

Association of Food and Drug Officials

◆ Elliot O. Grosvenor Food Safety Award ◆

*This nomination must be submitted by **February 1**
to be considered for the current year's award*

Criteria for Nominations

The Elliot O. Grosvenor Food Safety Award is given to recognize outstanding achievements made by food safety programs within State Departments of Agriculture, Natural Resource Agencies, Public Health Departments or Environmental Conservation Departments in the United States or Canada. The award will go to the program that best showcases improvement, innovation or sustained high performance within a food safety program. A food safety program could include responsibility for: food safety, food protection, and food defense or food sanitation. The applications will be made to the AFDO awards committee by the deadline.

(PLEASE TYPE)

Date of Nomination: January 24, 2014 for the year ending December 31, 2013

Program's Full Name: Florida Department of Business and Professional Regulation (DBPR)

Division of Hotels and Restaurants

Nominator Diann S. Worzalla

Immediate Organization: Division of Hotels and Restaurants

Agency: State of Florida DBPR

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AFDO Member Diann S. Worzalla

Executive Summary:

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

☐ Agency Demography (Population Served, Age and Diversity)

The Division serves all people in Florida who consume food from restaurants and other food services open to

the public. We serve a population that consists of more than 19 million state citizens and over 90 million visitors of all ages from around the world. Demographically, Florida's population is older, on average, than that of any other state in the nation, with 18.2 percent of the population 65 years of age or older, resulting in serving an overall older population. Florida is also a very diverse state, with a mix of races and ethnicities, including over 19 percent of our population being foreign born and 27 percent speaking a language other than English at home. This diversity is evidenced by the multi-language food safety publications provided on our website.

Florida is the fourth most populous state in the U.S., surpassed only by California, Texas and New York. Despite slower population growth than previous decades, Florida is projected to replace New York as the third most populous state in 2014, reaching an estimated population over 20 million.

According to census data, the counties with the greatest growth percentages are rural. The trend points to continued rural growth and sustained urban population. Florida's urban areas attract most of the 90 million annual tourists. Together, these two facts indicate a steady increase in restaurant and lodging facilities in rural areas, with no reduction of accounts in the urban areas.

The industries regulated by the division provide significant impact to Florida's economy. The National Restaurant Association estimates the state's restaurant industry alone will account for \$31.3 billion in gross sales in the year 2013. Florida's \$71.8 billion "hospitality" industry represents 23 percent of Florida's economy, generating \$4.3 billion in sales tax revenue and employing more than one million people.

❑ Agency Resources and Budget (Staff, Facilities, Revenues)

The Division of Hotels and Restaurants is a statewide agency with 191 inspectors assigned to seven district offices. The division licenses and regulates 48,338 food service establishments and 37,836 lodging facilities. The division's inspectors are all certified food managers and receive standardization under U.S. Food and Drug Administration certification. Inspectors are responsible for both food service and lodging inspections. In 1997, the division employed 186 inspectors for 35,225 food service and 30,429 lodging accounts. In the early 2000s, the division's total staffing was reduced more than 4 percent, despite continued account growth. By the start of Fiscal Year 2013-2014, the division's licensed accounts had increased more than 31 percent, while inspector staffing increased by only 2.7 percent over 1997 levels. (Appendix A)

The division's entire food and lodging program is self-funded through license fees and compliance fines deposited in a trust fund. The division receives no general revenue or federal funding. (Appendix B)

❑ Program Planning/Self Evaluation (Vision, Staff Participation)

In 1997, Florida implemented a statewide foodborne illness investigation and annual reporting program. The 1997 annual report documented 323 suspected and confirmed foodborne illness outbreaks in Florida restaurants, which revealed a critical need for the division to improve quality control and public safeguards for the state's citizens and tens of millions of annual visitors who eat in restaurants. Subsequently, the division incorporated a series of aggressive science-based policies and effective compliance strategies to protect the public health and safety.

The Division was one of the first in the nation to voluntarily enroll in the U.S. Food and Drug Administration's (FDA) National Retail Food Regulatory Program Standards (program standards). Enrollment in the program standards provides the division national third-party recognition of the division's program quality. Since that initial enrollment, the division has met 5 of the 9 program standards, including multiple self-assessments. No restaurant inspection program of our size in the nation has achieved more in this effort. (Appendix C)

❑ Program Management (Staff Control, Community/Industry/Consumer Support)

Division Milestones – Program Management Building a Strong Foundation to Support Core Mission

1997 – Implemented mandated statewide Food Service Employee Training

1998 – Division adopted the 1997 FDA Food Code

2000 – Division adopted the 1999 FDA Food Code

2001 – Enrolled in the U.S. Food and Drug Administration’s (FDA) National Retail Food Regulatory Program Standards (program standards).

2003 – The division began conducting electronic inspections with PDA’s. Today, the division continues to conduct and record over 150,000 electronic inspections annually.

2005 – Adopted the 2001 FDA Food Code

2005 – Marked the Beginning of a Strong Internet Presence

- Division began posting inspections to the web.
- Online license renewal
- Posting data downloads for media and public records requests

2006 – Centralized and Streamlined Licensing function to Tallahassee Headquarters

2007 – Implemented risk-based inspection form modeled after the FDA Food Code

2008 - Implemented a statewide document management system (paperless solution)

2009 – Centralized Statewide Restaurant Plan Review Program

2010 – The Division and its 296 employees recognized by Florida Tax Watch, Prudential Davis Productivity Awards for “10 Years of Award Winning Performance”.

2011 – Implemented Customer Bill of Rights and ability to process Online License Applications

2012 - The Division and its 296 employees recognized by Florida Tax Watch, Prudential Davis Productivity Awards for “Reduction of Foodborne Illness Outbreaks in Florida’s Restaurants”.

2013 – A Century of Service: Division of Hotels and Restaurants Turns 100 (Appendix D & E)

- Adopted the 2009 Food Code
- Began conducting inspections using iPad’s and Bluetooth wireless printers.

2014 – Implementation of Risk-Based Inspection Frequency.

Advisory Council (Appendix F)

A ten-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 five (5)-voting members from the division’s licensees, and one (1) lay member from the general public. The remaining seats include one (1) representative each from the Florida Apartment Association, the Florida Hotel and Motel Association, the Florida Restaurant Association, the Florida Association of Realtors, and one (1) hospitality administration educator from a state university affiliated with the Hospitality Education Program. Members appointed by the secretary serve staggered terms of four (4) 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 and may meet no more than monthly as the need arises. The council shall meet at the request of the division or a majority of its members and shall take action only by a majority vote of the members in attendance. The division provides necessary staff assistance to the council. All minutes and records of the council are maintained by the division and available to the public upon request.

SCHOOL BASED ACTIVITIES:

Division of Hotels and Restaurants School-to-Career Transition Programs Created in 1991: Legislative session revised Florida Statute 509.302 to authorize the division to designate funds to support school-to-career programs in the hospitality services field.

Purpose: The purpose of the program is to provide, support, and enhance school-to-career training and

transition programs for students interested in pursuing careers in a hospitality industry. The training and transition programs shall be delivered through the public school system using a nationally recognized curriculum approved by the division.

Funding: All public lodging establishments and all public food service establishments licensed by the division shall pay an annual fee of no more than \$10, which shall be included in the annual license fee and used for the sole purpose of funding the Hospitality Education Program. (Appendix G)

❑ **Program Implementation (Training, Compliance, Enforcement)**

The division implemented the long-term improvement program over multiple years, which included fundamental changes in both policy and processes across the regulatory framework. Beginning with the 1998 adoption of the 1997 FDA Food Code, the division embarked on compliance and enforcement enhancements to focus the program on science-based measures. The division subsequently adopted the 1999, 2001 and 2009 FDA Food Codes. Inspectors receive regular training on the Food Code and must maintain FDA certification.

In 2003, the division began conducting electronic inspections with personal digital assistants (PDAs). As technology evolved, the division transitioned from PDA-based inspections to tablet-based inspections with the implementation of the iPad inspection device in 2012. The iPad enables easier inspection documentation and provides a level of connectivity not available with the PDAs, contributing to increased efficiency and communication between the field staff and managers. The increased communication improved the division's ability to enforce the most egregious food safety violations in a timely manner. The new inspection devices also allow the completed inspection results to upload almost instantly to the division's data management system and the public-facing inspections webpage. (Appendix H)

The division further utilized technology to improve licensing operations. Beginning in 2005, licensees were able to renew licenses online, reducing the amount of paper applications processed and improving customer service. Over the next four years, licensing and plan review was centralized and a paperless document management system was implemented. Centralization increased consistency and reduced the amount of time needed to complete the licensing process. The improved consistency meant that inspectors would be enforcing the same requirements and specifications for each establishment, improving their ability to ensure food safety.

The actual inspection process has changed over the last several years, as well. In 2007, the division implemented risk-based inspections using an inspection form modeled after the 2001 FDA Food Code. The division is now in the process of implementing a risk-based inspection frequency modeled after the 2009 Food Code that will help ensure establishments that present the highest risk to the public health also receive the most inspections. The division believes a risk-based inspection frequency will contribute to further improvements in food safety.

❑ **Program Outcomes (Measurable Outcomes)**

Despite a 37.2% growth in Florida's restaurants since 1997, the division was able to achieve an 84% decrease in foodborne illness outbreak. (Appendix A)

Since 1989, the Florida Tax Watch – Prudential Davis Productivity Award program has publicly recognized and rewarded state employees and work units whose work significantly and measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses.

During the past fifteen years, the Division of Hotels and Restaurants has been recognized with ninety-three (93) Florida Tax Watch, Prudential Davis Productivity Awards for a cost savings and/or cost avoidance totaling \$37,603,915. (Appendix I – page 4)

In addition, of the more than 3,000 food regulatory agencies in the U.S., Florida is one (1) of only fourteen (14) listed by the Food and Drug Administration as having an established “Foodborne Illness and Food Defense Preparedness and Response System.” This system proved successful when multiple hurricanes struck Florida, severely affecting the food supply. The division’s unified response ensured that the public could safely rely on food establishments during a critical shortage of food and water. While prevention remains a challenge to measure, having experienced multiple disasters with no confirmed foodborne illness outbreaks remains a valid recognizable achievement for the State of Florida.

□ **Goals for Improvement**

Goal 1 - Reduce the time it takes to start a business and streamline the renewal process for existing businesses. The primary measure for meeting this goal will be to meet or exceed, on a monthly basis, the division’s Legislative Approved Performance Measures for processing food & lodging licenses.

Goal 2 - Continue to improve an environment that will reduce risk factors that can lead to foodborne illnesses in public food facilities. As the inspection process is the foundation of the division’s public safety mission, the primary approach to achieving this goal will be to meet or exceed, on a monthly basis, the division’s Legislative Approved Performance Measures for food and lodging inspection frequency. Additionally, the Division will implement risk-based inspection frequency on July 1, 2014.

Goal 3 - The Division will achieve gains in performance, accuracy and transparency. This will be accomplished with the ongoing improvement of the iPad inspection tool and wireless printers. The division will identify, conduct preliminary testing and work with IT to implement a minimum of 10 additional apps and enhancements to the iPad. These modifications will help to move the device from its initial role of being a replacement for the PDA to becoming the next generation of inspection tool that will lead to gains in performance, accuracy and transparency.

Goal 4 - Become first in the nation to meet six of the FDA Program Standards – September 2014

The division has the following “Actionable Mission Imperatives”:

- Core Mission Focus – Inspections;
- Inspection Productivity Maximized;
- Enhance Consistency and Quality;
- Improve Operator Awareness, Best Practices, and Active Managerial Controls;
- Reduce Paper-Based Systems;
- Achieve FDA Program Standards;
- Reduce 19% inspection staff turnover rate by reclassifying positions to more appropriate level for work performed; and
- Reach full funding/staffing level in legislative appropriation.

❑ Issues/Challenges/Risks

Challenge: The Division of Hotels and Restaurants is experiencing an unacceptably high turnover rate of 19%, which costs the program more than 2 million dollars in annual training expense. In addition, the current position classification and performance system for the food and lodging inspection program is over 20 years old.

Solution: The division is in the process of developing performance expectations using the Department of Management Services SMART methodology (Specific, Measurable, Achievable, Relevant and Time-Bound). To address the retention problem, meet the new SMART expectations, and reflect current duties, the division is developing a plan that updates a >20 year old classification system for its professional inspection staff.

❑ Summary (Improvement or Innovation that Merits Award)

Florida's proactive response to the food safety challenges outlined in the US Department of Health and Human Services "Healthy People 2020" initiative attributed to the magnitude of this reduction. All of which ultimately results in a safer experience for the dining public. Over the past 17 years, Florida's restaurant industry alone experienced 37.2% growth, while total food and lodging accounts increased 31.3% over the same time resulting in 20,520 more businesses to inspect. Despite this growth, the division was able to achieve an overall 84% decrease in foodborne illness outbreaks in Florida's restaurants since 1997. Of the 84% decrease in foodborne illness outbreaks, 73% occurred since implementing technological enhancements in 2003 and 55% since risk-based inspections began in 2007. The outcomes from the division's multiple program enhancements provide proof of sustained high performance that benefits government operations and the public's health, safety and welfare.

❑ Attachments

- Testimonials (maximum of two)
 1. Eric D. Martin, R.S., Director, Food Safety and Quality Assurance, Margaritaville Hospitality Group, Inc.
 2. Kim Binkley-Seyer, The Seyer Group LLC.
- Acknowledgements
- Appendices
 - Appendix A = 2013 Foodborne Illness Fact Sheet
 - Appendix B = FY 2013/14 Operating Budget by Percent of Total
 - Appendix C = Meeting National Standards to Protect Floridians
 - Appendix D = A Century of Service: Division of Hotels and Restaurants Turns 100
 - Appendix E = Centennial Timeline
 - Appendix F = Advisory Council Members
 - Appendix G = School-to-Career Transition Program
 - Appendix H = Mobile Inspection Upgrade
 - Appendix I = Florida Tax Watch "Focus" Newsletter – page 4-5
 - Appendix J = 2012-2013 Division Annual Report

Nominated by: Diann S. Worzalla, R.S., MPA, Director, Division of Hotels and Restaurants

Signature:



The winner of this award will identify an individual to receive travel funds (if available and pursuant to AFDO's travel policy) to attend the annual AFDO conference held in June in order to publicly receive an official plaque of recognition and will be given time on the program agenda to comment on the award. The winner will be invited to attend the AFDO Wiley Awards Banquet during the conference.

Attendance is not mandatory for receiving the award. Return this form, a photocopy of this form (both sides) and ***please submit by February 1*** to:

Dr. Joanne M. Brown
Chair, AFDO Awards Committee
Association of Food and Drug Officials
2550 Kingston Road, Suite 311
York, PA 17402

Phone: 717-757-2888
FAX: 717-650-3650
E-Mail: afdo@afdo.org



January 22, 2014

Dr. Joanne M. Brown
Chair, AFDO Awards Committee
Association of Food and Drug Officials
2550 Kingston Road, Suite 311
York, PA 17402

Dear Dr. Brown and AFDO Awards Committee:

We are pleased to recommend the Florida Department of Business and Professional Regulation, Division of Hotels and Restaurants for the Elliot O. Grosvenor Food Safety Award.

As a beneficiary of the work of the Division's team, we feel that the Department continues to demonstrate not only innovation and a high standard, but also the ability to listen and to serve their customers. I personally have seen great improvements in the Division over the years from the centralizing of Plan Reviews, and the speed at which they are completed, to better standardization, interpretation and fairness in the inspection process.

The Division has also initiated updates to current FDA Food Codes and the use of technology in a new tablet based system to enhance the quality of inspections. In addition, their enrollment in the FDA Program Standards has helped them achieve much success.

Lastly, I want to convey a sense of partnership with the Division. As a food safety professional, I truly respect their work and feel that we are in a partnership to protect the health of the public. There is no "they versus us." Though we may (on occasion) disagree, we always reach a compromise that will enhance a better understanding from both the Regulatory and Industry sides of the issue.

Sincerely,

Eric D. Martin, R.S.
Director, Food Safety and Quality Assurance
Margaritaville Hospitality Group, Inc.

The Seyer Group

Testimonial for the Florida DBPR - Division of Hotels and Restaurants
By Kim Binkley-Seyer

As a long-running business associate of the Florida DBPR - Division of Hotels and Restaurants, I have witnessed firsthand the top-notch food safety program in place within the Division. The high level of professionalism, efficiency, and ongoing innovation regularly displayed by the Division demonstrates a superior company providing exceptional service, while continually following strict regulatory guidelines without hesitation. The team at the Division is results-oriented with a strong drive for success in all that they do. Knowing the Division's licensing and inspection processes as thoroughly as I do, I would highly recommend this group for recognition of outstanding achievement in food safety.

Continued important reductions in foodborne illnesses indicate that Division of Hotels and Restaurants aggressive attention to science based policies and effective enforcement strategies are protecting the public health and safety. Numbers provided by Florida Department of Health indicate a continuing trend for decreasing incidents of suspected and confirmed foodborne illness outbreaks in DBPR licensed food service establishments. The statistics indicate:

- 84% decrease since adoption of the FDA Model Food Code and implementation of Food Service Employee Training in 1997
- 73% decrease since implementation of PDA's in 2003 (193 to 51)
- 55% decrease since implementation of risk-based inspection in 2007 (114 to 51)

Protecting the public and preventing foodborne illness is the driving force behind the division's food safety program. Since 1997, the number of foodborne illness outbreaks in Florida's restaurants decreased by 84%.

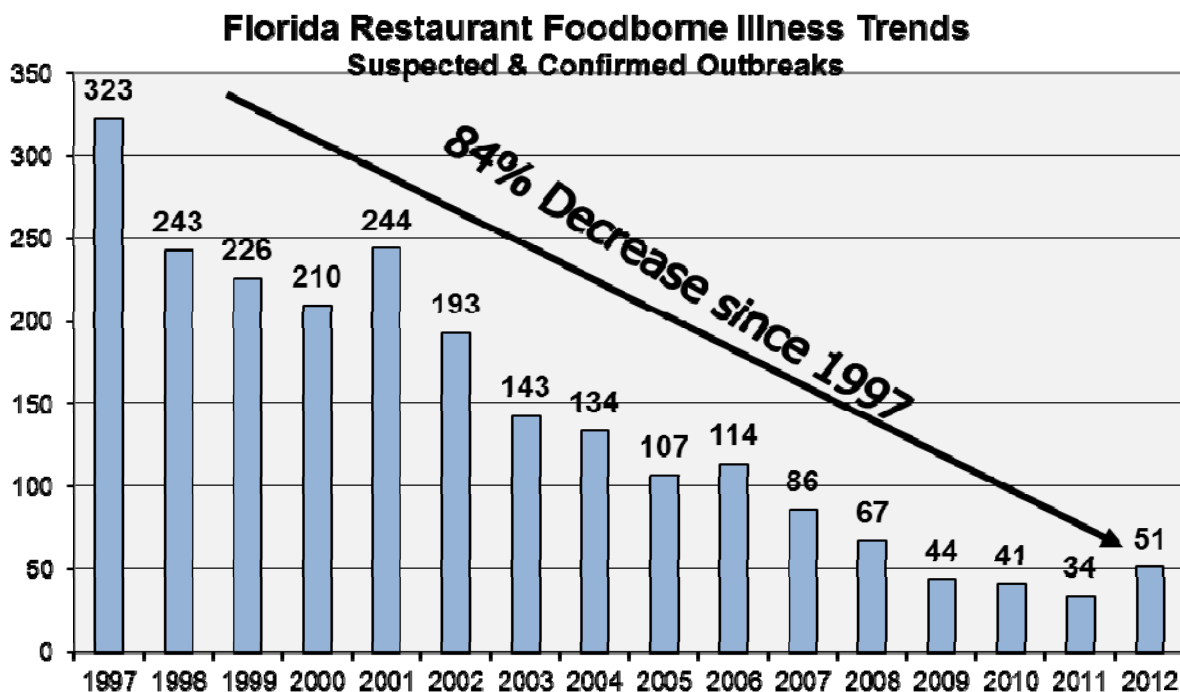
Florida's proactive response to the food safety challenges outlined in the US Department of Health and Human Services "Healthy People 2020" initiative attributed to the magnitude of this reduction. All of which ultimately results in a safer experience for the dining public.

The Florida Division of Hotels and Restaurants has long been recognized by the Food and Drug Administration as a national leader in food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for the state's at-risk populations and over 90 million annual visitors to Florida who eat in restaurants and stay in lodgings.

Over the past seventeen years, Florida's restaurants experienced 37.2% growth.

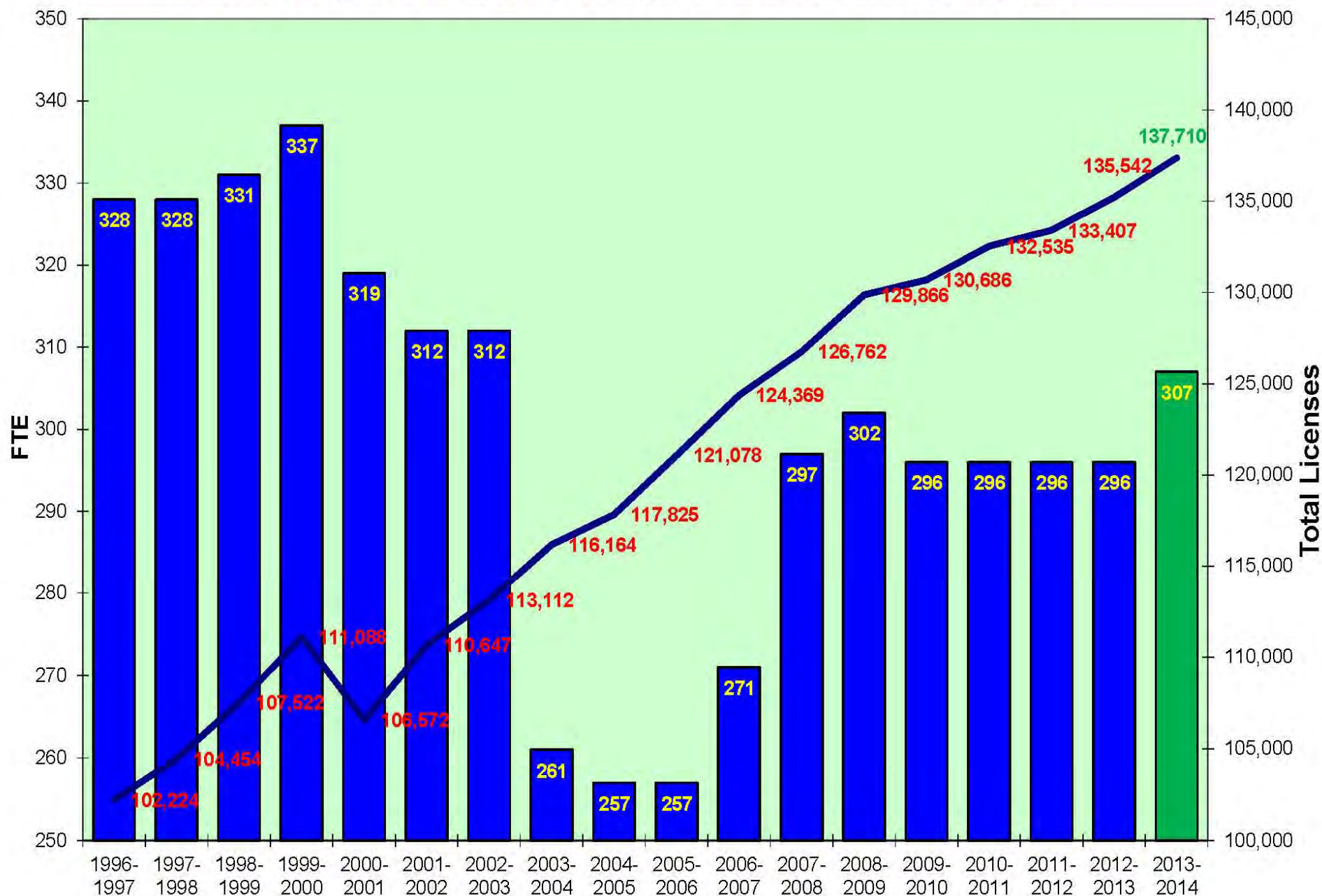
ACTIVITY	FY 1996-1997	FY 2013-2014	PERCENT GROWTH
Food Accounts	35,225	48,338	37.2%
Lodging Accounts	30,429	37,836	24.3%
Total Accounts	65,654	86,174	31.28%
Total Inspector positions	186	191	2.7%

Despite a 31.2% increase in food and lodging accounts resulting in 20,520 more businesses to inspect, the division was able to achieve a 84% decrease in foodborne illness outbreaks in Florida's restaurants.



July 1, 2013

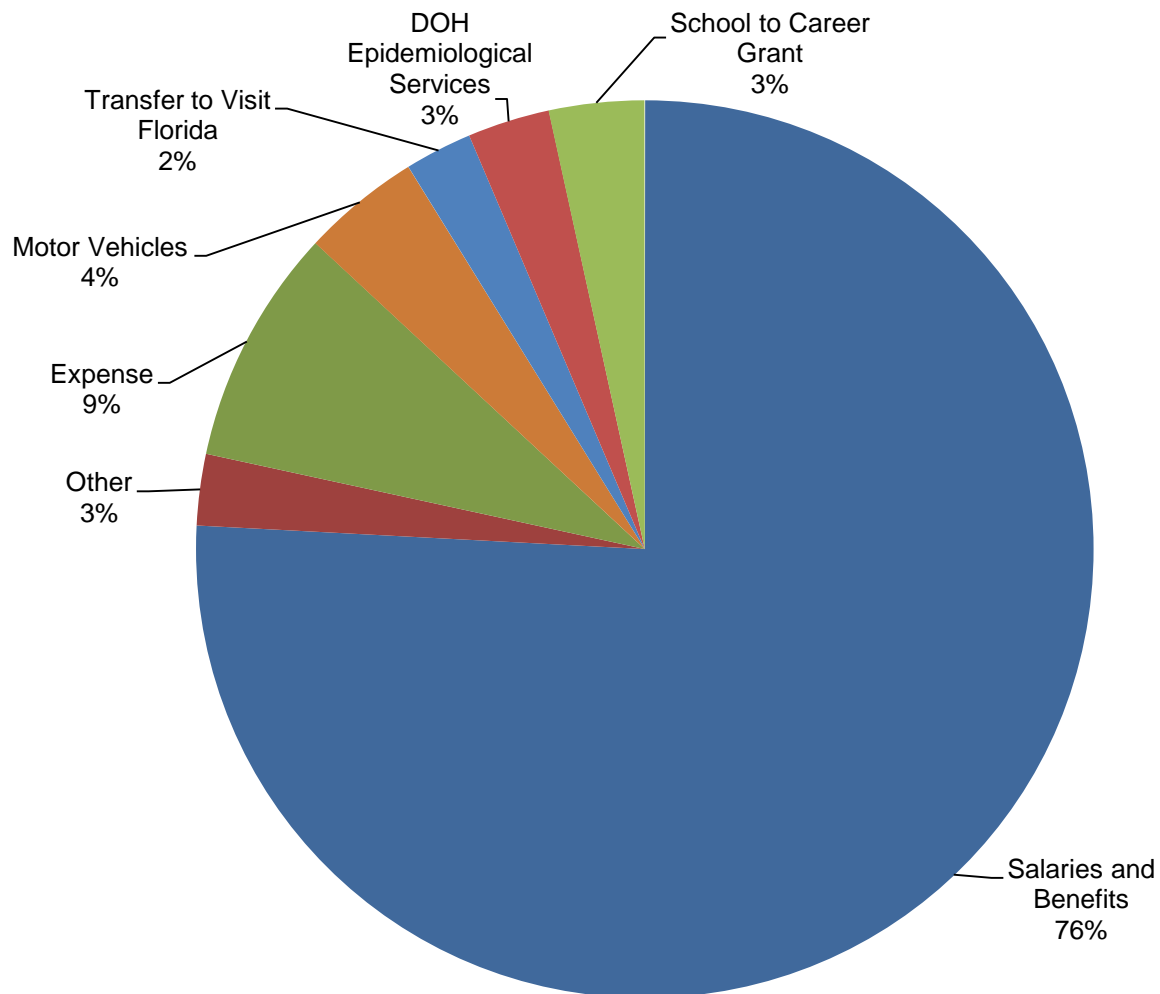
Division of Hotels and Restaurants FTE and Total Licenses 17-year Comparison 34.7% Increase in Licensed Accounts & 6.4% Decrease in FTE



**Budget Information
FY 2013-14**

The Division of Hotels and Restaurants has an operating budget of \$20,579,322 and financed through the collection of license fees, permits, and fines. The following chart illustrates the division's budget allocations for the 2013/2014 fiscal year.

