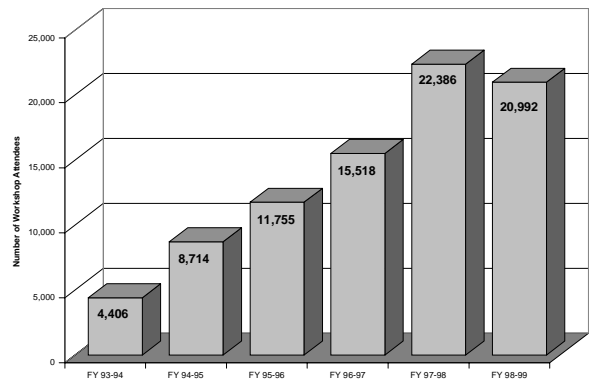


Figure 17: Six-Year Comparison of Number of HEP Workshops Attendees



Hospitality Education Program (HEP) Activity

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

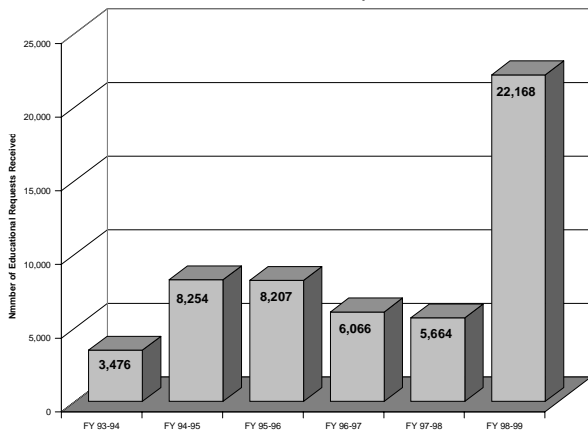


Figure 19: Six-Year Comparison of Number of Educational Materials Dispersed

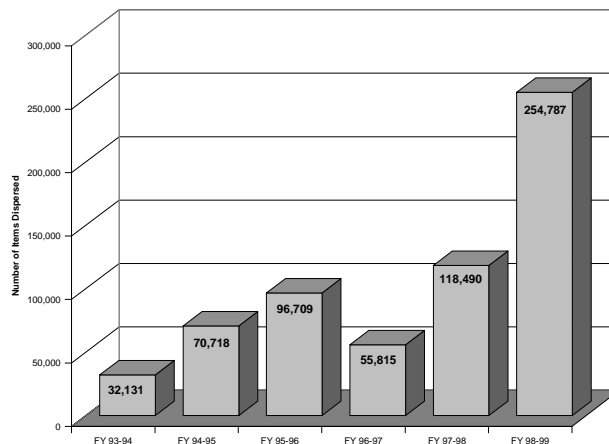


Figure 20: Six-Year Comparison of Average Number of Educational Materials Dispersed Per Request