FY 2013/14 Operating Budget by Percent of Total



Division of Hotels and Restaurants: Meeting National Standards to Protect Floridians

Diann Worzalla, REHS, MPA

Director

Florida DBPR, Division of Hotels and Restaurants

In September 2001, the Division of Hotels and Restaurants voluntarily enrolled in the U.S. Food and Drug Administration's (FDA) National Retail Food Regulatory Program Standards (Standards). These Standards are not simply a list of minimum requirements, but are the gold standard for all retail food safety inspection programs.

Utilizing the Standards provides a framework for regulatory entities to voluntarily assess their retail food safety programs using nationally recognized criteria that enumerate the best practices for retail food safety inspection programs. Achieving the Standards advances objectives set out in the U.S. Department of Health and Human Services "Healthy People 2020" initiative, which lists food safety as one of its 42 priority areas.

Currently, there are 558 programs enrolled. Enrollment in the Standards provides an inspection program with national third-party recognition of the quality of their program. Since enrolling over a decade ago, the Division has achieved five of the nine Standards. We are proud to say that we are the largest restaurant inspection program to reach this accomplishment and no other program of our size in the nation has achieved more.

When applied in the intended manner, the Standards enable a regulatory program to:

- Identify program areas where the greatest impact on retail food safety can be made and prioritize resource allocations accordingly;
- Promote wider application of effective intervention strategies designed to reduce the occurrence of factors that contribute to foodborne illness;
- Assist in identifying program areas most in need of enhancement;
- Provide information needed to justify program resources;
- Achieve a "Best Practice" model using innovative ideas to implement and administer programs;
- Improve industry and consumer confidence in food protection programs by enhancing uniformity within and between regulatory agencies; and
- Enhance program accountability through the establishment of baselines on the occurrence of contributing factors to foodborne illness that can be used to achieve measurable program outcomes.

The criteria specified for each of the Standards are not minimum standards, but represent a high benchmark to which a regulatory retail food program should aspire. Together, the nine Standards listed below provide a comprehensive set of performance measures representing every facet of the retail food regulatory program.



The division has achieved the five highlighted Standards.

1. Regulatory Foundation

2. Trained Regulatory Staff

3. Inspection Program Based on HACCP Principles (projected to achieve in July 2014, with implementation of risk-based inspection frequency)

4. Uniform Inspection Program (projected to achieve in July 2014, with implementation of risk-based inspection frequency)

5. Foodborne Illness and Food Security Preparedness and Response

6. Compliance and Enforcement

7. Industry and Community Relations

8. Program Support and Resources

9. Program Assessment

The Standards are designed to encompass traditional and cutting-edge food safety program approaches, encourage program enhancement, and promote uniformity. The Conference for Food Protection, with which the division actively participates, recommends improvements to the Standards and the FDA Food Code.

DEMOGRAPHIC TRENDS & ECONOMY

Florida is the fourth most populous state in the U.S., surpassed only by California, Texas and New York. Despite slower population growth than previous decades, Florida is projected to replace New York as the third most populous state in 2016, reaching an estimated population over 20 million¹. Demographically, Florida's population is older, on average, than that of any other state in the nation, with a median age of 40.7 and 17.3 percent of the population 65 years of age and older².

According to census data³, the counties with the greatest growth percentages are rural. The trend points to continued rural growth and sustained urban population. Florida attracts around 90 million tourists a year⁴, mostly to urban areas. Together, these two facts indicate a steady increase in restaurant and lodging facilities in rural areas, with no reduction of accounts in the urban areas.

The industries regulated by the division provide significant impact to Florida's economy. The National Restaurant Association estimates the state's restaurant industry alone will account for \$31.3 billion in gross sales in the year 2013.⁵ Florida's \$71.8 billion "hospitality" industry represents 23 percent of Florida's economy, generating \$4.3 billion in sales tax revenue and employing more than one million people.⁶

IMPLEMENTATION OF FDA PROGRAM STANDARDS

The operation of a statewide food safety program provides extraordinary consistency and standardization from Key West to Pensacola, a factor extremely important to Florida's hospitality industry and tourism-driven economy.

The division enjoys a reputation as a national leader in the food safety community and has significant representation in most national forums and initiatives regarding food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for



¹ Florida: An Economic Overview, Office of Economic & Demographic Research

² Florida: Demographic Trends, Office of Economic & Demographic Research, The Florida Legislature, September 26, 2011.

³ Florida: Demographic Trends, Office of Economic & Demographic Research, The Florida Legislature, September 26, 2011.

⁴ Calendar Year Visitor Numbers for 2012, Visit Florida.com

⁵ Florida Restaurant Industry at a Glance, National Restaurant Association

⁶ The Florida Restaurant and Lodging Association

the state's at-risk populations and 90 million annual visitors who eat in our restaurants and sleep in our lodgings. The division has the goal to become one of the nation's first statewide restaurant inspection programs to be recognized for achieving all of the Standards.

As the cost of traditional regulatory activity grows and the public's desire to minimize the growth of government increases, regulatory agencies are challenged to maximize the effectiveness of existing staff and resources. Implementation of the Standards, along with a risk-based inspection system, will allow the division to concentrate its efforts on the most critical aspect of its mission - protecting the public by eliminating sources of foodborne illness. This approach is both cost effective and empowering as it allows inspectors to actively involve restaurant operators in keeping the food supply safe. The net effect, when properly instituted, is equivalent to having an inspector on premises full time.

EXPECTED OUTCOME

With full implementation of the Standards, the Division of Hotels and Restaurants will realize the full potential offered by the Food Code to protect the public's health. Raising the professional stature and competency of the field staff will increase the quality and effectiveness of the inspections performed as well as the staff's job satisfaction level. Being recognized by the FDA for "clearly demonstrating a remarkable level of commitment to achieving program excellence" is a source of pride and professionalism that has helped the division not only retain its best employees, but also attract the highest quality applicants for future positions.

As more and more consumers use convenience foods purchased in markets or eat-in restaurants, it is important to provide that extra margin of food safety. By hard work and diligent effort, the division will continue to be proactive in the goal of reducing foodborne illness - which ultimately will result in a safer experience for the dining public.

A Century of Service: Division of Hotels and Restaurants Turns 100

By Michelle Comingore, MPA

While Florida celebrates 500 years since Ponce de Leon landed, we have another anniversary to celebrate. This year marks 100 years of the Division of Hotels and Restaurants serving the people of Florida and its visitors. That is 100 years of working with the hospitality industry to protect the public's health, safety, and welfare - 100 years of change, innovation, and improvement.

Responding to requests from traveling salesmen, the 1913 Florida Legislature created the Hotel Commission to enforce basic sanitation and safety in hotels, inns, restaurants, and public lodging houses through annual inspections¹. The new law required all establishments to purchase a \$2.00 license and provide plumbing, lighting, ventilation, and clean bedding and towels. The Commission's authority expanded over the next two decades to include more types of public lodgings². The 1950s saw the Commission's name changed to include restaurants and the creation of the Hotels and Restaurants Advisory Council.

Encouraging compliance through education has been part of the inspection process for at least the last fifty years. The focus on education increased with the creation of the Hospitality Education Program (HEP) in 1961 to educate future industry employees through college courses on management and supervisory skills and vocational training. Industry fees funded the Florida State University-based program that coordinated courses provided by Florida State University and junior colleges, and skills training provided by vocational schools across the state. Although the HEP eventually became a grant program, its mission of educating the industry's future employees remains.

By 1963, the Florida Hotel and Restaurant Commission licensed almost 60,000 establishments, and employed 66 inspectors in five district offices. Then, as now, the Commission viewed standardization and training as essential components to the regulatory program. In contrast to today's plan review process, the commission had significant authority over construction projects. Architects reviewed plans and issued building permits before construction could begin and special deputies inspected construction projects for the commission.

Governmental reorganization in 1969 created today's Division of Hotels and Restaurants within the Department of Business Regulation and another large change loomed a short eight years away. In 1977, the Department of Health and Rehabilitative Services' began inspecting freestanding restaurants through its 67 County Public Health Offices. The Division continued to license all restaurants and inspect all public lodgings and those restaurants in a licensed public lodging. This fragmented inspection system created inconsistencies between counties and eventually led to industry support for a centralized program.

Recentralization occurred in 1992 with the transfer of all restaurant inspections back to the Division and the Department of Business Regulation. With this move, the Division regained its status as the only statewide lodging and food service regulatory program in the nation. A centralized program promotes consistent plan reviews, inspections, and enforcement throughout the state and enhances public information accessibility. The

following year the Legislature merged the Department of Business Regulation with the Department of Professional Regulation.

Today, the Division licenses more than 85,000 public food service and lodging establishments. Although the cost of a license has increased with time, the Division continues to be self-funded with licensing fees fully paying for all the services provided. Inspectors are still based out of district offices, though there are now seven district offices with 186 inspectors.

Technological advancements enable the Division to implement continual improvements in customer service and inspections, including the iPad inspection tool and online applications, inspection results, and complaint submittal. These advancements help the Division complete 98 percent of the statutorily required number of food and lodging inspections, despite a 27.7 percent increase in accounts and a 4.7 percent staff reduction.

The last 20 years at the Department of Business and Professional Regulation have been arguably the most successful two decades in the Division's history for both public health and service improvement. Since the 1996 adoption of the U.S. Food and Drug Administration's (FDA) 1995 Food Code and implementation of employee training requirements in 1997, food borne illness has gone down 90 percent. The Division has gone on to adopt four subsequent versions of the Food Code, including the most recent 2009 Food Code, to ensure Florida's restaurants meet the most up-to-date standards.

The Division has been recognized with 93 Davis Awards over the last 15 years for saving taxpayers over \$37.6 million through increased productivity and innovation. The Ash Center for Democratic Governance and Innovation at Harvard University's John F. Kennedy School of Government and the Massachusetts Pioneer Institute's Center for Better Government also recognized the Division's innovation to improve government services. Additionally, the Division is the nation's largest restaurant inspection program to achieve five of the FDA's nine gold standards for retail food safety inspection programs.

Despite changes in name and structure, the Division's mission to protect the public's health, safety, and welfare in public lodging and food service establishments remains unchanged. What started as the Hotel Commission in 1913 has grown into a nationally recognized, award-winning leader in food and lodging regulation. The Division's leadership and dedication to public service is integral to its century of successfully safeguarding the state's citizens and over 80 million annual visitors who eat in restaurants and stay in public lodgings.

Happy Anniversary to the Division of Hotels and Restaurants! Here's to another 100 years.

¹ Unless otherwise noted, historical information for 1913 to 1963 was obtained from *The Golden Anniversary: A Report of the Florida Hotel and Restaurant Commission* by R. A. Riedel, 1963.

² Hughes, K. (1987). *Florida's Lodging Industry: The First 75 Years*. Jacksonville, FL: Miller Press.

Centennial Timeline
1913 - 2013
Important Events, Business Dates and Milestones

1910s	1930s	1940s	1950s	1960s	1970s	1980s	1990s		2000's		2010s	
Florida Legislature created the Hotel Commission Railroad expands to Key West, Florida tourism grows Woodrow Wilson is President	U.S. Public Health Service proposes <i>Restaurant Sanitation Regulations</i>	The Second World War took place in the first half of the decade	Florida Hotel and Restaurant Commission established	Hospitality Education Program created Florida is 10th largest state in nation with 4.9 million residents	Walt Disney World opens	Florida is 4th largest state in nation	HRS <i>Office of Restaurant Programs</i> (67 counties)moved to DBR (centralized inspections statewide)	Division adopts 1995 Food Code	Division adopts 1999 Food Code	Federal Government passes Food Allergen Labeling and Consumer Protection Act	Division recognized by the John F. Kennedy School of Government, Harvard University for "Innovations & Bright Ideas"	Division recognized for Reducing Foodborne Illness by 90% over a 15-year period Florida had a record 89.3 million visitors
1913	1934	1939-45	1951	1961	1971	1987	1992	1996	2000	2004	2010	2012
1914	1937	1945	1953	1963	1973	1989	1993	1998	2003	2005	2011	2013
Basic sanitation and safety in hotels, inns, restaurants and public lodging houses through annual inspections. World War I begins	Wakulla Lodge opens at Wakulla Springs	Three million tourists visit Florida	H&R Advisory Council created Space Race starts with Sputnik launch in 1957	President Kennedy assassinated Martin Luther King Jr. makes his "I Have a Dream" speech	25.5 million tourists visit Florida	Tim Berners Lee invented the World Wide Web	DBR and DPR merge to become DBPR <i>Food Code</i> published by U.S. Public Health Service	Division adopts 1997 Food Code Tourism exceeds 40 million visitors	Electronic inspections (PDA) and posting of inspection activity online	Division adopts 2001 Food Code	Recognized by the Pioneer Institute, Center for Better Government for implementing numerous innovative initiatives.	Division adopts 2009 Food Code and implements iPad inspection tool

DIVISION OF HOTELS AND RESTAURANTS ADVISORY COUNCIL



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2014 January 13

School-to-Career Transition Programs Created in 1991:

Legislative session revised Florida Statute 509.302 to authorize HEP to designate funds to support school-to-career programs in the hospitality services field.

Program Purpose:

The purpose of the program is to provide, support, and enhance school-to-career training and transition programs for students interested in pursuing careers in a hospitality industry.

- The training and transition programs shall be funded through grants to one or more nonprofit statewide organizations that represent a hospitality industry of this state.
- The training and transition programs shall be delivered through the public school system using a nationally recognized curriculum approved by the division.

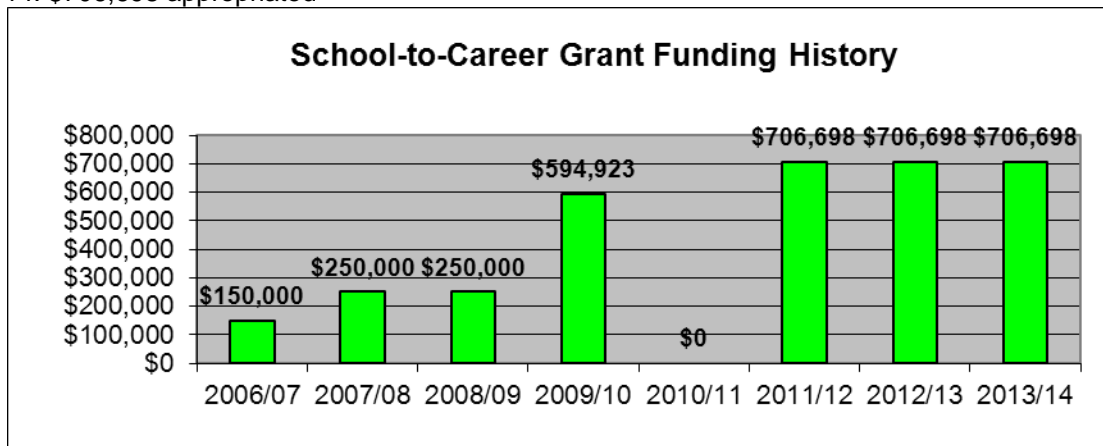
Funding:

All public lodging establishments and all public food service establishments licensed by the division shall pay an annual fee of no more than \$10, which shall be included in the annual license fee and used for the sole purpose of funding the Hospitality Education Program.

- The division shall use at least 68 percent of the above funds collected for programs directed to careers in the restaurant industry, and
- At least 14 percent of the funds for programs directed to careers in the lodging industry.
- The division may use up to 10 percent of the funds collected for administration of the program.

Grant Funding History:

- 2006/07: \$150,000 awarded annually
- 2007/08: awarded annually at \$150,000 and amended to \$250,000 to include legislative appropriation increase
- 2008/09: awarded at \$250,000 annually for 4 year term
- 2009/10: Contract amended to include legislative appropriation increase to \$594,923¹
- 2010/11: zero funding/no appropriation
- 2011/12: \$706,698 appropriated
- 2012/13: \$706,698 appropriated
- 2013/14: \$706,698 appropriated

**Update on HEP grant rule, rule 61C-8.004, FAC:**

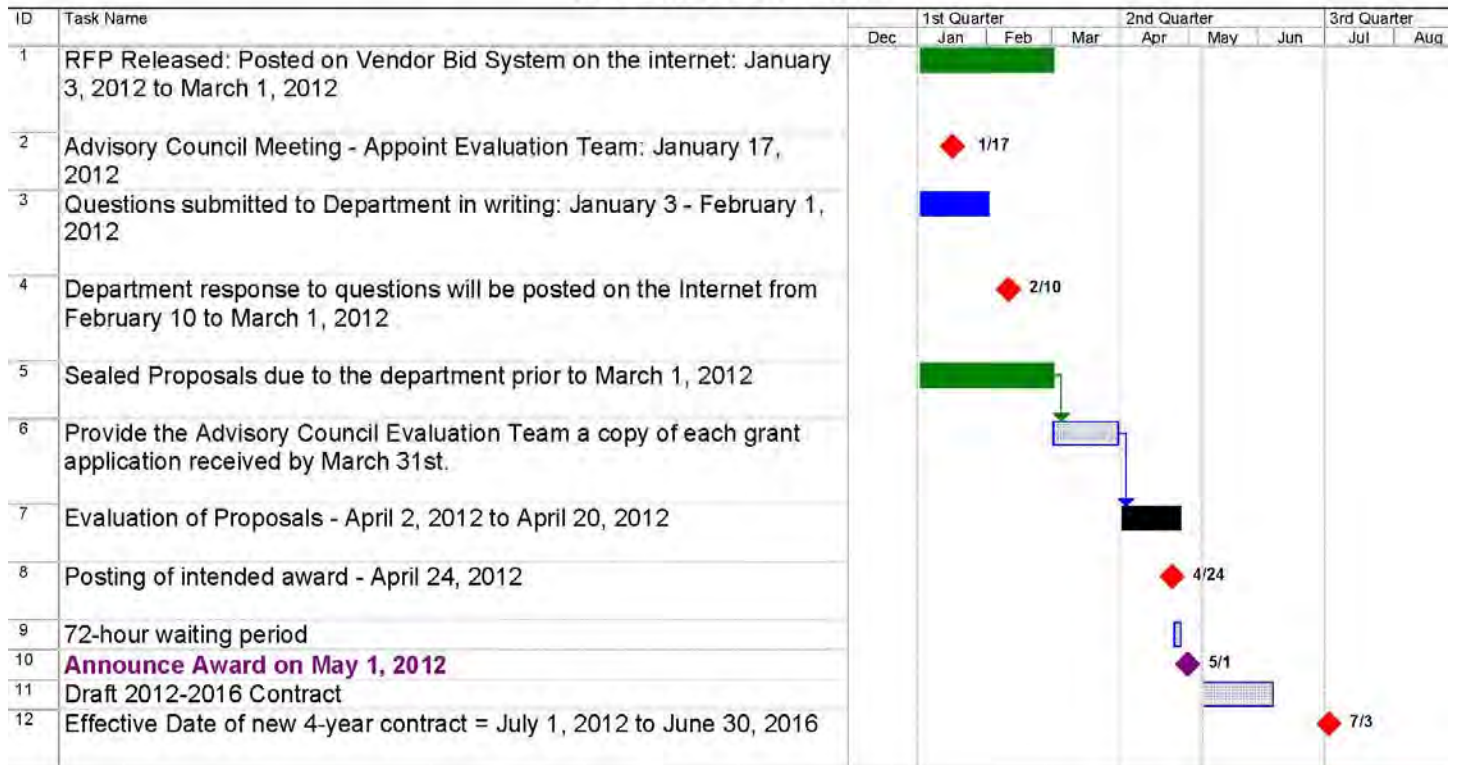
- The rulemaking process was completed and became effective December 29, 2011.

Status of School to Career Grant Contract: (dependent on annual appropriation) In 2011/12, approximately 21,000 students and 200 high schools participate in the HEP program.



- Current 4 year contract with Florida Restaurant and Lodging Association will expire June 30, 2012.
- The application cycle for the 2012-2016 grant cycle began on January 1, 2012, and ends on March 1, 2012. The request for proposal (RFP) was posted and advertised on the [State of Florida Vendor Bid System](#).
- RFP DBPR 4 – 11/12 distributed to more than 5,000 vendors (commodity code 991-378 for Grants and code 924-810 for Educational Services) including State Universities, Community Colleges and Culinary Schools.
- 2012 – 2016 Grant was awarded May 1, 2012 (see Gantt chart on following page)

¹ Effective October 1, 2009, HEP's sole purpose is administering the school-to-career grant program. The Hospitality Education Program (HEP) is an industry-financed, industry-supported education grants program. Its goal is to administer the school-to-career grants authorized under [Section 509.302, Florida Statutes](#).

School-To-Career Hospitality Training Program RFP DBPR # 04 - 11/12



Division of Hotels and Restaurants Mobile Inspection Upgrade

Dell Axim X51 	Apple iPad 2 
Screen size: 3.5"	Screen size: 9.7"
Weight: 5.9 oz.	Weight: 1.25 lbs.
Dimensions: 4.7 x 2.9 x 0.7 in.	Dimensions: 9.5 x 7.31 x .34 in.
Battery life: 6-8 hours	Battery life: 9-10 hours
Support: outdated, cumbersome, no longer supported	Support: shared, department-wide platform
Screens: small, multiple individual screens for each violation, difficult to navigate	Screens: larger, easier-to-read, scrollable, intuitive, less numerous
Email: No	Email: Yes, including built-in function to email inspection report to customer, eliminates need to fax emergency closure documents
Internet: No	Internet: Yes, Wi-fi and 3G – access to department Internet and Intranet for forms, brochures, publications, updated information
Ability to upload history: Daily synchronization	Ability to upload history: Upon demand
Ability to download inspections: Daily synchronization, daily update of department database, document management system and online portal	Ability to download inspections: Upon completion, immediate update of department database, document management system and online portal
Ability to conduct callbacks: limited history	Ability to conduct callbacks: full history
Supplemental forms: limited	Supplemental forms: expanded, easier to support

Future Plans and Activities:

Currently, Technology is working with the Division of Regulation to migrate their inspection program to the iPad, followed by Division of Alcoholic Beverages and Tobacco. In March, H&R will begin meetings to discuss further enhancements, including additional applications to maximize the usefulness of the equipment.

The Prudential-Davis Productivity Awards

Florida's Department of Business & Professional Regulation

Ask **Diann Worzalla** to describe her latest trip down a Florida waterway with her kayak, and she'll mutter a few words, or ask her about her other hobbies – playing the ukulele and glass fusing - and she'll offer a sentence or two. But ask her about the Prudential – Davis Productivity Awards won by the Hotels and Restaurants Division of the Florida Department of Business and Professional Regulation, and you'll probably be late for dinner. That Worzalla, Deputy Director of the division for the past ten years, exudes pride is understandable, given that in just the past 15 years her division has been the recipient of 93 Davis Productivity Awards resulting in more than \$37 million in documented cost savings and recurring cost avoidance.

The latest awards cycle may have been the best ever for this ambitious group of state employees. All told, the division collected 9 awards, covering most categories, including team, individual, and exemplary individual.

Such an achievement is especially remarkable when one considers that over the past 15 years, the number of full-time employees in this division was reduced from 328 to 296, while the number of outbreaks of foodborne illness in Florida, the primary responsibility of the division, has seen an astonishing 87% decrease. In other words, they've been doing much more, with much less. "We are one of the most efficient, streamlined operations in state government and we prove it every year," Worzalla said. "We're very, very proud of that."



Diann Worzalla, Deputy Director, Florida DBPR, Division of Hotels and Restaurants receiving the 2008 Prudential – Davis Productivity Chair Award (presented to a long-time nominator) from former Florida Lt. Governor Jeff Kottkamp.

Evidence of the myriad accomplishments can be found on the wall upon entering the division's Tallahassee office. Dozens of certificates and plaques attesting to a wide range of achievements hang as proud reminders of the ongoing legacy of cost-cutting achievements by the industrious staff. Many of the awards are for streamlining processes, while others cite green initiatives as well as the reduction of travel expenses by such means as videoconferencing.

So why does the Division of Hotels and Restaurants, whose primary responsibility is the licensing, inspecting, and regulating of public lodging and food service establishments in Florida, place such high emphasis on attaining Prudential – Davis Productivity awards? "I think it's the ultimate recognition for staff, to give credit for the productivity and cost avoidance initiatives that they put into place," Worzalla explained. "It's really the highest form of recognition you can get in the state. Every day I come in contact with state employees who are more conscientious than ever to do the right thing, to work smarter, to develop cost savings measures, and to make a difference."



DBPR wall dedicated to the Prudential – Davis Productivity Awards received over the years.

continued on next page...



Tom Coker, Bureau Chief, Licensing & Compliance Section, Division of Hotels and Restaurants receiving the 2010 Prudential – Davis Productivity Pride Eagle Award. Pictured (L to R) Mike Jennings, Prudential; Betty Ross, Florida DBPR; Tom Coker, Florida DBPR; former Florida DBPR Secretary Charlie Liem; and Dominic M. Calabro.

One of those employees **Tom Coker**, Bureau Chief, Human Resources Compliance Section, who estimates he's taken home "about 15" Prudential – Davis Productivity awards since 2000, most of them in technological categories. Finding and developing cost-saving measures comes naturally to the bureau chief, who has won both individual and team awards.

"As we make efficiency improvements throughout the year, we are always mindful of measuring our goals and outcomes. Besides being a good business practice, this helps us to successfully negotiate the Davis nomination process." Chief Coker said.



2012 Awards Judges Meet at Florida TaxWatch

On February 27, a group of distinguished business leaders from across Florida met at the office of Florida TaxWatch in Tallahassee to review 94 nominations submitted by state agency and university employees. The nominations were first reviewed by staff in advance of the meeting and their recommendations were presented to the judges for their final decisions.

Selected state employees who conceive, implement and achieve cost saving ideas are rewarded with cash based on their level of achievement. The individual or team winners will receive cash awards ranging from \$200 to \$2,750 depending on specific criteria. The judges' goal was to agree on the most appropriate level of recognition for each nomination.

Overall, the 2012 awards competition attracted 533 nominations for innovations and productivity improvements worth \$509 million in cost savings, cost avoidances, and increased revenue for state government. Award winners will be recognized at a luncheon in Tallahassee on June 1, followed by regional ceremonies: June 11, Jacksonville; June 12, Gainesville; June 13, Orlando; June 19, Miami; June 20, Ft. Lauderdale; and June 21, Tampa, Florida.

For more information regarding the Prudential – Davis Productivity Awards program, contact Kathleen Hampton, Executive Director, at (850) 222-5052 or visit their website at <http://www.floridataxwatch.org/dpa/index.php>

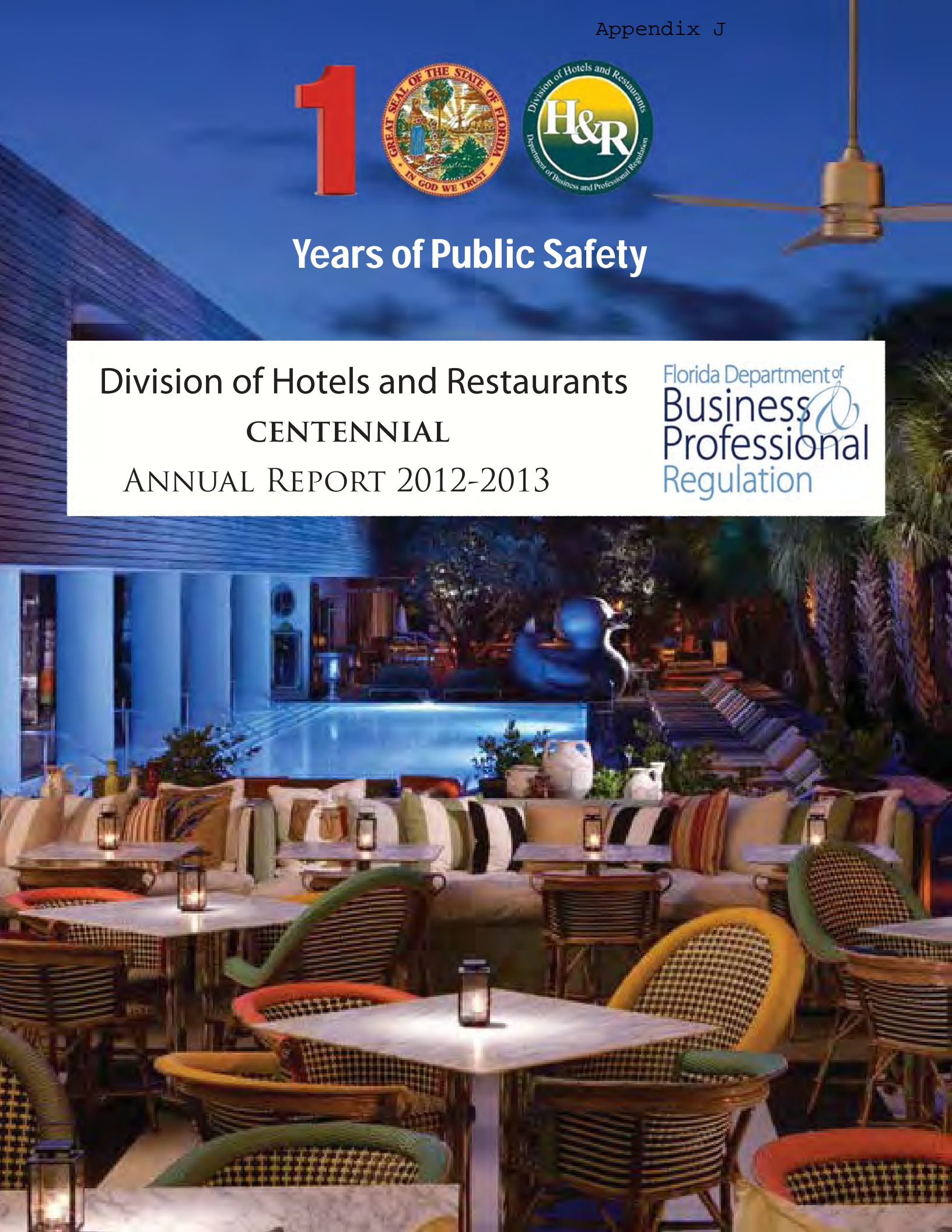
1



Years of Public Safety

Division of Hotels and Restaurants
CENTENNIAL
ANNUAL REPORT 2012-2013

Florida Department of
Business &
Professional
Regulation



Ken Lawson, Secretary

Rick Scott, Governor

Dear Friends:

Fiscal Year 2012/2013 was an exciting time at the Department of Business and Professional Regulation. Fiscal Year 2012/2013 was an especially exciting time for the Division of Hotels and Restaurants and its team members as they celebrated the division's centennial. As Secretary, I have had the privilege of leading a dedicated team through making many improvements for our licensees and Florida's consumers.

As the head of this agency, it is my responsibility to help make Florida the best place for businesses to operate. I believe the way to make this happen is to use smart regulation, strong but fair enforcement and good lines of communication with our customers.

Smart regulation is regulation that helps businesses grow and protects Floridians, not regulation that makes life more cumbersome for businesses and professionals. Enforcing our rules and regulations is necessary, but this enforcement must be fair above all else and our licensees deserve a voice throughout the regulation and enforcement process. We value communication with our customers and rely on each of you to let us know what's working, what isn't working and what we can do better.

We are committed to streamlining processes and eliminating cumbersome and unnecessary regulation. Every improvement we make helps get Florida back to work. Feedback from our customers and partners will ensure we stay on track to make that happen. As always, thank you for working with us, and I look forward to the next Fiscal Year!

Sincerely,



Ken Lawson

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Division of Hotels and Restaurants Annual Report: FY 2012-2013

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

The division is organized into four main units:

- the Director's Office
- the Bureau of Sanitation and Safety Inspections
- the Bureau of Field Services
- the Bureau of Elevator Safety

During the past Fiscal Year, the division was authorized 296 positions to provide program services and an operating budget of \$21,494,569. During this period, the division:

- operated its fourth full year of centralized public food service plan review in Tallahassee providing cost reductions and faster turnaround for its customers;
- further refined capabilities to accept plans electronically;
- conducted a total of 140,621 public food service and lodging establishment inspections to ensure sanitation and safety standards (see tables on pages 13-15);
- performed more than 98 percent of the statutorily required inspections for public food service and lodging establishments (see table on page 15), compared to 74 percent in 2005;
- cited a total of 752,041 violations of sanitary standards in public food service and lodging establishments (see tables on pages 16-26);
- continued to enhance efficiencies gained through the enterprise-wide re-engineering project to improve operations and inspections; and

Additionally,

- The division's restaurant inspection program is the largest in the country to achieve five national standards of program excellence.
- For the fourth year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 98.44 percent.
- Despite the economic downturn, the number of restaurant licenses has increased almost 12 percent since 2005, lodging licenses about 2 percent, and elevator licenses over 27 percent.
- 2013 marks the Centennial of the Division of Hotels and Restaurants. A copy of the 1963 Golden Anniversary Division of Hotels and Restaurants is included (see pages 31-39).

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

A CENTURY OF SERVICE: THE DIVISION OF HOTELS AND RESTAURANTS TURNS 100.

While Florida celebrates 500 years since Ponce de Leon landed, we have another anniversary to celebrate. This year marks 100 years of the Division of Hotels and Restaurants serving the people of Florida and its visitors. That is 100 years of working with the hospitality industry to protect the public's health, safety, and welfare - 100 years of change, innovation, and improvement.

Responding to requests from traveling salesmen, the 1913 Florida Legislature created the Hotel Commission to enforce basic sanitation and safety in hotels, inns, restaurants, and public lodging houses through annual inspections. The new law required all establishments to purchase a \$2.00 license and provide plumbing, lighting, ventilation, and clean bedding and towels. The Commission's authority expanded over the next two decades to include more types of public lodgings. The 1950s saw the Commission's name changed to include restaurants and the creation of the Hotels and Restaurants Advisory Council.

Centennial Timeline 1913 - 2013 Important Events, Business Dates and Milestones												
1910s	1930s	1940s	1950s	1960s	1970s	1980s	1990s	2000s	2010s			
Florida Legislature created the Hotel Commission Railroad expands to Key West, Florida tourism grows Woodrow Wilson is President	U.S. Public Health Service proposes Restaurant Sanitation Regulations	The Second World War took place in the first half of the decade	Florida Hotel and Restaurant Commission established	Hospitality Education Program created Florida is 10th largest state in nation with 4.9 million residents	Walt Disney World opens	Florida is 4th largest state in nation	HRS Office of Restaurant Programs (67 counties) moved to DBR (centralized inspections statewide)	Division adopts 1995 Food Code	Division adopts 1999 Food Code	Federal Government passes Food Allergen Labeling and Consumer Protection Act	Division recognized by the John F. Kennedy School of Government, Harvard University for "Innovations & Bright Ideas"	Division recognized for Reducing Foodborne Illness by 90% over a 15-year period Florida had a record 89.3 million visitors
1913	1934	1939-45	1951	1961	1971	1987	1992	1996	2000	2004	2010	2012
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Encouraging compliance through education has been part of the inspection process for at least the last fifty years. The focus on education increased with the creation of the Hospitality Education Program (HEP) in 1961 to educate future industry employees through college courses on management and supervisory skills and vocational training. Industry fees funded the Florida State University-based program that coordinated courses provided by Florida State University and junior colleges, and skills training provided by vocational schools across the state. Although the HEP eventually became a grant program, its mission of educating the industry's future employees remains.

By 1963, the Florida Hotel and Restaurant Commission licensed almost 60,000 establishments, and employed 66 inspectors in five district offices. Then, as now, the Commission viewed standardization and training as essential components to the regulatory program. In contrast to today's plan review process, the commission had significant authority over construction projects. Architects reviewed plans and issued building permits before construction could begin and special deputies inspected construction projects for the commission.

Governmental reorganization in 1969 created today's Division of Hotels and Restaurants within the Department of Business Regulation and another large change loomed a short eight years away. In 1977, the Department of Health and Rehabilitative Services' began inspecting freestanding restaurants through its 67 County Public Health Offices. The Division continued to license all restaurants and inspected all public lodgings and restaurants in a licensed public lodging. This fragmented inspection system created inconsistencies between counties and eventually led to industry support for a centralized program.

Recentralization occurred in 1992 with the transfer of all restaurant inspections back to the Division and the Department of Business Regulation. With this move, the Division regained its status as the only statewide lodging and food service regulatory program in the nation. A centralized program promotes consistent plan reviews, inspections, and enforcement throughout the state and enhances public information accessibility. The following

year the Legislature merged the Department of Business Regulation with the Department of Professional Regulation.

Today, the Division licenses more than 85,000 public food service and lodging establishments. Although the cost of a license has increased with time, the Division continues to be self-funded with licensing fees fully paying for all the services provided. Inspectors are still based out of district offices, though there are now seven district offices with 186 inspectors.

Technological advancements enable the Division to implement continual improvements in customer service and inspections, including the iPad inspection tool and online applications, inspection results, and complaint submittal. These advancements help the Division complete 98 percent of the statutorily required number of food and lodging inspections, despite a 27.7% increase in accounts and a 4.7% staff reduction.

The last 20 years at the Department of Business and Professional Regulation have been arguably the most successful two decades in the Division's history for both public health and service improvement. Since the 1996 adoption of the U.S. Food and Drug Administration's (FDA) 1995 Food Code and implementation of employee training requirements in 1997, food borne illness has gone down 90 percent. The Division has gone on to adopt four subsequent versions of the Food Code, including the most recent 2009 Food Code, to ensure Florida's restaurants meet the most up-to-date standards.

The Division has been recognized with 93 Davis Awards over the last 15 years for saving taxpayers over \$37.6 million through increased productivity and innovation. The Ash Center for Democratic Governance and Innovation at Harvard University's John F. Kennedy School of Government and the Massachusetts Pioneer Institute's Center for Better Government also recognized the Division's innovation to improve government services. Additionally, the Division is the nation's largest restaurant inspection program to achieve five of the FDA's nine gold standards for retail food safety inspection programs.

Despite changes in name and structure, the Division's mission to protect the public's health, safety, and welfare in public lodging and food service establishments remains unchanged. What started as the Hotel Commission in 1913 has grown into a nationally recognized, award-winning leader in food and lodging regulation. The Division's leadership and dedication to public service is integral to its century of successfully safeguarding the state's citizens and over 80 million annual visitors who eat in restaurants and stay in public lodgings.

Happy Anniversary to the Division of Hotels and Restaurants! Here's to another 100 years.



OFFICE OF THE DIRECTOR

Diann S. Worzalla, Director

The Office of the Director oversees the activities of the division. The director supervises the administration of the Hospitality Education Program; oversees the preparation of the division's annual legislative budget request; ensures that appropriated funds are properly disbursed; and is responsible for implementing legislative changes to Chapters 399 and 509, Florida Statutes, as well as promulgating rules and regulations pertaining to the division's programs. The director works closely with the department's legal staff regarding matters of enforcement and compliance, as well as immediate closures for establishments posing an immediate health or safety threat to the public.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Steven von Bodungen, Bureau Chief

During Fiscal Year 2012-2013, the Bureau of Sanitation and Safety Inspections accomplished 140,621 inspections of the 85,098 licensed food service and lodging establishments in Florida to ensure the health and safety of our residents and visitors. The bureau has seven district offices that are located in Miami, Margate, Fort Myers, Orlando, Tampa, Jacksonville and Panama City Beach. Each of the seven district offices is responsible for coordinating daily activities and scheduling inspections. Administrative enforcement cases are initiated by district offices to ensure compliance with the law. The division is authorized to assess fines up to \$1,000 per violation and to suspend or revoke an operator's license. In addition to routine safety and sanitation inspections, the bureau performs:

- opening inspections for new establishments and changes of ownership;
- "call-back" inspections on establishments cited for critical violations with a specified time period to verify correction of deficiencies;
- complaint investigations; and
- foodborne illness investigations in coordination with the Florida Department of Health.

Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our staff of qualified trainers. This office provides new employee orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

OPQ coordinates and provides technical training for division inspection staff as required by Section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by US Food and Drug Administration (FDA)-certified inspection/training officers on risk-based and Hazard Analysis and Critical Control Point inspections. Each inspector receives a minimum of 20 continuing education hours per year in food safety and sanitation. In 2012-2013, OPQ facilitated 7,025 continuing education hours statewide.

OPQ staff is responsible for monitoring federal and state food code changes that affect the division and for making recommendations to management regarding rules and policies influenced by those changes. The technical coordinators also assist in the application of laws and rules, help resolve implementation issues for field staff and industry, and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. The coordinators address technical questions from the public regarding laws, rules and procedures, and field complaints prior to investigation by the district offices. This year, the OPQ technical coordinators provided strategic food safety planning and coordination with other federal and state agencies for the 2012 Republican National Convention. Additionally, the coordinators oversaw the integration of the FDA 2009 Food Code into the current inspection process.

Office of Plan Review (OPR) oversees plan review for new or altered food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all reviews statewide in Tallahassee Headquarters. OPR reviewed 5,398 plans for a total of \$809,700 collected in revenue. OPR has implemented various process improvements, cost reduction and avoidance strategies, including electronic plan review submission, thereby reducing postage and printing costs. Centralization also resolved numerous workload inequities and substantially improved customer service. Eligible restaurant license applicants are able to electronically submit their plans for immediate feedback and approval. Plan review centralization has resulted in a more efficient use of resources, greater consistency and responsiveness, and a time cost savings to applicants. OPR received 2013 Davis Productivity Award Recognition for their participation with implementing a paperless solution resulting in rental space savings.

BUREAU OF FIELD SERVICES

James Cohee, Bureau Chief

The Bureau of Field Services supports the rest of the division to ensure achievement of the core mission. This bureau includes the division's licensure and compliance sections. In addition, the bureau is responsible for analyzing business processes and recommending ongoing improvement initiatives. This includes responsibility for designing, producing and maintaining most of the division's customized forms and other publications, including brochures, newsletters, statutes, rules and codes for use by the division's staff, licensees and the public. Additionally, staff develops the division's web content ensuring timely sharing of information. Some staff members serve as technical coordinators for the division, providing assistance and information to the department's information technology division regarding the division's computer resources. The division's data stewards reside in this unit and are responsible for creating and disseminating customized reports for the division's staff and the public.

Licensure Section

The Licensure Section processes licenses for public lodging and food service establishments and issues elevator certificates of operation. Staff enters new licenses and changes of ownership, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. They coordinate the division's annual license renewals for 85,129 public food and lodging establishments and 49,532 active elevators, escalators and other vertical conveyances. Staff members also work closely with the department's information technology unit to ensure the single licensing system supports the division's functions according to current business practices and legal requirements.

Compliance Section

The Compliance Section manages the administrative enforcement activity of the division. This office also coordinates indexing of enforcement cases and works with department legal staff to process emergency orders and formal hearings with the Division of Administrative Hearings within the Department of Management Services. The office has continued to emphasize compliance in keeping with the division's mission. This includes an informal, less adversarial, settlement process that concludes cases in a shorter time and reduces the need for litigation. Due to economic realities, the Compliance Section reduced fine penalties across-the-board by 20 percent in Fiscal Year 2010-2011 and decreased enforcement for minor offenders.

BUREAU OF ELEVATOR SAFETY

Mark Boutin, Bureau Chief

The Bureau of Elevator Safety enforces Florida's elevator laws to ensure the safety of persons using vertical transportation (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The program enforces the national standards of the American Society of Mechanical Engineers' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.2, A17.3 and A18.1) and the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes. Other accompanying standards include the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; NFPA Life Safety Code, Americans with Disability Act and Florida Accessibility Code; Chapter 61C-5, Florida Administrative Code; and Chapter 30, Florida Building Code-Buildings.

The bureau issues Certificates of Operation for elevators and other vertical conveyances; issues construction and alteration permits; verifies service maintenance contract agreements; licenses registered elevator companies; and issues professional credentials for Certified Elevator Technician, Certified Elevator Inspector, and Certificates of Competency. It also registers providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators, and coordinates annual renewals of Certificates of Operation and licensed credentials for professions with the division's Licensure Section. The bureau also manages local program contracts, authorized by statute, with the cities of Miami and Miami Beach, Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that the programs adhere to state standards.

The bureau's statutory responsibility changed to a regulatory function in recent years. To assure rider safety, bureau inspectors monitor the quality of private elevator inspections and local contracted programs. In addition to performing inspections, the bureau's ten certified elevator inspectors respond to complaints, educate owners

about their responsibility to have annual safety inspections and work to eliminate code violations in their respective regions. During Fiscal Year 2012-2013, these inspectors conducted 6,065 monitoring inspections.

For the fourth year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 98.44 percent. This compliance record was achieved through the efforts of field and office staff by a combination of site visits, written notices and in rare instances, administrative fines. Securing the compliance of over 98 percent of all vertical and horizontal transportation devices in Florida benefits and positively impacts not only citizens but also visitors of Florida. The use of unsafe and defective lifting devices imposes a substantial probability of serious injury and exposes elevator personnel as well as the public to unsafe and hazardous conditions. Ensuring the safety of life and limb, and protecting the health and welfare of the riding public and elevator personnel is the core mission of the Bureau of Elevator Safety.

The bureau's oversight role for over 52,000 conveyances and five contracted jurisdictions continues to increase due to ongoing growth in new elevator construction and registration of new elevator workers and companies within the state.

Participation in National Food Safety Initiatives

In September 2001, the Division of Hotels and Restaurants voluntarily enrolled in the U.S. Food and Drug Administration's (FDA) National Retail Food Regulatory Program Standards (Standards). These Standards are not simply a list of minimum requirements, but are the gold standard for all retail food safety inspection programs.

Utilizing the Standards provides a framework for regulatory entities to voluntarily assess their retail food safety programs using nationally recognized criteria that enumerate the best practices for retail food safety inspection programs. Achieving the Standards advances objectives set out in the U.S. Department of Health and Human Services "Healthy People 2020" initiative, which lists food safety as one of its 42 priority areas.

Currently, there are 558 programs enrolled. Enrollment in the Standards provides an inspection program with national third-party recognition of the quality of their program. Since enrolling over a decade ago, the Division has achieved five of the nine Standards. We are proud to say that we are the largest restaurant inspection program to reach this accomplishment and no other program of our size in the nation has achieved more.

When applied in the intended manner, the Standards enable a regulatory program to:



- Identify program areas where the greatest impact on retail food safety can be made and prioritize resource allocations accordingly;
- Promote wider application of effective intervention strategies designed to reduce the occurrence of factors that contribute to foodborne illness;
- Assist in identifying program areas most in need of enhancement;
- Provide information needed to justify program resources;
- Achieve a "Best Practice" model using innovative ideas to implement and administer programs;
- Improve industry and consumer confidence in food protection programs by enhancing uniformity within and between regulatory agencies; and
- Enhance program accountability through the establishment of baselines on the occurrence of contributing factors to foodborne illness that can be used to achieve measurable program outcomes.

The criteria specified for each of the Standards are not minimum standards, but represent a high benchmark to which a regulatory retail food program should aspire. Together, the nine Standards listed below provide a comprehensive set of performance measures representing every facet of the retail food regulatory program.

The division has achieved the five highlighted Standards.

1. Regulatory Foundation

2. Trained Regulatory Staff

3. Inspection Program Based on HACCP Principles (projected to achieve in July 2014, with implementation of risk-based inspection frequency)

4. Uniform Inspection Program (projected to achieve in July 2014, with implementation of risk-based inspection frequency)

5. Foodborne Illness and Food Security Preparedness and Response

6. Compliance and Enforcement

7. Industry and Community Relations

8. Program Support and Resources

9. Program Assessment

The Standards are designed to encompass traditional and cutting-edge food safety program approaches, encourage program enhancement, and promote uniformity. The Conference for Food Protection, with which the division actively participates, recommends improvements to the Standards and the FDA Food Code.

DEMOGRAPHIC TRENDS & ECONOMY

Florida is the fourth most populous state in the U.S., surpassed only by California, Texas and New York. Despite slower population growth than previous decades, Florida is projected to replace New York as the third most populous state in 2016, reaching an estimated population over 20 million.³ Demographically, Florida's population is older, on average, than that of any other state in the nation, with a median age of 40.7 and 17.3 percent of the population 65 years of age and older.⁴

According to census data, the counties with the greatest growth percentages are rural.⁵ The trend points to continued rural growth and sustained urban population. Florida attracts around 90 million tourists a year, mostly to urban areas.⁶ Together, these two facts indicate a steady increase in restaurant and lodging facilities in rural areas, with no reduction of accounts in the urban areas.

The industries regulated by the division provide significant impact to Florida's economy. The National Restaurant Association estimates the state's restaurant industry alone will account for \$31.3 billion in gross sales in the year 2013.⁷ Florida's \$71.8 billion "hospitality" industry represents 23 percent of Florida's economy, generating \$4.3 billion in sales tax revenue and employing more than one million people.⁸

IMPLEMENTATION OF FDA PROGRAM STANDARDS

The operation of a statewide food safety program provides extraordinary consistency and standardization from Key West to Pensacola, a factor extremely important to Florida's hospitality industry and tourism-driven economy.

The division enjoys a reputation as a national leader in the food safety community and has significant representation in most national forums and initiatives regarding food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for the state's at-risk populations and 90 million annual visitors who eat in our restaurants and sleep in our lodgings. The division has the goal to become one of the nation's first statewide restaurant inspection



³ Florida: An Economic Overview, Office of Economic & Demographic Research, The Florida Legislature, June 19, 2013.

⁴ Florida: Demographic Trends, Office of Economic & Demographic Research, The Florida Legislature, September 26, 2011.

⁵ Florida: Demographic Trends, Office of Economic & Demographic Research, The Florida Legislature, September 26, 2011.

⁶ Calendar Year Visitor Numbers for 2012, Visit Florida.com

⁷ Florida Restaurant Industry at a Glance, National Restaurant Association

⁸ The Florida Restaurant and Lodging Association

programs to be recognized for achieving all of the Standards.

As the cost of traditional regulatory activity grows and the public's desire to minimize the growth of government increases, regulatory agencies are challenged to maximize the effectiveness of existing staff and resources. Implementation of the Standards, along with a risk-based inspection system, will allow the division to concentrate its efforts on the most critical aspect of its mission - protecting the public by eliminating sources of foodborne illness. This approach is both cost effective and empowering as it allows inspectors to actively involve restaurant operators in keeping the food supply safe. The net effect, when properly instituted, is equivalent to having an inspector on premises full time.

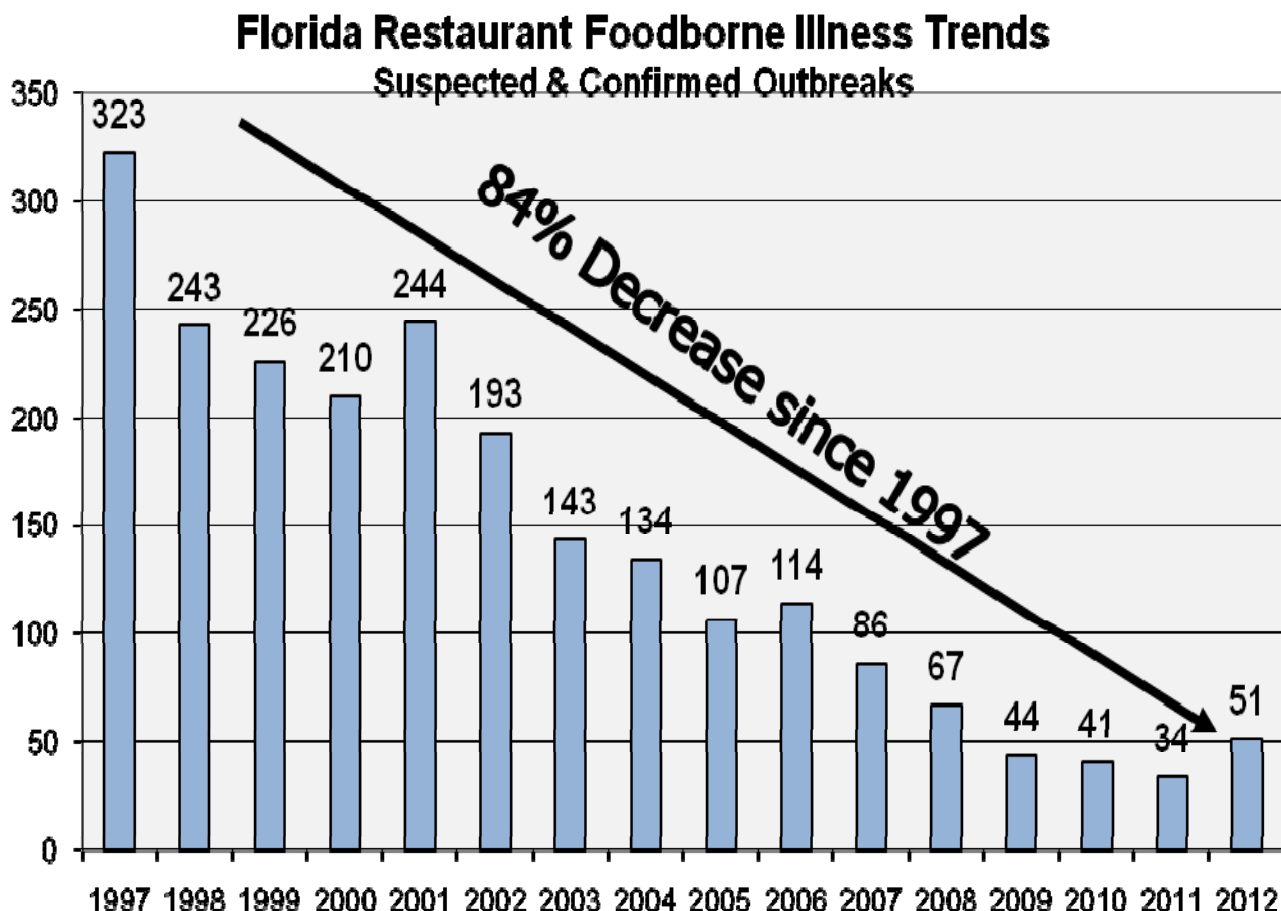
EXPECTED OUTCOME

With full implementation of the Standards, the Division of Hotels and Restaurants will realize the full potential offered by the Food Code to protect the public's health. Raising the professional stature and competency of the field staff will increase the quality and effectiveness of the inspections performed as well as the staff's job satisfaction level. Being recognized by the FDA for "clearly demonstrating a remarkable level of commitment to achieving program excellence" is a source of pride and professionalism that has helped the division not only retain its best employees, but also attract the highest quality applicants for future positions.

As more and more consumers use convenience foods purchased in markets or eat-in restaurants, it is important to provide that extra margin of food safety. By hard work and diligent effort, the division will continue to be proactive in the goal of reducing foodborne illness - which ultimately will result in a safer experience for the dining public.

Florida Restaurant Foodborne Illness Trends

The Department of Health provides data for suspected and confirmed foodborne illness outbreaks in operations licensed by the Division of Hotels and Restaurants. Of the 51 posted for 2012, 20 were confirmed and 31 were classified as suspected.



Foodborne illness in Florida has trended downward significantly during the past 16 years. The statistics in the chart (above) indicate:

- 84% decrease since adoption of the FDA Food Code and implementation of Food Service Employee Training in 1997
- 64% decrease since implementation of the PDA inspection tool in 2003
- 41% decrease since implementation of the risk-based inspection program in 2007

Continued important reductions in foodborne illnesses indicate that Division of Hotels and Restaurants' aggressive attention to science based policies and effective enforcement strategies is achieving positive results and improving public health and safety.

Protecting the public and preventing foodborne illness is the driving force behind the division's food safety program. Florida's proactive response to the food safety challenges outlined in the US Department of Health and Human Services "Healthy People 2020" initiative contributed to the magnitude of this reduction. All of this ultimately results in a safer experience for the dining public.

The Florida Division of Hotels and Restaurants has long been recognized by the Food and Drug Administration as a national leader in food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for the state's at-risk populations and over 80 million annual visitors who eat in restaurants and stay in lodgings.

In 2012, the division was recognized for this achievement by Florida Tax Watch, Prudential Davis Productivity Awards. Foodborne illness reduction is recognized nationally as the benchmark of a quality food safety program. The financial impact in Florida for improved food safety over 13 years is conservatively estimated at \$19,526,528 in total savings to the public, an average of \$1.6 million per year.

Despite a 30.6% increase in accounts resulting in 20,075 more businesses to inspect and a 4.7% staff reduction, the division was able to achieve an 84% decrease in foodborne illness outbreaks in Florida's restaurants.

Risk-Based Inspection Frequency Program

In less than a year, the inspection frequency for Florida's licensed public food service establishments will change. The Division of Hotels and Restaurants is currently in rule development, which will change the inspection frequency for public food service establishments from biannual to a risk-based frequency. Governor Rick Scott signed House Bill 795 into law ([Chapter 2013-147, Laws of Florida](#)) on June 7, 2013. Beginning July 1, 2014, each public food establishment will be required to have between one and four routine annual inspections, based upon the risk each establishment presents to the public. The new law requires the Division of Hotels and Restaurants to develop and implement an inspection frequency based on risk factors, including:

- The inspection and compliance history of each establishment
- The type of food and food preparation style of the establishment
- The type of service provided

Implementing the risk-based inspection program will enable the division to focus its regulatory and compliance efforts on food service establishments that pose a higher risk to the public, effectively reducing the regulatory burden for public food service establishments that have a positive compliance history. Florida statute currently requires all public food service establishments to have two inspections per year.

Division of Hotels and Restaurants



Public Food Service Establishment Plan Reviews and Variances

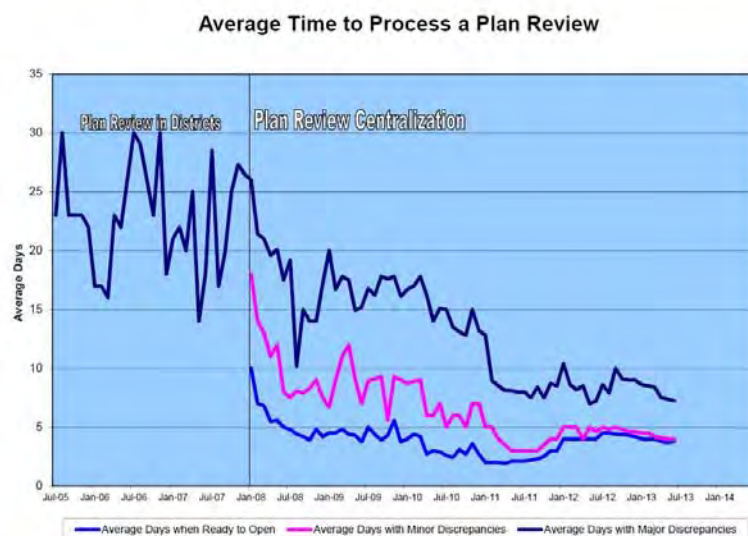
Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2012-2013

District	New/ Conversion	Closed	Remodel	Total	Fees
1	661	61	87	809	\$121,350.00
2	604	83	111	798	\$119,700.00
3	710	72	170	952	\$142,800.00
4	871	99	239	1,209	\$181,350.00
5	465	59	88	612	\$ 91,800.00
6	329	45	83	457	\$ 68,550.00
7	419	52	90	561	\$ 84,150.00
Total	4059	471	868	5398	\$809,700.00

Table 2: Number of Variances Processed—FY 2012-2013

DISTRICT	No. of Variances		
	Routine	Emergency	Total
1	1	7	8
2	0	8	8
3	0	8	8
4	4	30	34
5	1	2	3
6	0	2	2
7	0	5	5
Total	6	62	68

Figure 1: Average Time to Process a Plan Review



Public Lodging and Food Service Establishment Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2012-2013

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	354	240	235	355	197	136	159	1,676
Motels	280	375	504	562	354	333	343	2,751
Nontransient Apartments	5,441	3,782	2,711	2,204	1,452	1,067	858	17,515
Transient Apartments	223	259	187	98	48	18	148	981
Bed and Breakfasts	56	20	36	41	67	28	14	262
Vacation Rentals - Condos								
Single	262	21	203	1,241	125	206	50	2,108
Group	60	71	84	256	43	175	199	888
Collective	53	12	68	89	35	224	131	612
Vacation Rentals - Dwellings								
Single	437	105	3,047	5,248	100	319	203	9,459
Group	16	7	14	20	5	15	14	91
Collective	75	28	126	203	45	173	162	812
SUBTOTAL	7,257	4,920	7,215	10,317	2,471	2,694	2,281	37,155
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	5,388	6,507	6,427	7,657	4,418	3,093	4,410	37,900
Permanent Nonseating	898	939	928	1,135	555	281	495	5,231
Theme Park Food Carts	0	1	8	19	7	0	0	35
Catering	114	163	118	152	79	49	61	736
Hot Dog Carts	175	72	140	166	99	33	59	744
Mobile Food Dispensing Vehicles	437	230	509	589	234	218	221	2,438
Vending Machines	5	21	121	454	200	3	55	859
SUBTOTAL	7,017	7,933	8,251	10,172	5,592	3,677	5,301	47,943
GRAND TOTAL	14,274	12,853	15,466	20,489	8,063	6,371	7,582	85,098

SOURCE: DBPR Single Licensing System 07.01.2013

Table 4: Temporary Food Service Event Licenses Issued — FY 2012-2013

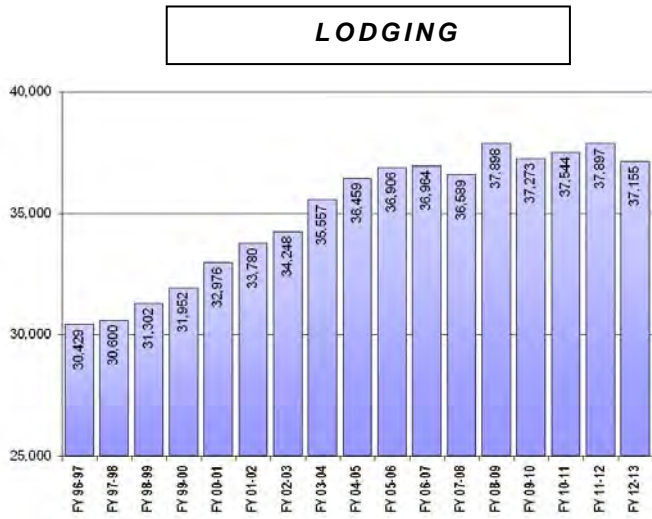
License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	454	406	240	574	222	274	91	2,261
4-30 day license	401	372	663	865	336	167	352	3,156
Annual license	11	9	2	10	3	5	2	42
Already Licensed – Annual	19	35	9	15	26	27	11	142
Already Licensed – Permanent	274	356	45	53	175	374	72	1,349
Already Licensed - DACS	86	88	17	3	31	77	40	342
Total	1,245	1,266	976	1,520	793	924	342	7,292

SOURCE: DBPR Single Licensing System 08.16.2013

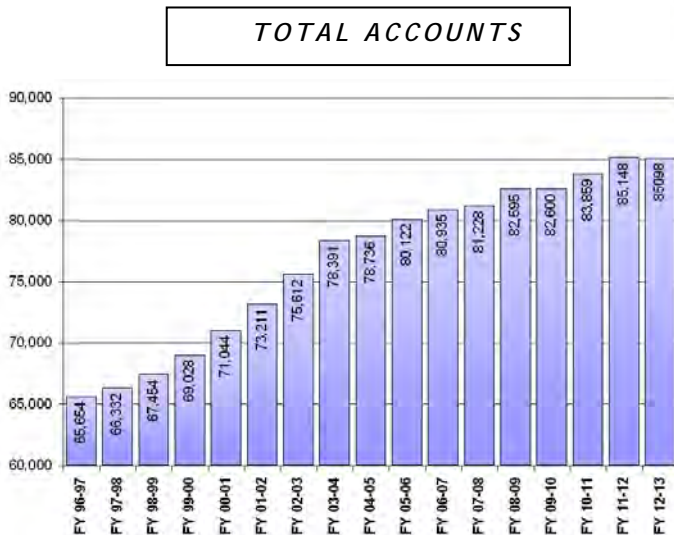
NOTE: Vendors with a DBPR or Department of Agriculture and Consumer Services (DACs) food service license may operate under their existing license when they have a satisfactory on-site inspection.

Public Lodging and Food Service Establishment Licensing

Figure 2: Historical Comparison of Total Number of Public Lodging and Food Service Accounts



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



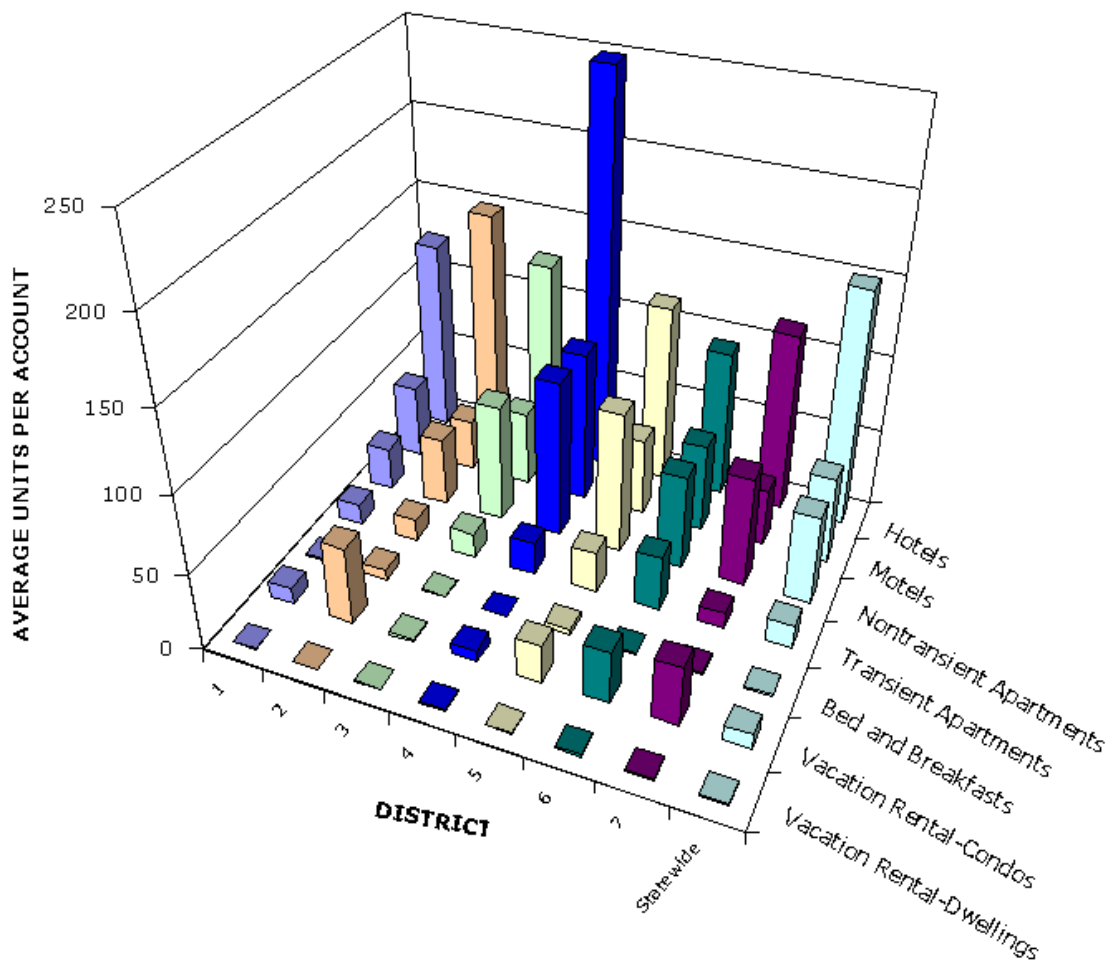
Public Lodging and Food Service Establishment Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2012-2013

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	43,723	36,111	29,531	90,867	22,703	12,889	18,339	254,163
Motels	13,104	12,505	24,243	54,790	17,763	18,744	12,813	153,962
Nontransient Apartments	149,217	166,554	206,690	224,516	132,353	64,732	60,881	1,004,943
Transient Apartments	2,860	3,624	2,929	2,041	1,246	628	1,515	14,843
Bed and Breakfasts	472	138	177	235	491	166	91	1,770
Vacation Rental-Condos	5,231	5,825	6,339	40,847	3,308	18,423	12,825	92,798
Vacation Rental-Dwellings	2,095	424	6,299	9,032	1,206	4,631	3,472	27,159
TOTAL	216,702	225,181	276,208	422,328	179,070	120,213	109,936	1,549,638

SOURCE: DBPR Single Licensing System 08.01.2013

Figure 3: Average Number of Public Lodging Units per Account—End of FY 2012-2013



Public Lodging and Food Service Establishment Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2012-2013

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,052	13,705	499	1	1	15,258
2	1,041	15,813	791	16	1	17,662
3	1,184	17,101	813	4	2	19,104
4	1,486	21,309	1,021	30	1	23,847
5	860	10,531	586	68	0	12,045
6	510	8,578	424	5	0	9,517
7	640	10,824	552	2	2	12,020
TOTAL	6,773	97,861	4,686	126	7	109,453

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	318	6,715	180	0	1	7,214
2	329	5,067	181	4	3	5,584
3	240	4,547	256	7	0	5,050
4	214	4,876	379	7	0	5,476
5	133	2,676	160	13	1	2,983
6	84	2,173	203	3	0	2,463
7	89	2,223	86	0	0	2,398
TOTAL	1,407	28,277	1,445	34	5	31,168

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,370	20,420	679	1	2	22,472
2	1,370	20,880	972	20	4	23,246
3	1,424	21,648	1,069	11	2	24,154
4	1,700	26,185	1,400	37	1	29,323
5	993	13,207	746	81	1	15,028
6	594	10,751	627	8	0	11,980
7	729	13,047	638	2	2	14,418
TOTAL	8,180	126,138	6,131	160	12	140,621

SOURCE: DBPR Single Licensing System 08.04.2013

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishment Inspections

Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2012-2013

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	21	1,856	117	0	0	1,994
2	45	3,001	205	2	0	3,253
3	57	2,457	220	1	0	2,735
4	44	3,712	371	25	1	4,153
5	75	1,686	238	29	0	2,028
6	2	1,452	155	1	0	1,610
7	21	1,880	178	0	1	2,080
TOTAL	265	16,044	1,484	58	2	17,853

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	1	138	28	0	0	167
2	10	475	36	0	1	522
3	21	276	57	1	0	355
4	1	305	140	3	0	449
5	34	239	87	7	0	367
6	0	177	111	1	0	289
7	2	157	25	0	0	184
TOTAL	69	1,767	484	12	1	2,333

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	22	1,994	145	0	0	2,161
2	55	3,476	241	2	1	3,775
3	78	2,733	277	2	0	3,090
4	45	4,017	511	28	1	4,602
5	109	1,925	325	36	0	2,395
6	2	1,629	266	2	0	1,899
7	23	2,037	203	0	1	2,264
TOTAL	334	17,811	1,968	70	3	20,186

SOURCE: DBPR Single Licensing System 08.04.2013

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishment Inspections

Table 8: Public Lodging and Food Service Establishment Inspection Frequency and Performance—FY 2012-2013

- **Apartments 97.79% met inspection requirement (target 100%)**
- **Lodging (non apartments) 99.64% met inspection requirement (target 100%)**
- **Food Establishments 98.75% met inspection requirement (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	47,782	4,684	18,493	70,959
Percent Change Since Last Fiscal Year	1.10%	-7.17%	-0.47%	0.10%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	95,564	9,368	18,493	123,425
Number Active Licenses Inspected Once	2,317	55	17,081	19,453
Number Active Licenses Inspected Twice	32,550	2,993	938	36,481
Number Active Licenses Inspected 3 Times	12,127	1,411	57	13,595
Number Active Licenses Inspected 4 or More Times	627	225	8	860
Number Active Licenses Not Inspected This Period	162	1	410	573
Percent Active Licenses Inspected Once	4.85%	1.17%	92.36%	27.41%
Percent Active Licenses Inspected Twice	68.12%	63.90%	5.07%	51.41%
Percent Active Licenses Inspected 3 Times	25.38%	30.12%	0.31%	19.16%
Percent Active Licenses Inspected 4 or More Times	1.31%	4.80%	0.04%	1.21%
Percent Active Licenses Not Inspected This Period	0.34%	0.02%	2.22%	0.81%
Number Active Licenses that Met or Exceeded Annual Requirement	47,187	4,667	18,084	69,938
Percent Active Licenses that Met or Exceeded Annual Requirement	98.75%	99.64%	97.79%	98.56%

SOURCE: DBPR Single Licensing System reports run on 07.04.2013

*Other than apartments and vacation rentals. For purpose of this table, the term “lodging” includes hotels, motels and bed & breakfast inns. Vacation rentals are inspected in response to complaints and are not included above. All data for this table was collected on 7/04/2013. The number of active licenses is slightly different from Table 3 because of license processing accomplished since compiling the data for that table.

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS									
01 Food from approved source; wholesome, sound condition (manually entered/scanned)	12	0	0	0	0	0	12	0.00%	0.000
01A Food obtained from approved source	74	0	64	0	0	0	138	0.02%	0.001
01B Food safe and unadulterated; sound condition	4,598	0	3,410	40	3	0	8,051	1.15%	0.074
01C Shellstock tags; commingling	0	0	0	760	61	0	821	0.12%	0.008
01D Parasite destruction for raw/undercooked fish	0	0	526	47	0	0	573	0.08%	0.005
02 Original container; properly labeled, date marking, shell stock tags	16,356	0	0	0	0	0	16,356	2.33%	0.149
02-11 Consumer advisory on raw/undercooked oysters	172	0	0	0	0	0	172	0.02%	0.002
02-13 Consumer advisory on raw/undercooked animal products	1,309	0	0	0	0	0	1,309	0.19%	0.012
02A Consumer advisory on raw/undercooked oysters	0	0	0	75	0	0	75	0.01%	0.001
02B Consumer advisory on raw/undercooked animal foods	0	0	8	1,741	0	0	1,749	0.25%	0.016
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	0	0	217	9,446	0	0	9,663	1.38%	0.088
03 Food at proper temperature (manually entered/scanned)	27	0	0	0	0	0	27	0.00%	0.000
03A Receiving and holding PH/TCS foods cold	9,787	0	10,539	0	22	0	20,348	2.90%	0.186
03B Receiving and holding PH/TCS foods hot	2,968	0	3,021	0	0	0	5,989	0.85%	0.055
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	393	0	120	38	1	0	552	0.08%	0.005
03D Cooling PH/TCS foods; proper cooling methods	2,274	0	789	2,333	0	0	5,396	0.77%	0.049
03E Reheating PH/TCS foods for hot holding	0	0	308	0	1	0	309	0.04%	0.003
03F Time as a Public Health Control	0	0	1,115	873	1	0	1,989	0.28%	0.018
03G Reduced oxygen packaging (ROP) and other Special Processes	0	0	20	21	0	0	41	0.01%	0.000

Continued on next page

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS									
07 Unwrapped or PH/TCS food not re-served	26	0	46	0	0	0	72	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	25,659	0	9,893	7	624	0	36,183	5.16%	0.331
08B Food protection during preparation, storage and display	2,248	0	1,378	278	17,604	0	21,508	3.07%	0.197
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	4,864	0	2,011	70	279	0	7,224	1.03%	0.066
11 Employee health knowledge; ill/symptomatic employee present	53	0	23	2,936	22	0	3,034	0.43%	0.028
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	10,071	0	7,195	686	0	0	17,952	2.56%	0.164
12B Employee eating, drinking, tasting food, smoking	6,392	0	0	0	7,411	0	13,803	1.97%	0.126
22 Food-contact surfaces clean and sanitized	31,752	0	2,741	25,266	4,342	0	64,101	9.14%	0.586
31A Handwash sink(s) installed, accessible, not used for other purposes	0	0	0	11,560	0	0	11,560	1.65%	0.106
31B Handwashing supplies and handwash sign provided	0	0	0	12,284	5,778	0	18,062	2.58%	0.165
32 Bathrooms	21,769	0	0	7	3,306	0	25,082	3.58%	0.229
41 Chemicals/toxic substances	0	0	6,319	3,484	75	0	9,878	1.41%	0.090
41A Toxic items properly stored	4,371	0	0	0	0	0	4,371	0.62%	0.040
41B Toxic items labeled and used properly	5,272	0	0	0	0	0	5,272	0.75%	0.048
53 Food management certification valid/Employee Training (manually entered/scanned)	12	0	0	0	0	0	12	0.00%	0.000
53A Food manager certification; knowledge/active managerial control (except employee health)	6,808	0	0	6,010	0	0	12,818	1.83%	0.117
53B State approved food handler training; employee duty specific training/knowledge	8,002	0	0	7,747	0	0	15,749	2.25%	0.144
Subtotal: 1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS	165,269	0	49,743	85,709	39,530	0	340,251	48.52%	3.109

Continued on next page

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES									
02 Original container; properly labeled, date marking, shell stock tags	0	0	0	0	0	0	0	0.00%	0.000
02A Consumer advisory on raw/undercooked oysters	9	0	0	0	0	0	9	0.00%	0.000
02B Consumer advisory on raw/undercooked animal foods	3	0	0	0	0	0	3	0.00%	0.000
02D Food items properly labeled; original container	1	0	0	97	5,108	0	5,206	0.74%	0.048
04 Facilities to maintain PH/TCS foods at the proper temperature	4,063	0	0	2,646	0	0	6,709	0.96%	0.061
05 Food and food equipment thermometers provided and accurate	8,300	0	1	2,745	5,239	0	16,285	2.32%	0.149
06 PH/TCS foods properly thawed	2,143	0	0	0	2,382	0	4,525	0.65%	0.041
08 Food protection/cross-contamination (manually entered/scanned)	36	0	0	0	0	0	36	0.01%	0.000
08C Potential for cross-contamination; storage practices; damaged food segregated	185	0	0	0	0	0	185	0.03%	0.002
10 In use food dispensing utensils properly stored	0	7,839	68	0	9,569	0	17,476	2.49%	0.160
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	35	0	0	0	0	0	35	0.00%	0.000
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	4,529	0	147	5,529	0	10,205	1.46%	0.093
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	0	14,258	768	559	24,322	0	39,907	5.69%	0.365
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	6,013	0	0	0	0	6,013	0.86%	0.055
16 Dishwashing facilities; chemical test kit(s); gauges	1,934	0	11	4,279	4,751	0	10,975	1.57%	0.100
17 Thermometers, gauges, test kits provided	4,198	0	0	0	0	0	4,198	0.60%	0.038
18 Pre-flushed, scraped, soaked	0	1,977	0	0	0	0	1,977	0.28%	0.018
19 Wash, rinse water clean, proper temperature	0	118	0	0	0	0	118	0.02%	0.001
20 Sanitizing concentration or temperature (manually entered/scanned)	39	0	0	0	0	0	39	0.01%	0.000
20A Sanitizing concentration	3,674	0	0	0	0	0	3,674	0.52%	0.034

Continued on next page

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES									
20B Sanitizing temperature	404	0	0	0	0	0	404	0.06%	0.004
21 Wiping cloths; clean and soiled linens; laundry facilities	0	8,099	0	0	11,585	0	19,684	2.81%	0.180
23 Non-food contact surfaces clean	0	14,232	0	0	20,493	0	34,725	4.95%	0.317
24 Storage/handling of clean equipment, utensils; air drying	0	7,674	0	0	8,514	0	16,188	2.31%	0.148
25 Single-service and single-use items	0	6,139	0	0	8,009	0	14,148	2.02%	0.129
26 Single service articles not re-used	0	455	0	0	0	0	455	0.06%	0.004
27 Water source safe, hot (100F) and cold under pressure	3,513	0	39	3,449	160	0	7,161	1.02%	0.065
28 Sewage and waste water disposed properly	384	0	213	23	186	0	806	0.11%	0.007
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	0	4,482	3,064	644	4,915	0	13,105	1.87%	0.120
30 Cross-connection, back siphonage, backflow	2,738	0	0	0	0	0	2,738	0.39%	0.025
31 Toilet and handwashing facilities, number, convenient, designed, installed	8,989	0	0	0	0	0	8,989	1.28%	0.082
31A Handwash sink(s) installed, accessible, not used for other purposes	8	0	0	0	0	0	8	0.00%	0.000
31B Handwashing supplies and handwash sign provided	3	0	0	0	0	0	3	0.00%	0.000
33 Garbage and refuse; premises maintained	0	2,293	0	0	4,361	0	6,654	0.95%	0.061
34 Outside storage area clean, enclosure properly constructed	0	784	0	0	0	0	784	0.11%	0.007
35 Vermin-insect/rodent presence or protection. Animals prohibited. (manually entered/scanned)	23	0	0	0	0	0	23	0.00%	0.000
35A No presence or breeding of insects/rodents/pests; no live animals	4,718	0	4,095	78	0	0	8,891	1.27%	0.081
35B Outer openings protected from insects/pests; rodent proof	2,366	0	0	0	2,323	0	4,689	0.67%	0.043
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	8,941	0	0	25,435	0	34,376	4.90%	0.314

Continued on next page

Public Food Service Establishment Violations

Table

9:

Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES									
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	12,967	0	0	0	0	12,967	1.85%	0.118
38 Lighting provided as required; fixtures shielded or bulbs protected	0	4,280	0	0	3,610	0	7,890	1.13%	0.072
39 Rooms and equipment - vented as required	0	83	0	0	0	0	83	0.01%	0.001
40 Employee personal belongings	0	1,723	0	0	2,450	0	4,173	0.60%	0.038
41 Chemicals/toxic substances	41	0	0	0	0	0	41	0.01%	0.000
42 Cleaning and maintenance equipment	0	4,360	0	0	3,537	0	7,897	1.13%	0.072
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	0	9	1	79	17	0	106	0.02%	0.001
44 Clean and soiled linen segregated and properly stored	0	126	0	0	0	0	126	0.02%	0.001
50 Current license, properly displayed	3,533	0	2,319	0	1,926	0	7,778	1.11%	0.071
51 Other conditions sanitary and safe operation	0	6,759	0	411	5,541	39	12,711	1.81%	0.116
52 Misrepresentation; misbranding	95	0	0	122	6	0	223	0.03%	0.002
54 Florida Clean Indoor Air Act Compliance	0	6	0	0	16	0	22	0.00%	0.000
55 Automatic Gratuity Notice	0	5	0	0	54	0	59	0.01%	0.001
56 Copy of Chapter 509, Florida Statutes, available	0	1	0	0	0	0	1	0.00%	0.000
57 HEP Information Provided (not a violation, not counted in total)	0	1	0	0	0	0	1	0.00%	0.000
Subtotal: 2. GOOD RETAIL PRACTICES	51,435	118,165	10,579	15,279	160,038	39	355,496	50.69%	3.248

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Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY									
15-06 Hoods shall be sized and configured to provide for the capture and removal of grease-laden vapors	0	4	0	0	0	0	4	0.00%	0.000
15-07 The distance between the grease removal device and the cooking surface shall be as great as possible but not less than 18 inches.	0	1	0	0	0	0	1	0.00%	0.000
15-24 Grease filters shall be easily accessible and removable for cleaning	0	4	0	0	0	0	4	0.00%	0.000
15-25 Grease filters shall be equipped with a grease drip tray beneath their lower edges	0	69	0	0	0	0	69	0.01%	0.001
15-26 Filter-equipped exhaust systems shall not be operated with filters removed	0	68	0	0	0	0	68	0.01%	0.001
15-27 Mesh filters shall not be used	0	2	0	0	0	0	2	0.00%	0.000
15-28 Grease filters shall be arranged so that all exhaust air shall pass through the grease filters	0	821	0	0	0	0	821	0.12%	0.008
15-39 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	1	0	0	0	0	1	0.00%	0.000
15-40 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	29	0	0	0	0	29	0.00%	0.000
15-42 Grease filter orientation and installation	0	75	0	0	0	0	75	0.01%	0.001
35B-02 Doors required to swing in the direction of egress travel	0	0	0	0	45	0	45	0.01%	0.000
37-20 Hoods, grease removal devices, fans, ducts, and other appurtenances shall be cleaned to bare metal prior to surfaces becoming heavily contaminated with grease or oily sludge	0	417	0	0	0	0	417	0.06%	0.004
39-03 Exhaust systems shall be operated whenever cooking equipment is turned on	0	20	0	0	0	0	20	0.00%	0.000
39-05 Cooking equipment used in processes producing smoke or grease-laden vapors shall be equipped with a sufficient exhaust system	0	13	0	0	0	0	13	0.00%	0.000
39-09 All solid fuel cooking equipment served by hood and duct systems shall be separate from all other exhaust systems	0	3	0	0	0	0	3	0.00%	0.000

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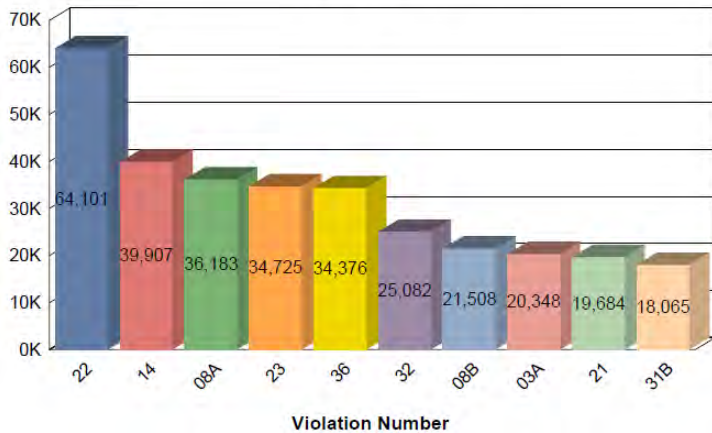
Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY									
45 Fire extinguishing equipment	1,876	0	0	0	0	707	1,876	0.27%	0.024
46 Exits not blocked or locked	612	0	0	0	0	393	612	0.09%	0.009
47 Electrical wiring/outlets in good repair	753	0	0	0	0	167	753	0.11%	0.008
48 Gas appliances; boiler certificate current/posted	547	0	0	0	0	393	547	0.08%	0.009
49 Flammable/combustible materials	166	0	0	0	0	80	166	0.02%	0.002
Subtotal: 3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	3,954	1,527	0	0	45	1,740	5,526	0.79%	0.066
GRAND TOTAL	220,658	119,677	60,322	100,988	199,613	1,779	701,258		6.407
Average per Inspection:									
	2.016	1.093	0.551	0.923	1.824	0.016	6.407		

Number of Inspections: 109,449

Top 10 Violations



Top 10 Food Violations

- 22 *Food Contact Surfaces Clean and Sanitized
- 14 *Food Contact Surfaces Designed
- 08A *Food Protection
- 23 Non-food Contact Surfaces Clean
- 36 Floors
- 32 *Restrooms Clean
- 08B *Food Protection/Cross Contamination
- 03A *Cold food at proper temperature
- 21 *Wiping Cloths
- 31B *Handwashing Supplies and Signs

Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2012-2013

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
08 Safety: Boiler, boiler room	0	0							
09 Safety: Lighting: public, guest rooms	0	0							
13 Safety: Building repair	0	0							
22 Sanitation: Ice protection	0	0							
38 General: Current license: displayed, available upon request	0	0							
Subtotal:	0	0							
1. LODGING VIOLATIONS									
01 Safety: Fire extinguishers	0	0	0	0	0	0	0	0.00%	0.000
02 Safety: Fire hazards	0	0	636	0	0	0	636	1.25%	0.020
05 Safety: Hearing impaired smoke detectors	482	0	434	0	0	0	916	1.80%	0.029
08 Safety: Boiler, boiler room	130	0	71	0	0	0	201	0.40%	0.006
09 Safety: Lighting: public, guest rooms	132	0	0	0	127	0	259	0.51%	0.008
10 Safety: Adequate heating	14	0	1	0	0	0	15	0.03%	0.000
11 Safety: Appliances properly installed; maintained	52	0	0	0	395	0	447	0.88%	0.014
12-04 Safety: Balcony: railing with greater than 4 inch opening	1,487	0	2,286	0	0	0	1	0.00%	0.121
13 Safety: Building repair	0	2,491	0	0	4,997	0	7,488	14.75%	0.240
14 Safety: Proper locking devices	93	0	84	0	0	0	177	0.35%	0.006
15 Sanitation: Bathrooms: public, guest, supplies	0	741	0	0	841	0	1,582	3.12%	0.051
16 Sanitation: Water source safe, hot/cold provided	53	0	47	0	0	0	100	0.20%	0.003
17 Sanitation: Bedding: bed linens, towels	0	578	0	0	626	0	1,204	2.37%	0.039
18 Sanitation: Household furnishings	0	712	0	0	0	0	712	1.40%	0.023

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Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS									
19 Sanitation: Plumbing	0	1,742	2,354	18	213	0	4,327	8.52%	0.139
20 Sanitation: Ventilation	0	183	0	0	234	0	417	0.82%	0.013
21 Sanitation: Toxics: storage, use	460	0	119	341	0	0	920	1.81%	0.030
22 Sanitation: Ice protection	445	0	478	0	0	0	923	1.82%	0.030
23 Sanitation: Glassware, tableware, utensils sanitized	419	0	293	15	127	0	854	1.68%	0.027
24 Sanitation: Vermin control	551	0	647	0	0	0	1,198	2.36%	0.038
25 Sanitation: Premises maintained	0	3,333	0	0	5,039	0	8,372	16.49%	0.269
26 Sanitation: Garbage and refuse disposal	0	2,592	0	0	4,543	0	7,135	14.05%	0.229
27 Sanitation: Sewage and waste water disposal	28	0	23	0	9	0	60	0.12%	0.002
28 Consumer Protection: Advertisement	1	0	0	0	0	0	1	0.00%	0.000
30 Consumer Protection: Room Rate Schedule	0	1	0	0	0	0	1	0.00%	0.000
31 Consumer Protection: Room rates posted	0	1	0	0	0	0	1	0.00%	0.000
32 Consumer Protection: Security deposit	0	1	0	0	0	0	1	0.00%	0.000
33 Consumer Protection: Unethical business practices; overbooking	0	0	4	0	0	0	4	0.01%	0.000
34 Consumer Protection: Licensee: criminal conduct	0	1	1	0	0	0	2	0.00%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	2	0	0	3	0	5	0.01%	0.000
36 Consumer Protection: Telephone surcharge posted	0	293	0	0	285	0	578	1.14%	0.019
37 Consumer Protection: Guest register	0	13	0	0	12	0	25	0.05%	0.001
38 General: Current license: displayed, available upon request	1,306	0	1,472	0	939	0	3,717	7.32%	0.119
39 General: Housekeeping	0	607	0	0	912	0	1,519	2.99%	0.049
40 General: Other conditions: safe, sanitary	0	53	40	0	27	2	120	0.24%	0.004

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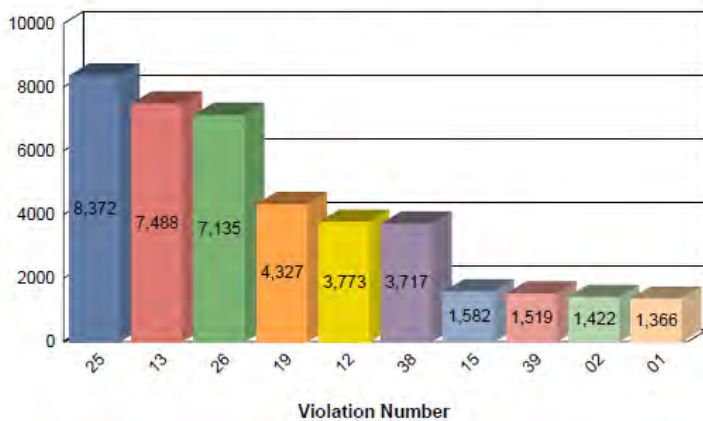
Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS									
41 General: Posting operator service agreement	0	21	0	0	0	0	21	0.04%	0.001
42 General: Blocking operator access	0	2	0	0	0	0	2	0.00%	0.000
Subtotal: 1. LODGING VIOLATIONS	5,653	13,372	8,990	374	19,329	2	47,718	93.96%	1.531
2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY									
01 Safety: Fire extinguishers	707	0	0	0	0	659	707	1.39%	0.044
02 Safety: Fire hazards	684	0	0	0	0	102	684	1.35%	0.025
03 Safety: Fire Sprinkler system	64	0	0	0	0	16	64	0.13%	0.003
04 Safety: Smoke detectors; fire alarm systems	732	0	0	0	0	551	732	1.44%	0.041
05 Safety: Hearing impaired smoke detectors	0	0	0	0	0	17	0	0.00%	0.001
06 Safety: Exits obstructed	328	0	0	0	0	93	328	0.65%	0.014
07 Safety: Electrical wiring in good repair	170	0	0	0	0	121	170	0.33%	0.009
08-03 Safety: Boiler certificate	0	0	0	0	0	440	0	0.00%	0.014
08-03 Safety: Boiler certificate	354	0	0	0	0	0	354	0.70%	0.011
11 Safety: Appliances properly installed; maintained	0	0	0	0	0	10	0	0.00%	0.000
12-04 Safety: Balcony: railing with greater than 4 inch opening	31	0	0	0	0	0	31	0.06%	0.001
Subtotal: 2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	3,070	0	0	0	0	2,009	3,070	6.05%	0.163
GRAND TOTAL	8,723	13,367	8,990	374	19,329	2,011	50,783		1.629
Average per Inspection:									
	0.280	0.429	0.288	0.012	0.620	0.065	1.629		

Number of Inspections: 31,170

Top 10 Violations

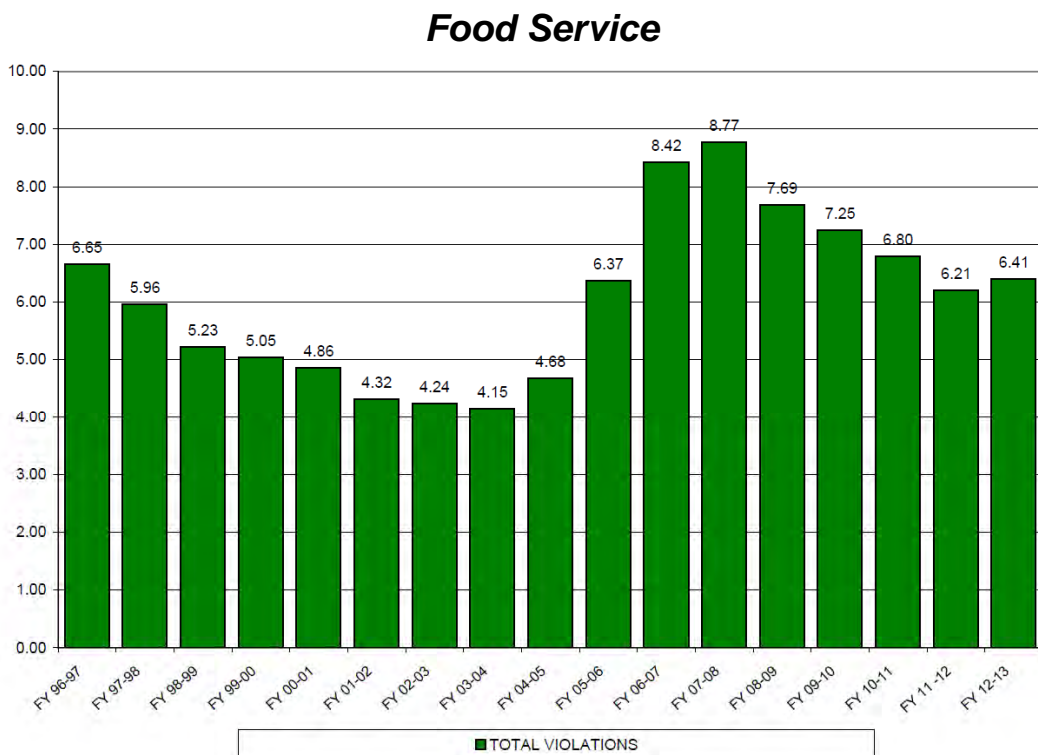
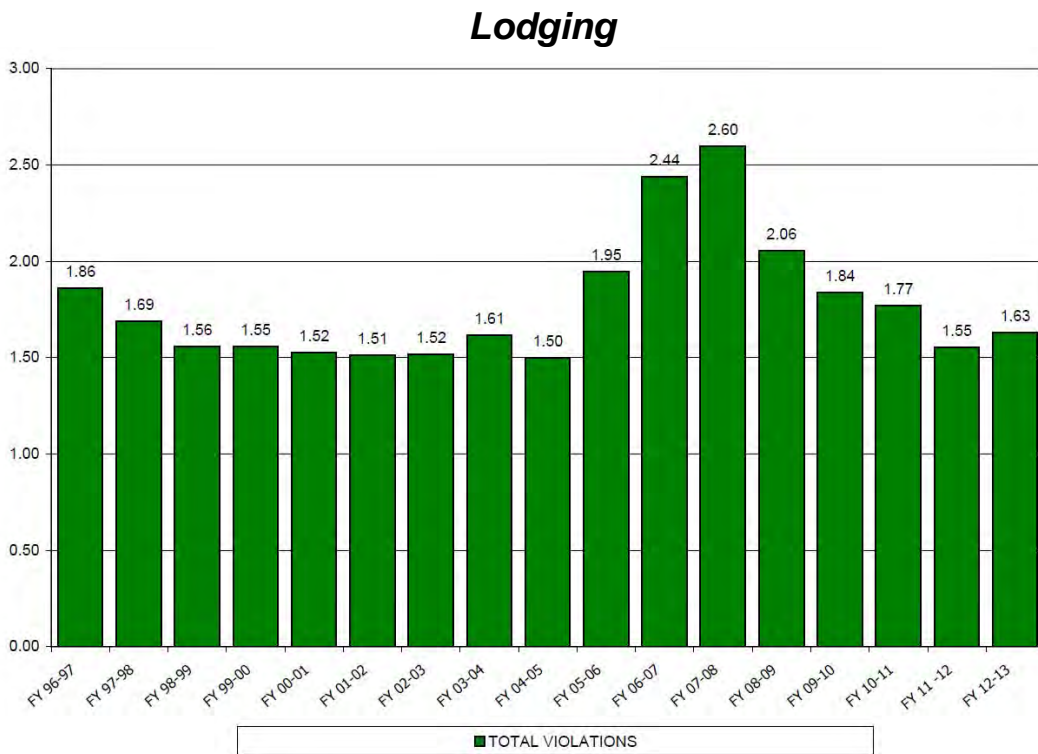


Top 10 Lodging Violations

- 25 Premises Maintained
- 13 Building Repair
- 26 Garbage and Refuse Disposal
- 19 Plumbing
- 12 *Balcony, Railing Safety
- 38 *Current License Displayed
- 15 Restrooms
- 39 Housekeeping
- 02 *Fire Hazards
- 01 *Smoke Detectors

Public Lodging and Food Service Establishment Violations

Figure 4: Historical Comparison of Average Number of Violations to Inspections



Public Lodging and Food Service Establishment

Consumer Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2012-2013

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Confirmed	27	19	26	19	4	7	6	108
Handled by Phone	0	0	0	3	1	2	0	6
Not Observed	103	227	108	261	200	74	154	1,127
Other	47	96	100	122	29	50	32	476
Total	177	342	234	405	234	133	192	1,717

SOURCE: Single Licensing System 8.15.2013

Table 12: Consumer Complaint Activity—FY 2012-2013

Table for Consumer Complaint Activity - 2012-2013								
DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Food Service								
Confirmed	58	114	149	98	134	131	89	773
Handled by Phone	2	14	1	18	24	9	0	68
Not Observed	199	311	294	367	397	219	240	2,027
Other	90	241	245	379	142	86	69	1,252
Subtotal	349	680	689	862	697	445	398	4,120
Lodging-Apartments								
Confirmed	20	5	21	4	14	16	1	81
Handled by Phone	1	1	0	2	2	3	0	9
Not Observed	46	28	22	16	18	8	4	142
Other	35	19	32	24	4	8	4	4
Subtotal	102	53	75	46	38	35	9	358
Lodging-Hotels, Motels, Rooming Houses and Bed & Breakfasts								
Confirmed	11	26	36	53	51	76	16	269
Handled by Phone	0	0	1	7	3	2	0	13
Not Observed	61	87	86	167	79	85	46	611
Other	23	41	89	105	53	24	10	345
Subtotal	95	154	212	332	186	187	72	1,238
Lodging-Vacation Rentals								
Confirmed	0	0	4	4	0	5	0	13
Handled by Phone	0	0	0	0	0	1	1	2
Not Observed	3	2	4	18	1	7	3	38
Other	1	0	0	8	0	7	4	20
Subtotal	4	2	8	30	1	20	8	73
Grand Total	550	889	984	1,270	922	687	487	5,789

SOURCE: Single Licensing System 08.15.2013

NOTE: Confirmed and Not Observed denotes that the division followed up with an inspection. Disposition "Other" includes all other follow-ups other than phone calls, including letters, e-mails, referrals to other agencies, and—most commonly—not recorded, possibly due to an open investigation.

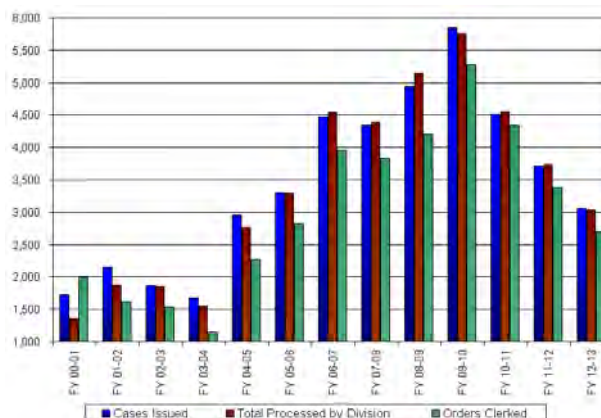
Compliance

Table 13: Public Food and Lodging Compliance Activity—FY 2012-2013

	Food Service	Lodging	Elevators	Total
Cases issued	2,643	390	18	3,051
1st offender	2,092	333	16	2,441
2nd offender	424	43	2	469
3rd offender	102	9	0	111
4th or higher offender	25	5	0	30
Settlement Officers				
Settled	1,754	181	4	1,939
Dismissed/Closed	245	112	0	357
Final Orders on Waiver	345	78	0	423
Sent to OGC	293	21	1	315
Total processed by division	2,637	392	5	3,034
Office of General Counsel				
Informal Hearings	188	9	0	197
Formal Hearings	20	0	0	20
Dismissed/Closed	66	9	2	77
Stipulation & Consent Orders	19	0	0	19
Agency Clerk				
Orders Clerked	2,425	266	7	2,698
Actions				
Suspensions	33	1	0	34
Revocations	0	0	1	1
Fines assessed	\$1,384,800	\$83,570	\$1,500	\$1,469,870
Average fine assessed	\$594	\$324	\$214	\$556
Median fine assessed	\$400	\$200	\$200	\$400
Lowest fine assessed	\$100	\$100	\$200	\$100
Highest fine assessed	\$10,400	\$1,600	\$250	\$10,400
Most frequent fine assessed	\$400	\$200	\$200	\$400
Fines collected	\$1,232,945	\$60,145	\$8,350	\$1,301,440

SOURCE: Compliance Office statistical report dated 08.14.2013

Figure 5: Historical Comparison of Compliance Activity



Elevator Safety

Table 14: Elevator Accounts – as of August 1, 2013 Expiration

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	10,319	99.20%	83	0.80%	10,402	233	119	80	10,834
Hydraulic Passenger	33,041	98.83%	392	1.17%	33,433	438	332	237	34,440
Traction Freight	332	92.48%	27	7.52%	359	2	41	50	452
Hydraulic Freight	599	98.68%	8	1.32%	607	6	31	29	673
Hand Power Passenger	2	100.00%	0	0.00%	2	1	0	1	4
Hand Power Freight	4	100.00%	0	0.00%	4	0	11	4	19
Moving Walk	46	95.83%	2	4.17%	48	0	0	0	48
Inclined Lift	18	94.74%	1	5.26%	19	1	0	0	20
Limited Use Limited Application	308	97.47%	8	2.53%	316	19	14	7	356
Dumbwaiter	402	98.29%	7	1.71%	409	10	237	50	706
Escalator	1,097	96.74%	37	3.26%	1,134	30	44	7	1,215
Sidewalk Elevator	3	100.00%	0	0.00%	3	0	4	0	7
Material Lift, Dumbwaiter, ATD	5	100.00%	0	0.00%	5	3	1	0	9
Special Purpose Personnel Elevator	91	94.79%	5	5.21%	96	7	8	1	112
Inclined Stairway Chair Lift	47	97.92%	1	2.08%	48	6	13	1	68
Inclined & Vertical Wheelchair Lift	2,636	97.99%	54	2.01%	2,690	167	155	61	3,073
Total	48,950	98.74%	625	1.26%	49,575	923	1,010	528	52,036

SOURCE: Single Licensing System Report 7.27.2013

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

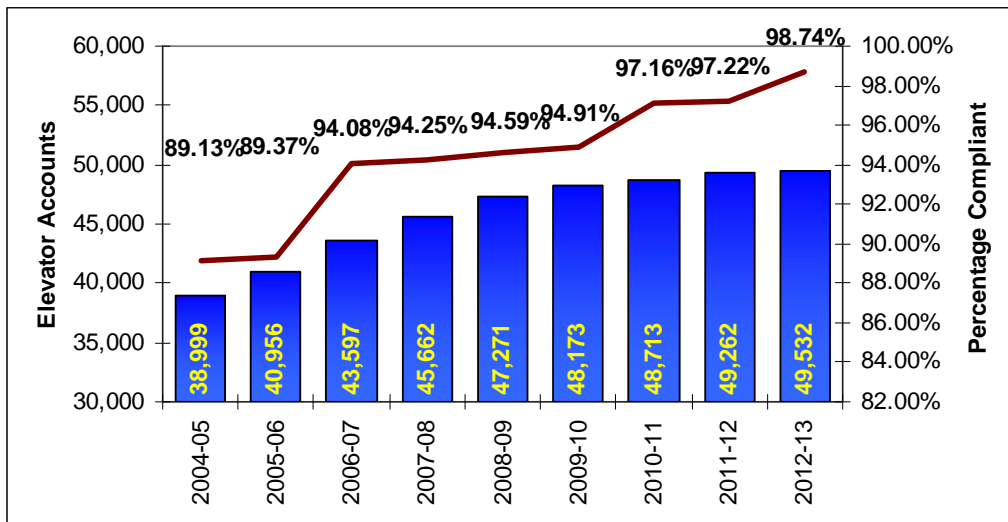


Table 15: Elevator Professional Credential Accounts

LICENSE TYPE	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Registered Elevator Companies	260	274	215	216	252	286	268	300	288
Certified Elevator Inspectors	289	333	305	286	295	354	355	364	360
Certified Elevator Technicians*	-	-	910	797	784	1,130	1,337	1,589	1,562
Certificates of Competency	1,818	1,900	1,583	1,548	1,637	1,871	1,956	1,916	1,734

SOURCE: Extracts and reports 7/4/2005, 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010, 7/30/2011, 8/1/2012, 7/27/13

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

Elevator Safety

Table 16: Elevator Inspections Performed by Inspection Type–FY 2012-2013

Inspection Type	FAILED	PASSED	TOTAL
Accident	8	1	9
Alteration/Acceptance	65	1,410	1,475
Complaint	91	66	157
Construction	221	56	277
Contract Monitoring	303	4,471	4,774
Industry Oversight/Audit	439	726	1,165
Initial Acceptance	22	695	717
Routine	14,914	37,350	52,264
Temporary Operation Inspection	10	208	218
Total	16,073	44,983	61,056

Figure 7: Historical Comparison of Elevator Inspections

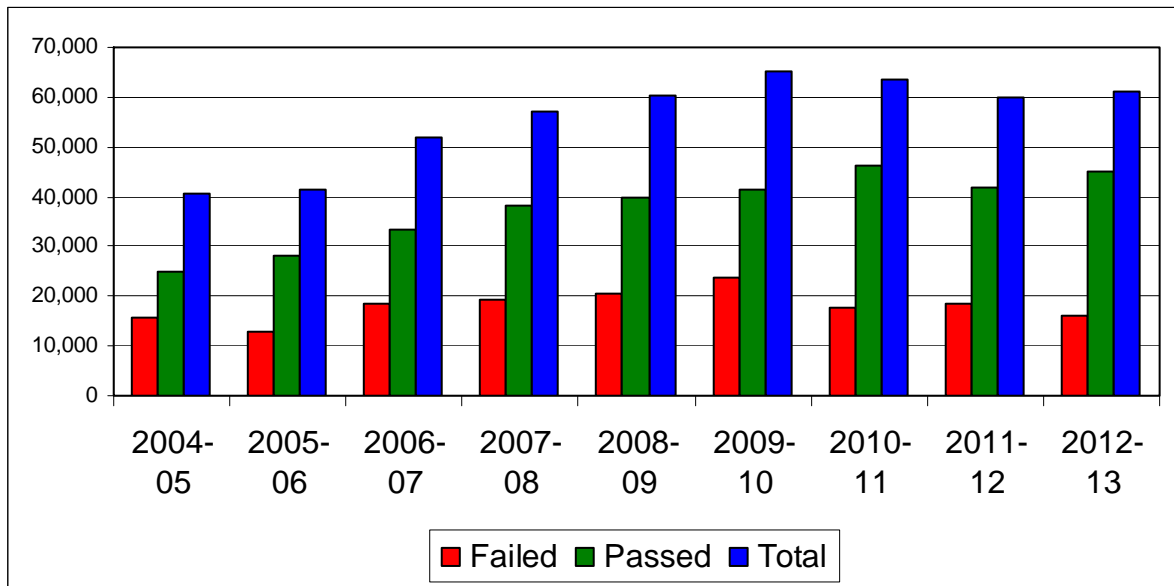
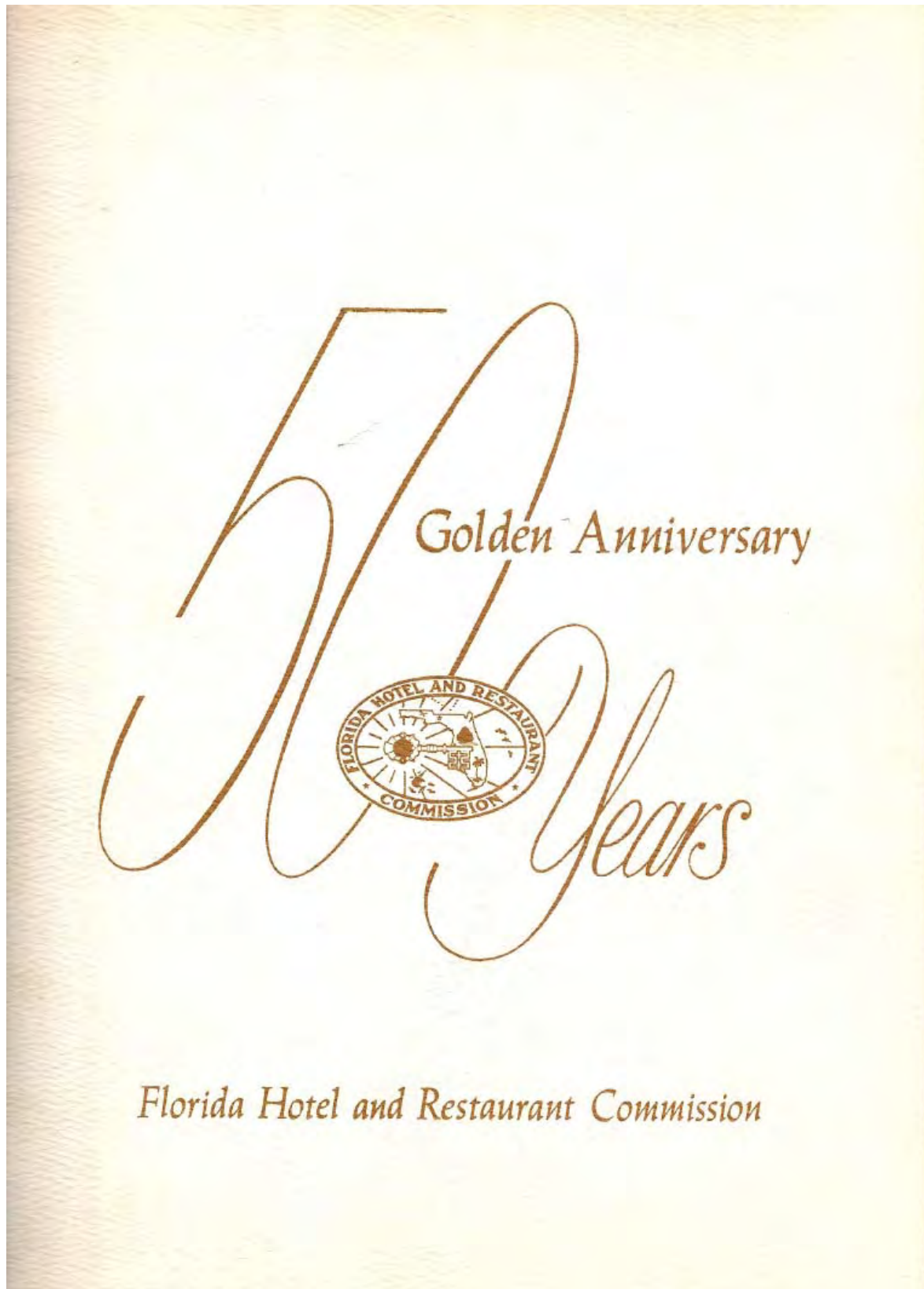


Table 17: Historical Comparison of Elevator Accidents

Elevator Type	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	Total	% Total
Dumbwaiter	2	0	0	2	4	1	1	1	0	11	0.3%
Escalator	377	348	433	413	301	218	236	224	267	2,817	66.4%
Hydraulic Freight	7	17	7	10	3	3	5	0	2	54	1.3%
Hydraulic Passenger	68	47	31	30	31	46	44	33	32	362	8.5%
Inclined Lift	2	0	0	0	1	2	1	0	1	7	0.2%
Limited Use Limited Application	0	0	0	0	0	0	0	1	1	2	0.0%
Moving Walk	38	59	54	46	25	58	91	91	1	463	10.9%
Special Purpose Personnel	2	0	0	1	0	0	0	0	116	119	2.8%
Traction Freight	1	2	4	4	3	1	1	1	0	17	0.4%
Traction Passenger	49	46	34	37	45	53	36	51	42	393	9.3%
Total	546	519	563	543	413	382	415	402	462	4,245	100.0%

A look back: The Florida Hotel and Restaurant Commission's 1963
Golden Anniversary Annual Report



A look back: The Florida Hotel and Restaurant Commission's 1963
Golden Anniversary Annual Report

The Golden Anniversary

A Report on the
Florida Hotel and Restaurant Commission

by

ROBERT A. RIEDEL
Commissioner

FARRIS BRYANT
Governor

TALLAHASSEE, FLORIDA
October, 1963

A look back: The Florida Hotel and Restaurant Commission's 1963
Golden Anniversary Annual Report

The Golden Anniversary

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THE GOLDEN ANNIVERSARY

Report on the Florida Hotel
and Restaurant Commission

by

ROBERT A. RIEDEL, *Commissioner*

THIS YEAR 1963 is "The Year of Gold" for the Florida Hotel and Restaurant Commission because we are celebrating our "Golden Anniversary" and commemorating an historical existence which is unique in its very conception.

For fifty years now the Commission has served the people of Florida and her visitors as the watchdog of our vast public lodging and public food service industry now numbering nearly 80,000 establishments. And—it is the only state agency of its kind in the entire United States!

It is with glowing pride that we take a few minutes to review the operation and accomplishments of the Commission as we see them today. We cherish this opportunity for we have been a part of this great agency and have shared in its development as well as its trials and tribulations.

To you—the public—and to the thousands of people who constitute our gigantic "Hospitality Industry"—and to our employees—we dedicate this brief writing.

HOW IT ALL BEGAN

ON JUNE 7, 1913, the "Hotel Commission" was created by the state Legislature in regular session as a result of a multitude of pleas from an organization of traveling salesmen known as the "United Commercial Travelers." These men who traveled the length and breadth of Florida, as it existed in the days of Governor Park Trammell, were inflamed with the necessity of ridding our hotels of bedbugs. The Legislature acknowledged the problem and

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

at the same time must have experienced a vision of the potential magnitude of Florida's future in tourism. As a result they wrote Chapter 6475 into the laws of Florida.

"AN ACT Relating to Hotels, Inns, Restaurants and Public Lodging Houses, Defining the Same and Prescribing Rules for Their Operation and Maintenance, So As to Insure the Safety and Health of Employees and Patrons of the Same; Providing for the Inspection Thereof, Fees for Same, and Fixing Fine and Penalties for Violation of Such Rules and Regulations."

The law created a Hotel Commission in the State of Florida, authorized the Governor to appoint a Hotel Commissioner, authorized and required the Commissioner to make necessary rules and regulations—and have every hotel and restaurant inspected at least annually.

It required every person, firm or corporation in the hotel or restaurant business to procure a license for each hotel or restaurant at a cost of \$2.00. Failure to comply was made a misdemeanor. It further required that every hotel and restaurant be properly plumbed, lighted and ventilated; be equipped with suitable water closets, lavatories, bathtubs, sinks, drains, etc. for the accommodation of its guests which in turn shall be properly connected and plumbed to an adequate sewerage system. They must provide a main public wash room, convenient and easily accessible to guests; second exits for all buildings three stories high or over. All beds had to be clean and free of vermin and equipped with pillow slips and under and top sheets. Each guest must be furnished two clean towels.

And, so it was—back in 1913!

NOW IT'S TODAY

NOW—after fifty years—the Commission is still safeguarding the traveling public by assuring them of safe and sanitary accommodations "from the ground up."

The assignment is the same as it was in 1913, but the inherent challenge has been intensified as a result of the expanding and transitory nature of the industry. The fruit of compliance with the law is the elevation of all public lodging and public food service establishments regardless of their location in the state, size, type, ownership or clientele. The technique still includes following the guide provided by the laws, promulgating rules as necessary for clarification and encouraging compliance tactfully and firmly.

Time, of course, has brought numerous additions and revisions to the law, but the original tenets and the intent of the 1913 Legislature have been conscientiously preserved. The early law was expanded and detailed to accommodate a changing industry and provide a wider base of minimum standards for safety and sanitation in construction and operation.

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

In order to fulfill our responsibility, prime consideration is given to the selection and training of field personnel to insure capable performance in the role of enforcement officer and diplomat. We earnestly believe that law compliance and enforcement can be achieved by education first, then regulation. Candidates for employment must now possess three years of progressive industry experience and pass the prescribed Merit System examination with an acceptable grade. All field employees attend annual training courses in gas safety, sanitation, supervisory development and civil defense. New men are trained by experienced personnel for several weeks and are required to learn the rules and regulations before receiving an assigned territory. The supervisors learn to adroitly direct the activities of their inspection forces through the assiduous application of their knowledge and the laws and rules regulating the industry. Our field personnel are counseled to perform proudly as representatives of the Commissioner and the Governor of Florida at all times.

THE TEAM

THE Florida Hotel and Restaurant Commission of 1963 operates with the Commissioner and an Executive Assistant and two secretaries, along with a licensing and auditing department, in the Carlton Building, Capital Center, in Tallahassee, and through five district offices located in Jacksonville, Winter Park, Tampa, Fort Lauderdale and Miami. A State Supervisor, based in the Tampa office, coordinates the activities of the five district field forces. Each district office is directed by a District Supervisor and an Assistant and is staffed with a secretary. Sixty-six deputy commissioners, or inspectors, operate out of the five offices. A team of 13 supervising architects have been appointed by the Commissioner in various sections of the state to review and approve plans for the construction of new or remodeled hotels, motels, apartment houses, rooming houses and restaurants. Upon approval of the plans a building permit is issued by the architect and construction can get underway. Presently there are two special deputies for construction who inspect properties during construction.

An advisory council consisting of eight members including the president and the executive officer of the Florida Restaurant Association, the Florida Hotel and Motor Hotel Association, the Motel Industry of Florida and the Florida Apartment House Association was authorized by law in 1953 and revised in 1955 to provide the Commissioner with additional liaison with the regulated industries. The primary functions of this council is to promote better relations, understanding and cooperation among themselves and between the industries represented and the Commission.

AS THE WHEELS TURN

IN THE day to day activities of the Commission, standardized and uniform enforcement of the laws and rules must be maintained. Specific policies are determined and disseminated for the guidance of all personnel. They are further coordinated by the state supervisor.

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

Major policies, decisions and facts of general interest are regularly and frequently made available to the public through the various news media. Statistics concerning the hospitality industry, including property valuation, location, classification, number and type of licenses issued are published regularly. Industry trends and technological changes are reported when observed. Field personnel are constantly advised of all pertinent changes in order to keep their personal storehouse of knowledge current. Proposals for law revisions are submitted for legislative action each session as new techniques and obsolescence dictate. The administrative code of the Commission's rules, for example, was totally revised, indexed and printed last year and several law changes were approved by the 1963 session of the Legislature.

A BIG STEP

SINCE 1961, the greatest achievement of the Commission has been in the area of education—the education and training of employees and potential employees of the public lodging and public food service industry.

A program was proposed to meet the industry's need for competently trained personnel to work in our hotels, motels, apartments, restaurants and other food service operations. It was approved by the 1961 Legislature and became known as the "Hospitality Education Program" or HEP. It is financed from the Florida Hotel and Restaurant Commission's budget and assigned to Florida State University for administration.

This program is designed to provide vocational training and terminal and degree courses throughout the state for current and prospective industry personnel. The courses are to be offered in existing educational facilities in the areas of management, supervisory training and vocational skills. Management is taught at Florida State University, supervisory training in junior colleges and vocational skills in vocational and technical schools.

The law authorizing the program created an "Advisory Council on Education" to the Florida Hotel and Restaurant Commission consisting of the Commissioner, the Dean of the School of Business at Florida State University, industry leaders and representatives of the three areas of education. A staff including a director, two field representatives and a secretary is employed to operate the program in an office maintained in the School of Business at Florida State University in Tallahassee.

The staff coordinates educational efforts throughout the state and promotes the development of training courses for public lodging and public food service employees in the three areas of education. They assist in preparing curriculum and participate in career development programs.

The field representatives, one a lodging technician and the other a food service technician, primarily perform a consulting function and visit establish-

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

ments to discuss with the operator ways and means of upgrading the operation and better serving the public.

Some results of the Program have already been measured.

- Last year 1,041 more persons than the year before availed themselves of training in Florida's technical-vocational schools.
- Eleven junior colleges have planned specific courses and/or a two-year curriculum in supervisory training for hotels, motels and restaurants this year.
- The Hotel and Restaurant Management School at Florida State University is being strengthened through "HEP's" efforts.
- Management clinics have been conducted by the staff for several hundred hospitality industry personnel.
- The field representatives have consulted with innumerable operators and improved their facilities.
- A Hospitality Industry Reference Center has been established at Florida State University to provide facilities for the development of teaching aids and materials for courses related to the industry and provide a complete source of reference material pertinent to the hospitality industry which may be used by students, instructors and industry personnel.

A LONGER LOOK

A LONGER than usual look was taken at two subjects which were of great interest to the State of Florida and to the Florida Hotel and Restaurant Commission specifically—both subjects signaled new trends in public housing.

In 1962 a special survey was conducted on "Retirement Housing," which brought our knowledge up to date on concepts, construction layouts, sponsors, conditions, rates, properties, and how the retirees themselves were reacting and faring.

Since "more retirees come to Florida to settle for the remainder of their lives than to all other states subject to this type of immigration combined, and the ultimate potential staggers the imagination," the results of the survey were enlightening. The public lodging industry felt the greatest effect since several older hotel properties were being converted to "retirement hotels." The retirees were indeed carving their niche deep in Florida.

A survey of "Cooperative and Condominium Apartments" has recently been completed as a sequel to the "Retirement Housing Survey" and a brand new frontier of retirement living has been revealed. About 50% of the total apart-

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

ments were surveyed and it was discovered that 74% were purchased by retirees. And the apartments ranged in cost from \$7,000 to \$140,000 with the average cost being \$23,032! This meant that many of our senior citizens are quite well-to-do and not living on an economy budget as commonly believed.

Statistics further reveal that the construction of "high-rise" type cooperative and condominium apartment buildings has increased 55% each year for the past two years. The survey also showed the average age of these buildings to be 2.3 years with 50% being less than one year old.

Cooperatives and condominiums permit thousands of people to live in choice locations which they could not individually afford. An advantage to the community is also realized in that the per person cost to the community is comparatively low and the spending power is concentrated.

Both of these "longer looks" have supplied the Commission and the public with valuable information.

TOMORROW IS HERE

NOW AS 1963 passes into autumn and we pause to reflect, we realize that the tomorrow we knew yesterday is here today, and it is what we are doing today—this moment—that really counts. Our men in the field are meeting owners, operators and guests; they are inspecting hotels, motels, rooming houses, apartment houses and restaurants of all kinds; and they are reporting sub-standard conditions and violations of the law—at every turn they are achieving compliance with the law—and protecting all of us who use these facilities. They are elevating standards in public lodging and public food service establishments and assisting the owners in providing better service to the public.

This was the challenge we faced yesterday—and it is still with us today—and most assuredly will be the same challenge which faces us tomorrow.

1



Years of Public Safety

Division of Hotels and Restaurants
CENTENNIAL
ANNUAL REPORT 2012-2013

Florida Department of
Business &
Professional
Regulation



Ken Lawson, Secretary

Rick Scott, Governor

Dear Friends:

Fiscal Year 2012/2013 was an exciting time at the Department of Business and Professional Regulation. Fiscal Year 2012/2013 was an especially exciting time for the Division of Hotels and Restaurants and its team members as they celebrated the division's centennial. As Secretary, I have had the privilege of leading a dedicated team through making many improvements for our licensees and Florida's consumers.

As the head of this agency, it is my responsibility to help make Florida the best place for businesses to operate. I believe the way to make this happen is to use smart regulation, strong but fair enforcement and good lines of communication with our customers.

Smart regulation is regulation that helps businesses grow and protects Floridians, not regulation that makes life more cumbersome for businesses and professionals. Enforcing our rules and regulations is necessary, but this enforcement must be fair above all else and our licensees deserve a voice throughout the regulation and enforcement process. We value communication with our customers and rely on each of you to let us know what's working, what isn't working and what we can do better.

We are committed to streamlining processes and eliminating cumbersome and unnecessary regulation. Every improvement we make helps get Florida back to work. Feedback from our customers and partners will ensure we stay on track to make that happen. As always, thank you for working with us, and I look forward to the next Fiscal Year!

Sincerely,



Ken Lawson

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Division of Hotels and Restaurants Annual Report: FY 2012-2013

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

The division is organized into four main units:

- the Director's Office
- the Bureau of Sanitation and Safety Inspections
- the Bureau of Field Services
- the Bureau of Elevator Safety

During the past Fiscal Year, the division was authorized 296 positions to provide program services and an operating budget of \$21,494,569. During this period, the division:

- operated its fourth full year of centralized public food service plan review in Tallahassee providing cost reductions and faster turnaround for its customers;
- further refined capabilities to accept plans electronically;
- conducted a total of 140,621 public food service and lodging establishment inspections to ensure sanitation and safety standards (see tables on pages 13-15);
- performed more than 98 percent of the statutorily required inspections for public food service and lodging establishments (see table on page 15), compared to 74 percent in 2005;
- cited a total of 752,041 violations of sanitary standards in public food service and lodging establishments (see tables on pages 16-26);
- continued to enhance efficiencies gained through the enterprise-wide re-engineering project to improve operations and inspections; and

Additionally,

- The division's restaurant inspection program is the largest in the country to achieve five national standards of program excellence.
- For the fourth year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 98.44 percent.
- Despite the economic downturn, the number of restaurant licenses has increased almost 12 percent since 2005, lodging licenses about 2 percent, and elevator licenses over 27 percent.
- 2013 marks the Centennial of the Division of Hotels and Restaurants. A copy of the 1963 Golden Anniversary Division of Hotels and Restaurants is included (see pages 31-39).

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

A CENTURY OF SERVICE: THE DIVISION OF HOTELS AND RESTAURANTS TURNS 100.

While Florida celebrates 500 years since Ponce de Leon landed, we have another anniversary to celebrate. This year marks 100 years of the Division of Hotels and Restaurants serving the people of Florida and its visitors. That is 100 years of working with the hospitality industry to protect the public's health, safety, and welfare - 100 years of change, innovation, and improvement.

Responding to requests from traveling salesmen, the 1913 Florida Legislature created the Hotel Commission to enforce basic sanitation and safety in hotels, inns, restaurants, and public lodging houses through annual inspections. The new law required all establishments to purchase a \$2.00 license and provide plumbing, lighting, ventilation, and clean bedding and towels. The Commission's authority expanded over the next two decades to include more types of public lodgings. The 1950s saw the Commission's name changed to include restaurants and the creation of the Hotels and Restaurants Advisory Council.

Centennial Timeline 1913 - 2013 Important Events, Business Dates and Milestones												
1910s	1930s	1940s	1950s	1960s	1970s	1980s	1990s	2000s	2010s			
Florida Legislature created the Hotel Commission Railroad expands to Key West, Florida tourism grows Woodrow Wilson is President	U.S. Public Health Service proposes Restaurant Sanitation Regulations	The Second World War took place in the first half of the decade	Florida Hotel and Restaurant Commission established	Hospitality Education Program created Florida is 10th largest state in nation with 4.9 million residents	Walt Disney World opens	Florida is 4th largest state in nation	HRS Office of Restaurant Programs (67 counties) moved to DBR (centralized inspections statewide)	Division adopts 1995 Food Code	Division adopts 1999 Food Code	Federal Government passes Food Allergen Labeling and Consumer Protection Act	Division recognized by the John F. Kennedy School of Government, Harvard University for "Innovations & Bright Ideas"	Division recognized for Reducing Foodborne Illness by 90% over a 15-year period Florida had a record 89.3 million visitors
1913	1934	1939-45	1951	1961	1971	1987	1992	1996	2000	2004	2010	2012
1914	1937	1945	1953	1963	1973	1989	1993	1998	2003	2005	2011	2013
Basic sanitation and safety in hotels, inns, restaurants and public lodging houses through annual inspections. World War I begins	Wakulla Lodge opens at Wakulla Springs	Three million tourists visit Florida	H&R Advisory Council created Space Race starts with Sputnik launch in 1957	President Kennedy assassinated Martin Luther King Jr. makes his "I Have a Dream" speech	25.5 million tourists visit Florida	Tim Berners Lee Invented the World Wide Web	DBR and DPR merge to become DBPR Food Code published by U.S. Public Health Service	Division adopts 1997 Food Code Tourism exceeds 40 million visitors	Electronic inspections (PDA) and posting of inspection activity online	Division adopts 2001 Food Code	Recognized by the Pioneer Institute, Center for Better Government for implementing numerous innovative initiatives.	Division adopts 2009 Food Code and implements iPad inspection tool

Encouraging compliance through education has been part of the inspection process for at least the last fifty years. The focus on education increased with the creation of the Hospitality Education Program (HEP) in 1961 to educate future industry employees through college courses on management and supervisory skills and vocational training. Industry fees funded the Florida State University-based program that coordinated courses provided by Florida State University and junior colleges, and skills training provided by vocational schools across the state. Although the HEP eventually became a grant program, its mission of educating the industry's future employees remains.

By 1963, the Florida Hotel and Restaurant Commission licensed almost 60,000 establishments, and employed 66 inspectors in five district offices. Then, as now, the Commission viewed standardization and training as essential components to the regulatory program. In contrast to today's plan review process, the commission had significant authority over construction projects. Architects reviewed plans and issued building permits before construction could begin and special deputies inspected construction projects for the commission.

Governmental reorganization in 1969 created today's Division of Hotels and Restaurants within the Department of Business Regulation and another large change loomed a short eight years away. In 1977, the Department of Health and Rehabilitative Services' began inspecting freestanding restaurants through its 67 County Public Health Offices. The Division continued to license all restaurants and inspected all public lodgings and restaurants in a licensed public lodging. This fragmented inspection system created inconsistencies between counties and eventually led to industry support for a centralized program.

Recentralization occurred in 1992 with the transfer of all restaurant inspections back to the Division and the Department of Business Regulation. With this move, the Division regained its status as the only statewide lodging and food service regulatory program in the nation. A centralized program promotes consistent plan reviews, inspections, and enforcement throughout the state and enhances public information accessibility. The following

year the Legislature merged the Department of Business Regulation with the Department of Professional Regulation.

Today, the Division licenses more than 85,000 public food service and lodging establishments. Although the cost of a license has increased with time, the Division continues to be self-funded with licensing fees fully paying for all the services provided. Inspectors are still based out of district offices, though there are now seven district offices with 186 inspectors.

Technological advancements enable the Division to implement continual improvements in customer service and inspections, including the iPad inspection tool and online applications, inspection results, and complaint submittal. These advancements help the Division complete 98 percent of the statutorily required number of food and lodging inspections, despite a 27.7% increase in accounts and a 4.7% staff reduction.

The last 20 years at the Department of Business and Professional Regulation have been arguably the most successful two decades in the Division's history for both public health and service improvement. Since the 1996 adoption of the U.S. Food and Drug Administration's (FDA) 1995 Food Code and implementation of employee training requirements in 1997, food borne illness has gone down 90 percent. The Division has gone on to adopt four subsequent versions of the Food Code, including the most recent 2009 Food Code, to ensure Florida's restaurants meet the most up-to-date standards.

The Division has been recognized with 93 Davis Awards over the last 15 years for saving taxpayers over \$37.6 million through increased productivity and innovation. The Ash Center for Democratic Governance and Innovation at Harvard University's John F. Kennedy School of Government and the Massachusetts Pioneer Institute's Center for Better Government also recognized the Division's innovation to improve government services. Additionally, the Division is the nation's largest restaurant inspection program to achieve five of the FDA's nine gold standards for retail food safety inspection programs.

Despite changes in name and structure, the Division's mission to protect the public's health, safety, and welfare in public lodging and food service establishments remains unchanged. What started as the Hotel Commission in 1913 has grown into a nationally recognized, award-winning leader in food and lodging regulation. The Division's leadership and dedication to public service is integral to its century of successfully safeguarding the state's citizens and over 80 million annual visitors who eat in restaurants and stay in public lodgings.

Happy Anniversary to the Division of Hotels and Restaurants! Here's to another 100 years.



OFFICE OF THE DIRECTOR

Diann S. Worzalla, Director

The Office of the Director oversees the activities of the division. The director supervises the administration of the Hospitality Education Program; oversees the preparation of the division's annual legislative budget request; ensures that appropriated funds are properly disbursed; and is responsible for implementing legislative changes to Chapters 399 and 509, Florida Statutes, as well as promulgating rules and regulations pertaining to the division's programs. The director works closely with the department's legal staff regarding matters of enforcement and compliance, as well as immediate closures for establishments posing an immediate health or safety threat to the public.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Steven von Bodungen, Bureau Chief

During Fiscal Year 2012-2013, the Bureau of Sanitation and Safety Inspections accomplished 140,621 inspections of the 85,098 licensed food service and lodging establishments in Florida to ensure the health and safety of our residents and visitors. The bureau has seven district offices that are located in Miami, Margate, Fort Myers, Orlando, Tampa, Jacksonville and Panama City Beach. Each of the seven district offices is responsible for coordinating daily activities and scheduling inspections. Administrative enforcement cases are initiated by district offices to ensure compliance with the law. The division is authorized to assess fines up to \$1,000 per violation and to suspend or revoke an operator's license. In addition to routine safety and sanitation inspections, the bureau performs:

- opening inspections for new establishments and changes of ownership;
- "call-back" inspections on establishments cited for critical violations with a specified time period to verify correction of deficiencies;
- complaint investigations; and
- foodborne illness investigations in coordination with the Florida Department of Health.

Office of Program Quality (OPQ) ensures that all inspectors are properly trained by our staff of qualified trainers. This office provides new employee orientation programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

OPQ coordinates and provides technical training for division inspection staff as required by Section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by US Food and Drug Administration (FDA)-certified inspection/training officers on risk-based and Hazard Analysis and Critical Control Point inspections. Each inspector receives a minimum of 20 continuing education hours per year in food safety and sanitation. In 2012-2013, OPQ facilitated 7,025 continuing education hours statewide.

OPQ staff is responsible for monitoring federal and state food code changes that affect the division and for making recommendations to management regarding rules and policies influenced by those changes. The technical coordinators also assist in the application of laws and rules, help resolve implementation issues for field staff and industry, and provide leadership in public workshops or hearings to resolve outstanding sanitation and safety issues. The coordinators address technical questions from the public regarding laws, rules and procedures, and field complaints prior to investigation by the district offices. This year, the OPQ technical coordinators provided strategic food safety planning and coordination with other federal and state agencies for the 2012 Republican National Convention. Additionally, the coordinators oversaw the integration of the FDA 2009 Food Code into the current inspection process.

Office of Plan Review (OPR) oversees plan review for new or altered food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all reviews statewide in Tallahassee Headquarters. OPR reviewed 5,398 plans for a total of \$809,700 collected in revenue. OPR has implemented various process improvements, cost reduction and avoidance strategies, including electronic plan review submission, thereby reducing postage and printing costs. Centralization also resolved numerous workload inequities and substantially improved customer service. Eligible restaurant license applicants are able to electronically submit their plans for immediate feedback and approval. Plan review centralization has resulted in a more efficient use of resources, greater consistency and responsiveness, and a time cost savings to applicants. OPR received 2013 Davis Productivity Award Recognition for their participation with implementing a paperless solution resulting in rental space savings.

BUREAU OF FIELD SERVICES

James Cohee, Bureau Chief

The Bureau of Field Services supports the rest of the division to ensure achievement of the core mission. This bureau includes the division's licensure and compliance sections. In addition, the bureau is responsible for analyzing business processes and recommending ongoing improvement initiatives. This includes responsibility for designing, producing and maintaining most of the division's customized forms and other publications, including brochures, newsletters, statutes, rules and codes for use by the division's staff, licensees and the public. Additionally, staff develops the division's web content ensuring timely sharing of information. Some staff members serve as technical coordinators for the division, providing assistance and information to the department's information technology division regarding the division's computer resources. The division's data stewards reside in this unit and are responsible for creating and disseminating customized reports for the division's staff and the public.

Licensure Section

The Licensure Section processes licenses for public lodging and food service establishments and issues elevator certificates of operation. Staff enters new licenses and changes of ownership, reconciles license fees, resolves licensing problems and provides license information to the public and the division's field staff. They coordinate the division's annual license renewals for 85,129 public food and lodging establishments and 49,532 active elevators, escalators and other vertical conveyances. Staff members also work closely with the department's information technology unit to ensure the single licensing system supports the division's functions according to current business practices and legal requirements.

Compliance Section

The Compliance Section manages the administrative enforcement activity of the division. This office also coordinates indexing of enforcement cases and works with department legal staff to process emergency orders and formal hearings with the Division of Administrative Hearings within the Department of Management Services. The office has continued to emphasize compliance in keeping with the division's mission. This includes an informal, less adversarial, settlement process that concludes cases in a shorter time and reduces the need for litigation. Due to economic realities, the Compliance Section reduced fine penalties across-the-board by 20 percent in Fiscal Year 2010-2011 and decreased enforcement for minor offenders.

BUREAU OF ELEVATOR SAFETY

Mark Boutin, Bureau Chief

The Bureau of Elevator Safety enforces Florida's elevator laws to ensure the safety of persons using vertical transportation (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The program enforces the national standards of the American Society of Mechanical Engineers' (ASME) Safety Code for Elevators and Escalators (A17.1, A17.2, A17.3 and A18.1) and the state standard Florida Elevator Safety Code, Chapter 399, Florida Statutes. Other accompanying standards include the National Electrical Code; State Fire Marshal's Uniform Fire Safety Standards; NFPA Life Safety Code, Americans with Disability Act and Florida Accessibility Code; Chapter 61C-5, Florida Administrative Code; and Chapter 30, Florida Building Code-Buildings.

The bureau issues Certificates of Operation for elevators and other vertical conveyances; issues construction and alteration permits; verifies service maintenance contract agreements; licenses registered elevator companies; and issues professional credentials for Certified Elevator Technician, Certified Elevator Inspector, and Certificates of Competency. It also registers providers to deliver approved continuing education course content. The bureau is responsible for recording annual safety inspections of elevators, and coordinates annual renewals of Certificates of Operation and licensed credentials for professions with the division's Licensure Section. The bureau also manages local program contracts, authorized by statute, with the cities of Miami and Miami Beach, Miami-Dade County, Broward County and Reedy Creek Improvement District to ensure that the programs adhere to state standards.

The bureau's statutory responsibility changed to a regulatory function in recent years. To assure rider safety, bureau inspectors monitor the quality of private elevator inspections and local contracted programs. In addition to performing inspections, the bureau's ten certified elevator inspectors respond to complaints, educate owners

about their responsibility to have annual safety inspections and work to eliminate code violations in their respective regions. During Fiscal Year 2012-2013, these inspectors conducted 6,065 monitoring inspections.

For the fourth year in a row, Florida's elevator safety program achieved the highest rate of compliance in its history, this year achieving 98.44 percent. This compliance record was achieved through the efforts of field and office staff by a combination of site visits, written notices and in rare instances, administrative fines. Securing the compliance of over 98 percent of all vertical and horizontal transportation devices in Florida benefits and positively impacts not only citizens but also visitors of Florida. The use of unsafe and defective lifting devices imposes a substantial probability of serious injury and exposes elevator personnel as well as the public to unsafe and hazardous conditions. Ensuring the safety of life and limb, and protecting the health and welfare of the riding public and elevator personnel is the core mission of the Bureau of Elevator Safety.

The bureau's oversight role for over 52,000 conveyances and five contracted jurisdictions continues to increase due to ongoing growth in new elevator construction and registration of new elevator workers and companies within the state.

Participation in National Food Safety Initiatives

In September 2001, the Division of Hotels and Restaurants voluntarily enrolled in the U.S. Food and Drug Administration's (FDA) National Retail Food Regulatory Program Standards (Standards). These Standards are not simply a list of minimum requirements, but are the gold standard for all retail food safety inspection programs.

Utilizing the Standards provides a framework for regulatory entities to voluntarily assess their retail food safety programs using nationally recognized criteria that enumerate the best practices for retail food safety inspection programs. Achieving the Standards advances objectives set out in the U.S. Department of Health and Human Services "Healthy People 2020" initiative, which lists food safety as one of its 42 priority areas.

Currently, there are 558 programs enrolled. Enrollment in the Standards provides an inspection program with national third-party recognition of the quality of their program. Since enrolling over a decade ago, the Division has achieved five of the nine Standards. We are proud to say that we are the largest restaurant inspection program to reach this accomplishment and no other program of our size in the nation has achieved more.

When applied in the intended manner, the Standards enable a regulatory program to:

- Identify program areas where the greatest impact on retail food safety can be made and prioritize resource allocations accordingly;
- Promote wider application of effective intervention strategies designed to reduce the occurrence of factors that contribute to foodborne illness;
- Assist in identifying program areas most in need of enhancement;
- Provide information needed to justify program resources;
- Achieve a "Best Practice" model using innovative ideas to implement and administer programs;
- Improve industry and consumer confidence in food protection programs by enhancing uniformity within and between regulatory agencies; and
- Enhance program accountability through the establishment of baselines on the occurrence of contributing factors to foodborne illness that can be used to achieve measurable program outcomes.



The criteria specified for each of the Standards are not minimum standards, but represent a high benchmark to which a regulatory retail food program should aspire. Together, the nine Standards listed below provide a comprehensive set of performance measures representing every facet of the retail food regulatory program.

The division has achieved the five highlighted Standards.

1. Regulatory Foundation

2. Trained Regulatory Staff

3. Inspection Program Based on HACCP Principles (projected to achieve in July 2014, with implementation of risk-based inspection frequency)

4. Uniform Inspection Program (projected to achieve in July 2014, with implementation of risk-based inspection frequency)

5. Foodborne Illness and Food Security Preparedness and Response

6. Compliance and Enforcement

7. Industry and Community Relations

8. Program Support and Resources

9. Program Assessment

The Standards are designed to encompass traditional and cutting-edge food safety program approaches, encourage program enhancement, and promote uniformity. The Conference for Food Protection, with which the division actively participates, recommends improvements to the Standards and the FDA Food Code.

DEMOGRAPHIC TRENDS & ECONOMY

Florida is the fourth most populous state in the U.S., surpassed only by California, Texas and New York. Despite slower population growth than previous decades, Florida is projected to replace New York as the third most populous state in 2016, reaching an estimated population over 20 million.³ Demographically, Florida's population is older, on average, than that of any other state in the nation, with a median age of 40.7 and 17.3 percent of the population 65 years of age and older.⁴

According to census data, the counties with the greatest growth percentages are rural.⁵ The trend points to continued rural growth and sustained urban population. Florida attracts around 90 million tourists a year, mostly to urban areas.⁶ Together, these two facts indicate a steady increase in restaurant and lodging facilities in rural areas, with no reduction of accounts in the urban areas.

The industries regulated by the division provide significant impact to Florida's economy. The National Restaurant Association estimates the state's restaurant industry alone will account for \$31.3 billion in gross sales in the year 2013.⁷ Florida's \$71.8 billion "hospitality" industry represents 23 percent of Florida's economy, generating \$4.3 billion in sales tax revenue and employing more than one million people.⁸

IMPLEMENTATION OF FDA PROGRAM STANDARDS

The operation of a statewide food safety program provides extraordinary consistency and standardization from Key West to Pensacola, a factor extremely important to Florida's hospitality industry and tourism-driven economy.

The division enjoys a reputation as a national leader in the food safety community and has significant representation in most national forums and initiatives regarding food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for the state's at-risk populations and 90 million annual visitors who eat in our restaurants and sleep in our lodgings. The division has the goal to become one of the nation's first statewide restaurant inspection



³ Florida: An Economic Overview, Office of Economic & Demographic Research, The Florida Legislature, June 19, 2013.

⁴ Florida: Demographic Trends, Office of Economic & Demographic Research, The Florida Legislature, September 26, 2011.

⁵ Florida: Demographic Trends, Office of Economic & Demographic Research, The Florida Legislature, September 26, 2011.

⁶ Calendar Year Visitor Numbers for 2012, Visit Florida.com

⁷ Florida Restaurant Industry at a Glance, National Restaurant Association

⁸ The Florida Restaurant and Lodging Association

programs to be recognized for achieving all of the Standards.

As the cost of traditional regulatory activity grows and the public's desire to minimize the growth of government increases, regulatory agencies are challenged to maximize the effectiveness of existing staff and resources. Implementation of the Standards, along with a risk-based inspection system, will allow the division to concentrate its efforts on the most critical aspect of its mission - protecting the public by eliminating sources of foodborne illness. This approach is both cost effective and empowering as it allows inspectors to actively involve restaurant operators in keeping the food supply safe. The net effect, when properly instituted, is equivalent to having an inspector on premises full time.

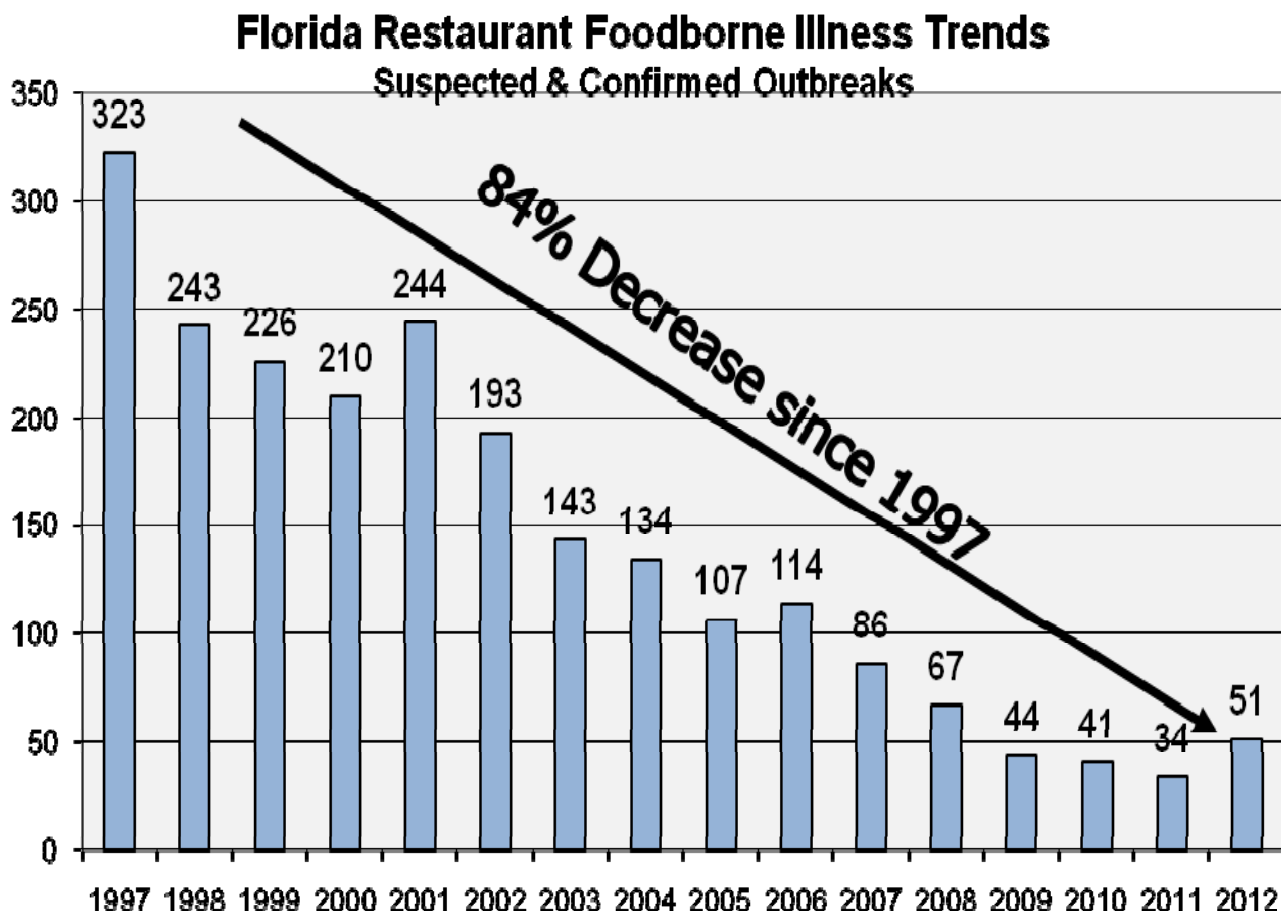
EXPECTED OUTCOME

With full implementation of the Standards, the Division of Hotels and Restaurants will realize the full potential offered by the Food Code to protect the public's health. Raising the professional stature and competency of the field staff will increase the quality and effectiveness of the inspections performed as well as the staff's job satisfaction level. Being recognized by the FDA for "clearly demonstrating a remarkable level of commitment to achieving program excellence" is a source of pride and professionalism that has helped the division not only retain its best employees, but also attract the highest quality applicants for future positions.

As more and more consumers use convenience foods purchased in markets or eat-in restaurants, it is important to provide that extra margin of food safety. By hard work and diligent effort, the division will continue to be proactive in the goal of reducing foodborne illness - which ultimately will result in a safer experience for the dining public.

Florida Restaurant Foodborne Illness Trends

The Department of Health provides data for suspected and confirmed foodborne illness outbreaks in operations licensed by the Division of Hotels and Restaurants. Of the 51 posted for 2012, 20 were confirmed and 31 were classified as suspected.



Foodborne illness in Florida has trended downward significantly during the past 16 years. The statistics in the chart (above) indicate:

- 84% decrease since adoption of the FDA Food Code and implementation of Food Service Employee Training in 1997
- 64% decrease since implementation of the PDA inspection tool in 2003
- 41% decrease since implementation of the risk-based inspection program in 2007

Continued important reductions in foodborne illnesses indicate that Division of Hotels and Restaurants' aggressive attention to science based policies and effective enforcement strategies is achieving positive results and improving public health and safety.

Protecting the public and preventing foodborne illness is the driving force behind the division's food safety program. Florida's proactive response to the food safety challenges outlined in the US Department of Health and Human Services "Healthy People 2020" initiative contributed to the magnitude of this reduction. All of this ultimately results in a safer experience for the dining public.

The Florida Division of Hotels and Restaurants has long been recognized by the Food and Drug Administration as a national leader in food safety. These leadership roles are of critical importance to the division's success in providing quality control and public safeguards for the state's at-risk populations and over 80 million annual visitors who eat in restaurants and stay in lodgings.

In 2012, the division was recognized for this achievement by Florida Tax Watch, Prudential Davis Productivity Awards. Foodborne illness reduction is recognized nationally as the benchmark of a quality food safety program. The financial impact in Florida for improved food safety over 13 years is conservatively estimated at \$19,526,528 in total savings to the public, an average of \$1.6 million per year.

Despite a 30.6% increase in accounts resulting in 20,075 more businesses to inspect and a 4.7% staff reduction, the division was able to achieve an 84% decrease in foodborne illness outbreaks in Florida's restaurants.

Risk-Based Inspection Frequency Program

In less than a year, the inspection frequency for Florida's licensed public food service establishments will change. The Division of Hotels and Restaurants is currently in rule development, which will change the inspection frequency for public food service establishments from biannual to a risk-based frequency. Governor Rick Scott signed House Bill 795 into law ([Chapter 2013-147, Laws of Florida](#)) on June 7, 2013. Beginning July 1, 2014, each public food establishment will be required to have between one and four routine annual inspections, based upon the risk each establishment presents to the public. The new law requires the Division of Hotels and Restaurants to develop and implement an inspection frequency based on risk factors, including:

- The inspection and compliance history of each establishment
- The type of food and food preparation style of the establishment
- The type of service provided

Implementing the risk-based inspection program will enable the division to focus its regulatory and compliance efforts on food service establishments that pose a higher risk to the public, effectively reducing the regulatory burden for public food service establishments that have a positive compliance history. Florida statute currently requires all public food service establishments to have two inspections per year.

Division of Hotels and Restaurants



Public Food Service Establishment Plan Reviews and Variances

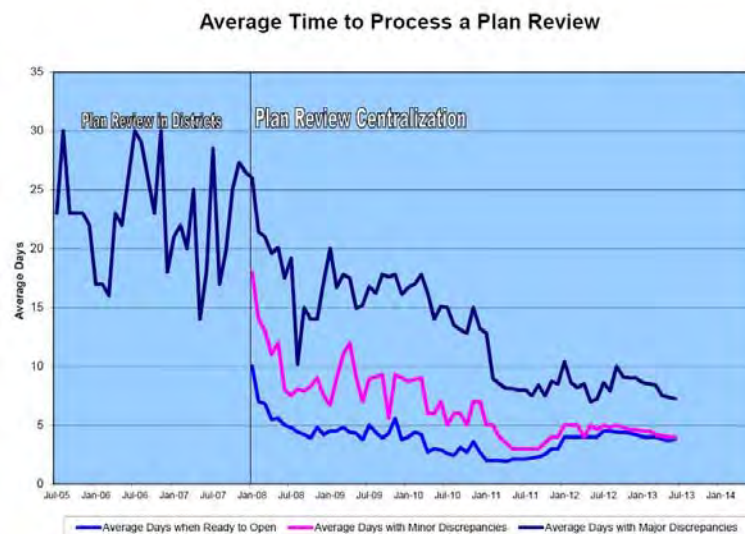
Table 1: Number of Plan Reviews by Type and Fees Processed—FY 2012-2013

District	New/ Conversion	Closed	Remodel	Total	Fees
1	661	61	87	809	\$121,350.00
2	604	83	111	798	\$119,700.00
3	710	72	170	952	\$142,800.00
4	871	99	239	1,209	\$181,350.00
5	465	59	88	612	\$ 91,800.00
6	329	45	83	457	\$ 68,550.00
7	419	52	90	561	\$ 84,150.00
Total	4059	471	868	5398	\$809,700.00

Table 2: Number of Variances Processed—FY 2012-2013

DISTRICT	No. of Variances		
	Routine	Emergency	Total
1	1	7	8
2	0	8	8
3	0	8	8
4	4	30	34
5	1	2	3
6	0	2	2
7	0	5	5
Total	6	62	68

Figure 1: Average Time to Process a Plan Review



Public Lodging and Food Service Establishment Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts—End of FY 2012-2013

Establishment Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
PUBLIC LODGING ESTABLISHMENTS								
Hotels	354	240	235	355	197	136	159	1,676
Motels	280	375	504	562	354	333	343	2,751
Nontransient Apartments	5,441	3,782	2,711	2,204	1,452	1,067	858	17,515
Transient Apartments	223	259	187	98	48	18	148	981
Bed and Breakfasts	56	20	36	41	67	28	14	262
Vacation Rentals - Condos								
Single	262	21	203	1,241	125	206	50	2,108
Group	60	71	84	256	43	175	199	888
Collective	53	12	68	89	35	224	131	612
Vacation Rentals - Dwellings								
Single	437	105	3,047	5,248	100	319	203	9,459
Group	16	7	14	20	5	15	14	91
Collective	75	28	126	203	45	173	162	812
SUBTOTAL	7,257	4,920	7,215	10,317	2,471	2,694	2,281	37,155
PUBLIC FOOD SERVICE ESTABLISHMENTS								
Seating	5,388	6,507	6,427	7,657	4,418	3,093	4,410	37,900
Permanent Nonseating	898	939	928	1,135	555	281	495	5,231
Theme Park Food Carts	0	1	8	19	7	0	0	35
Catering	114	163	118	152	79	49	61	736
Hot Dog Carts	175	72	140	166	99	33	59	744
Mobile Food Dispensing Vehicles	437	230	509	589	234	218	221	2,438
Vending Machines	5	21	121	454	200	3	55	859
SUBTOTAL	7,017	7,933	8,251	10,172	5,592	3,677	5,301	47,943
GRAND TOTAL	14,274	12,853	15,466	20,489	8,063	6,371	7,582	85,098

SOURCE: DBPR Single Licensing System 07.01.2013

Table 4: Temporary Food Service Event Licenses Issued — FY 2012-2013

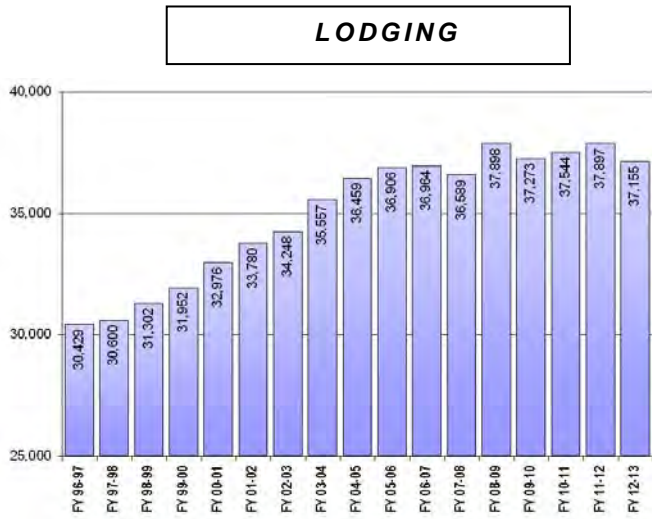
License Type	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
1-3 day license	454	406	240	574	222	274	91	2,261
4-30 day license	401	372	663	865	336	167	352	3,156
Annual license	11	9	2	10	3	5	2	42
Already Licensed – Annual	19	35	9	15	26	27	11	142
Already Licensed – Permanent	274	356	45	53	175	374	72	1,349
Already Licensed - DACS	86	88	17	3	31	77	40	342
Total	1,245	1,266	976	1,520	793	924	342	7,292

SOURCE: DBPR Single Licensing System 08.16.2013

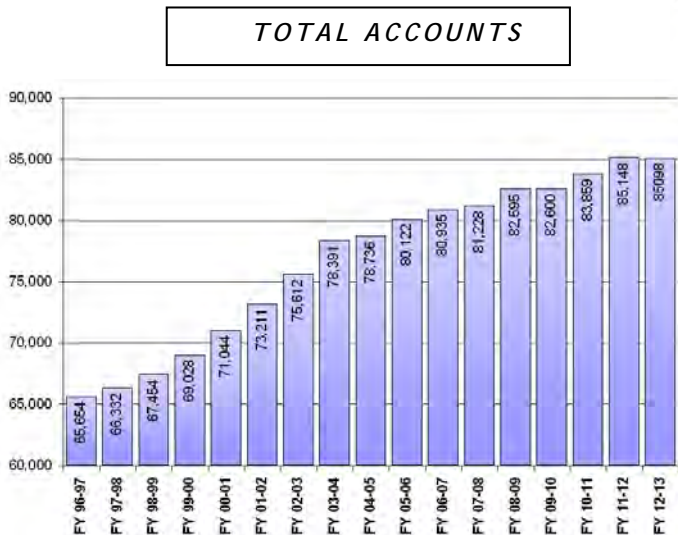
NOTE: Vendors with a DBPR or Department of Agriculture and Consumer Services (DACs) food service license may operate under their existing license when they have a satisfactory on-site inspection.

Public Lodging and Food Service Establishment Licensing

Figure 2: Historical Comparison of Total Number of Public Lodging and Food Service Accounts



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



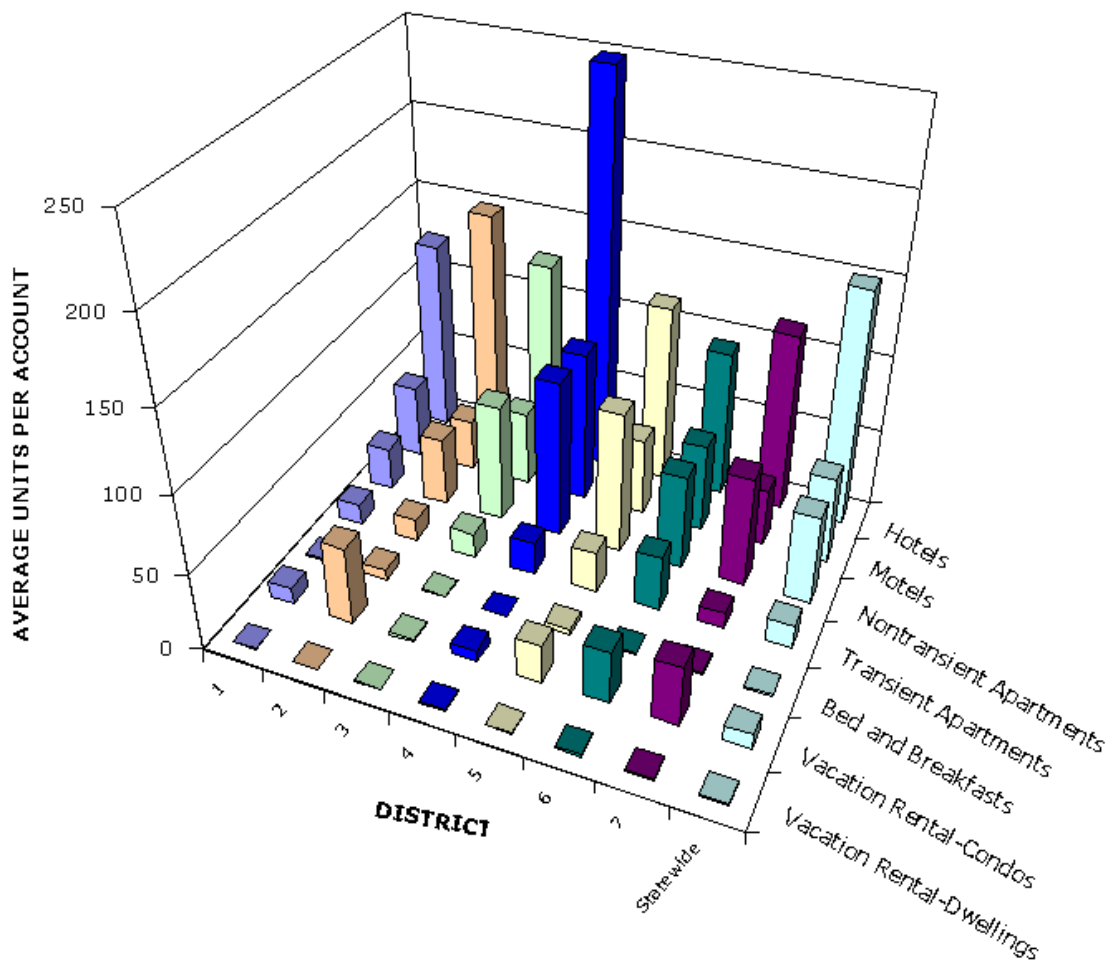
Public Lodging and Food Service Establishment Licensing

Table 5: Public Lodging Units by Type of Establishment and by District—End of FY 2012-2013

ESTABLISHMENT TYPE	DISTRICT							Total
	1	2	3	4	5	6	7	
Hotels	43,723	36,111	29,531	90,867	22,703	12,889	18,339	254,163
Motels	13,104	12,505	24,243	54,790	17,763	18,744	12,813	153,962
Nontransient Apartments	149,217	166,554	206,690	224,516	132,353	64,732	60,881	1,004,943
Transient Apartments	2,860	3,624	2,929	2,041	1,246	628	1,515	14,843
Bed and Breakfasts	472	138	177	235	491	166	91	1,770
Vacation Rental-Condos	5,231	5,825	6,339	40,847	3,308	18,423	12,825	92,798
Vacation Rental-Dwellings	2,095	424	6,299	9,032	1,206	4,631	3,472	27,159
TOTAL	216,702	225,181	276,208	422,328	179,070	120,213	109,936	1,549,638

SOURCE: DBPR Single Licensing System 08.01.2013

Figure 3: Average Number of Public Lodging Units per Account—End of FY 2012-2013



Public Lodging and Food Service Establishment Inspections

Table 6: Public Lodging and Food Service Establishment Initial Inspections Performed—FY 2012-2013

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,052	13,705	499	1	1	15,258
2	1,041	15,813	791	16	1	17,662
3	1,184	17,101	813	4	2	19,104
4	1,486	21,309	1,021	30	1	23,847
5	860	10,531	586	68	0	12,045
6	510	8,578	424	5	0	9,517
7	640	10,824	552	2	2	12,020
TOTAL	6,773	97,861	4,686	126	7	109,453

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	318	6,715	180	0	1	7,214
2	329	5,067	181	4	3	5,584
3	240	4,547	256	7	0	5,050
4	214	4,876	379	7	0	5,476
5	133	2,676	160	13	1	2,983
6	84	2,173	203	3	0	2,463
7	89	2,223	86	0	0	2,398
TOTAL	1,407	28,277	1,445	34	5	31,168

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	1,370	20,420	679	1	2	22,472
2	1,370	20,880	972	20	4	23,246
3	1,424	21,648	1,069	11	2	24,154
4	1,700	26,185	1,400	37	1	29,323
5	993	13,207	746	81	1	15,028
6	594	10,751	627	8	0	11,980
7	729	13,047	638	2	2	14,418
TOTAL	8,180	126,138	6,131	160	12	140,621

SOURCE: DBPR Single Licensing System 08.04.2013

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishment Inspections

Table 7: Public Lodging and Food Service Establishment Callback Inspections Performed—FY 2012-2013

PUBLIC FOOD SERVICE INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL	OTHER*	
1	21	1,856	117	0	0	1,994
2	45	3,001	205	2	0	3,253
3	57	2,457	220	1	0	2,735
4	44	3,712	371	25	1	4,153
5	75	1,686	238	29	0	2,028
6	2	1,452	155	1	0	1,610
7	21	1,880	178	0	1	2,080
TOTAL	265	16,044	1,484	58	2	17,853

PUBLIC LODGING INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	1	138	28	0	0	167
2	10	475	36	0	1	522
3	21	276	57	1	0	355
4	1	305	140	3	0	449
5	34	239	87	7	0	367
6	0	177	111	1	0	289
7	2	157	25	0	0	184
TOTAL	69	1,767	484	12	1	2,333

TOTAL INSPECTIONS						
DISTRICT	TYPE OF INSPECTION					TOTAL
	LICENSING	ROUTINE	COMPLAINT - FULL	COMPLAINT - PARTIAL*	OTHER*	
1	22	1,994	145	0	0	2,161
2	55	3,476	241	2	1	3,775
3	78	2,733	277	2	0	3,090
4	45	4,017	511	28	1	4,602
5	109	1,925	325	36	0	2,395
6	2	1,629	266	2	0	1,899
7	23	2,037	203	0	1	2,264
TOTAL	334	17,811	1,968	70	3	20,186

SOURCE: DBPR Single Licensing System 08.04.2013

NOTE: Licensing, routine and complaint-full inspections are counted toward statutory requirement. Epidemiological inspections are usually recorded as routine inspections. "Other" inspections include discontinued categories, information calls, training and quality assurance inspections. The DBPR Bureau of Central Intake and Licensure assumed recording of temporary events in November 2004. For a complete accounting of temporary events, see Table 4.

Public Lodging and Food Service Establishment Inspections

Table 8: Public Lodging and Food Service Establishment Inspection Frequency and Performance—FY 2012-2013

- **Apartments 97.79% met inspection requirement (target 100%)**
- **Lodging (non apartments) 99.64% met inspection requirement (target 100%)**
- **Food Establishments 98.75% met inspection requirement (target 100%)**

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	47,782	4,684	18,493	70,959
Percent Change Since Last Fiscal Year	1.10%	-7.17%	-0.47%	0.10%
Annual Inspections Required per License	2	2	1	
Estimated Number of Annual Inspections Required	95,564	9,368	18,493	123,425
Number Active Licenses Inspected Once	2,317	55	17,081	19,453
Number Active Licenses Inspected Twice	32,550	2,993	938	36,481
Number Active Licenses Inspected 3 Times	12,127	1,411	57	13,595
Number Active Licenses Inspected 4 or More Times	627	225	8	860
Number Active Licenses Not Inspected This Period	162	1	410	573
Percent Active Licenses Inspected Once	4.85%	1.17%	92.36%	27.41%
Percent Active Licenses Inspected Twice	68.12%	63.90%	5.07%	51.41%
Percent Active Licenses Inspected 3 Times	25.38%	30.12%	0.31%	19.16%
Percent Active Licenses Inspected 4 or More Times	1.31%	4.80%	0.04%	1.21%
Percent Active Licenses Not Inspected This Period	0.34%	0.02%	2.22%	0.81%
Number Active Licenses that Met or Exceeded Annual Requirement	47,187	4,667	18,084	69,938
Percent Active Licenses that Met or Exceeded Annual Requirement	98.75%	99.64%	97.79%	98.56%

SOURCE: DBPR Single Licensing System reports run on 07.04.2013

*Other than apartments and vacation rentals. For purpose of this table, the term “lodging” includes hotels, motels and bed & breakfast inns. Vacation rentals are inspected in response to complaints and are not included above. All data for this table was collected on 7/04/2013. The number of active licenses is slightly different from Table 3 because of license processing accomplished since compiling the data for that table.

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS									
01 Food from approved source; wholesome, sound condition (manually entered/scanned)	12	0	0	0	0	0	12	0.00%	0.000
01A Food obtained from approved source	74	0	64	0	0	0	138	0.02%	0.001
01B Food safe and unadulterated; sound condition	4,598	0	3,410	40	3	0	8,051	1.15%	0.074
01C Shellstock tags; commingling	0	0	0	760	61	0	821	0.12%	0.008
01D Parasite destruction for raw/undercooked fish	0	0	526	47	0	0	573	0.08%	0.005
02 Original container; properly labeled, date marking, shell stock tags	16,356	0	0	0	0	0	16,356	2.33%	0.149
02-11 Consumer advisory on raw/undercooked oysters	172	0	0	0	0	0	172	0.02%	0.002
02-13 Consumer advisory on raw/undercooked animal products	1,309	0	0	0	0	0	1,309	0.19%	0.012
02A Consumer advisory on raw/undercooked oysters	0	0	0	75	0	0	75	0.01%	0.001
02B Consumer advisory on raw/undercooked animal foods	0	0	8	1,741	0	0	1,749	0.25%	0.016
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	0	0	217	9,446	0	0	9,663	1.38%	0.088
03 Food at proper temperature (manually entered/scanned)	27	0	0	0	0	0	27	0.00%	0.000
03A Receiving and holding PH/TCS foods cold	9,787	0	10,539	0	22	0	20,348	2.90%	0.186
03B Receiving and holding PH/TCS foods hot	2,968	0	3,021	0	0	0	5,989	0.85%	0.055
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	393	0	120	38	1	0	552	0.08%	0.005
03D Cooling PH/TCS foods; proper cooling methods	2,274	0	789	2,333	0	0	5,396	0.77%	0.049
03E Reheating PH/TCS foods for hot holding	0	0	308	0	1	0	309	0.04%	0.003
03F Time as a Public Health Control	0	0	1,115	873	1	0	1,989	0.28%	0.018
03G Reduced oxygen packaging (ROP) and other Special Processes	0	0	20	21	0	0	41	0.01%	0.000

Continued on next page

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS									
07 Unwrapped or PH/TCS food not re-served	26	0	46	0	0	0	72	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	25,659	0	9,893	7	624	0	36,183	5.16%	0.331
08B Food protection during preparation, storage and display	2,248	0	1,378	278	17,604	0	21,508	3.07%	0.197
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	4,864	0	2,011	70	279	0	7,224	1.03%	0.066
11 Employee health knowledge; ill/symptomatic employee present	53	0	23	2,936	22	0	3,034	0.43%	0.028
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	10,071	0	7,195	686	0	0	17,952	2.56%	0.164
12B Employee eating, drinking, tasting food, smoking	6,392	0	0	0	7,411	0	13,803	1.97%	0.126
22 Food-contact surfaces clean and sanitized	31,752	0	2,741	25,266	4,342	0	64,101	9.14%	0.586
31A Handwash sink(s) installed, accessible, not used for other purposes	0	0	0	11,560	0	0	11,560	1.65%	0.106
31B Handwashing supplies and handwash sign provided	0	0	0	12,284	5,778	0	18,062	2.58%	0.165
32 Bathrooms	21,769	0	0	7	3,306	0	25,082	3.58%	0.229
41 Chemicals/toxic substances	0	0	6,319	3,484	75	0	9,878	1.41%	0.090
41A Toxic items properly stored	4,371	0	0	0	0	0	4,371	0.62%	0.040
41B Toxic items labeled and used properly	5,272	0	0	0	0	0	5,272	0.75%	0.048
53 Food management certification valid/Employee Training (manually entered/scanned)	12	0	0	0	0	0	12	0.00%	0.000
53A Food manager certification; knowledge/active managerial control (except employee health)	6,808	0	0	6,010	0	0	12,818	1.83%	0.117
53B State approved food handler training; employee duty specific training/knowledge	8,002	0	0	7,747	0	0	15,749	2.25%	0.144
Subtotal: 1. FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS	165,269	0	49,743	85,709	39,530	0	340,251	48.52%	3.109

Continued on next page

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES									
02 Original container; properly labeled, date marking, shell stock tags	0	0	0	0	0	0	0	0.00%	0.000
02A Consumer advisory on raw/undercooked oysters	9	0	0	0	0	0	9	0.00%	0.000
02B Consumer advisory on raw/undercooked animal foods	3	0	0	0	0	0	3	0.00%	0.000
02D Food items properly labeled; original container	1	0	0	97	5,108	0	5,206	0.74%	0.048
04 Facilities to maintain PH/TCS foods at the proper temperature	4,063	0	0	2,646	0	0	6,709	0.96%	0.061
05 Food and food equipment thermometers provided and accurate	8,300	0	1	2,745	5,239	0	16,285	2.32%	0.149
06 PH/TCS foods properly thawed	2,143	0	0	0	2,382	0	4,525	0.65%	0.041
08 Food protection/cross-contamination (manually entered/scanned)	36	0	0	0	0	0	36	0.01%	0.000
08C Potential for cross-contamination; storage practices; damaged food segregated	185	0	0	0	0	0	185	0.03%	0.002
10 In use food dispensing utensils properly stored	0	7,839	68	0	9,569	0	17,476	2.49%	0.160
12 Hand washing, hygiene, alternative operation plan (manually entered/scanned)	35	0	0	0	0	0	35	0.00%	0.000
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	4,529	0	147	5,529	0	10,205	1.46%	0.093
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	0	14,258	768	559	24,322	0	39,907	5.69%	0.365
15 Non-food contact surfaces designed, constructed, maintained, installed, located	0	6,013	0	0	0	0	6,013	0.86%	0.055
16 Dishwashing facilities; chemical test kit(s); gauges	1,934	0	11	4,279	4,751	0	10,975	1.57%	0.100
17 Thermometers, gauges, test kits provided	4,198	0	0	0	0	0	4,198	0.60%	0.038
18 Pre-flushed, scraped, soaked	0	1,977	0	0	0	0	1,977	0.28%	0.018
19 Wash, rinse water clean, proper temperature	0	118	0	0	0	0	118	0.02%	0.001
20 Sanitizing concentration or temperature (manually entered/scanned)	39	0	0	0	0	0	39	0.01%	0.000
20A Sanitizing concentration	3,674	0	0	0	0	0	3,674	0.52%	0.034

Continued on next page

Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES									
20B Sanitizing temperature	404	0	0	0	0	0	404	0.06%	0.004
21 Wiping cloths; clean and soiled linens; laundry facilities	0	8,099	0	0	11,585	0	19,684	2.81%	0.180
23 Non-food contact surfaces clean	0	14,232	0	0	20,493	0	34,725	4.95%	0.317
24 Storage/handling of clean equipment, utensils; air drying	0	7,674	0	0	8,514	0	16,188	2.31%	0.148
25 Single-service and single-use items	0	6,139	0	0	8,009	0	14,148	2.02%	0.129
26 Single service articles not re-used	0	455	0	0	0	0	455	0.06%	0.004
27 Water source safe, hot (100F) and cold under pressure	3,513	0	39	3,449	160	0	7,161	1.02%	0.065
28 Sewage and waste water disposed properly	384	0	213	23	186	0	806	0.11%	0.007
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	0	4,482	3,064	644	4,915	0	13,105	1.87%	0.120
30 Cross-connection, back siphonage, backflow	2,738	0	0	0	0	0	2,738	0.39%	0.025
31 Toilet and handwashing facilities, number, convenient, designed, installed	8,989	0	0	0	0	0	8,989	1.28%	0.082
31A Handwash sink(s) installed, accessible, not used for other purposes	8	0	0	0	0	0	8	0.00%	0.000
31B Handwashing supplies and handwash sign provided	3	0	0	0	0	0	3	0.00%	0.000
33 Garbage and refuse; premises maintained	0	2,293	0	0	4,361	0	6,654	0.95%	0.061
34 Outside storage area clean, enclosure properly constructed	0	784	0	0	0	0	784	0.11%	0.007
35 Vermin-insect/rodent presence or protection. Animals prohibited. (manually entered/scanned)	23	0	0	0	0	0	23	0.00%	0.000
35A No presence or breeding of insects/rodents/pests; no live animals	4,718	0	4,095	78	0	0	8,891	1.27%	0.081
35B Outer openings protected from insects/pests, rodent proof	2,366	0	0	0	2,323	0	4,689	0.67%	0.043
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	8,941	0	0	25,435	0	34,376	4.90%	0.314

Continued on next page

Public Food Service Establishment Violations

Table

9:

Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
2. GOOD RETAIL PRACTICES									
37 Physical facilities-walls, ceilings, and attached equipment, constructed, clean	0	12,967	0	0	0	0	12,967	1.85%	0.118
38 Lighting provided as required; fixtures shielded or bulbs protected	0	4,280	0	0	3,610	0	7,890	1.13%	0.072
39 Rooms and equipment - vented as required	0	83	0	0	0	0	83	0.01%	0.001
40 Employee personal belongings	0	1,723	0	0	2,450	0	4,173	0.60%	0.038
41 Chemicals/toxic substances	41	0	0	0	0	0	41	0.01%	0.000
42 Cleaning and maintenance equipment	0	4,360	0	0	3,537	0	7,897	1.13%	0.072
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	0	9	1	79	17	0	106	0.02%	0.001
44 Clean and soiled linen segregated and properly stored	0	126	0	0	0	0	126	0.02%	0.001
50 Current license, properly displayed	3,533	0	2,319	0	1,926	0	7,778	1.11%	0.071
51 Other conditions sanitary and safe operation	0	6,759	0	411	5,541	39	12,711	1.81%	0.116
52 Misrepresentation; misbranding	95	0	0	122	6	0	223	0.03%	0.002
54 Florida Clean Indoor Air Act Compliance	0	6	0	0	16	0	22	0.00%	0.000
55 Automatic Gratuity Notice	0	5	0	0	54	0	59	0.01%	0.001
56 Copy of Chapter 509, Florida Statutes, available	0	1	0	0	0	0	1	0.00%	0.000
57 HEP Information Provided (not a violation, not counted in total)	0	1	0	0	0	0	1	0.00%	0.000
Subtotal: 2. GOOD RETAIL PRACTICES	51,435	118,165	10,579	15,279	160,038	39	355,496	50.69%	3.248

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Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY									
15-06 Hoods shall be sized and configured to provide for the capture and removal of grease-laden vapors	0	4	0	0	0	0	4	0.00%	0.000
15-07 The distance between the grease removal device and the cooking surface shall be as great as possible but not less than 18 inches.	0	1	0	0	0	0	1	0.00%	0.000
15-24 Grease filters shall be easily accessible and removable for cleaning	0	4	0	0	0	0	4	0.00%	0.000
15-25 Grease filters shall be equipped with a grease drip tray beneath their lower edges	0	69	0	0	0	0	69	0.01%	0.001
15-26 Filter-equipped exhaust systems shall not be operated with filters removed	0	68	0	0	0	0	68	0.01%	0.001
15-27 Mesh filters shall not be used	0	2	0	0	0	0	2	0.00%	0.000
15-28 Grease filters shall be arranged so that all exhaust air shall pass through the grease filters	0	821	0	0	0	0	821	0.12%	0.008
15-39 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	1	0	0	0	0	1	0.00%	0.000
15-40 Grease drip trays shall be pitched to drain into an enclosed metal container having a capacity not exceeding 1 gallon	0	29	0	0	0	0	29	0.00%	0.000
15-42 Grease filter orientation and installation	0	75	0	0	0	0	75	0.01%	0.001
35B-02 Doors required to swing in the direction of egress travel	0	0	0	0	45	0	45	0.01%	0.000
37-20 Hoods, grease removal devices, fans, ducts, and other appurtenances shall be cleaned to bare metal prior to surfaces becoming heavily contaminated with grease or oily sludge	0	417	0	0	0	0	417	0.06%	0.004
39-03 Exhaust systems shall be operated whenever cooking equipment is turned on	0	20	0	0	0	0	20	0.00%	0.000
39-05 Cooking equipment used in processes producing smoke or grease-laden vapors shall be equipped with a sufficient exhaust system	0	13	0	0	0	0	13	0.00%	0.000
39-09 All solid fuel cooking equipment served by hood and duct systems shall be separate from all other exhaust systems	0	3	0	0	0	0	3	0.00%	0.000

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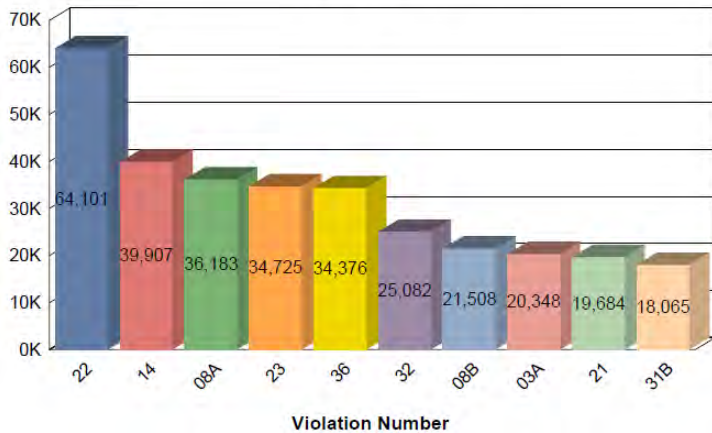
Public Food Service Establishment Violations

Table 9: Number and Type of Violations Found in Public Food Service Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY									
45 Fire extinguishing equipment	1,876	0	0	0	0	707	1,876	0.27%	0.024
46 Exits not blocked or locked	612	0	0	0	0	393	612	0.09%	0.009
47 Electrical wiring/outlets in good repair	753	0	0	0	0	167	753	0.11%	0.008
48 Gas appliances; boiler certificate current/posted	547	0	0	0	0	393	547	0.08%	0.009
49 Flammable/combustible materials	166	0	0	0	0	80	166	0.02%	0.002
Subtotal: 3. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	3,954	1,527	0	0	45	1,740	5,526	0.79%	0.066
GRAND TOTAL	220,658	119,677	60,322	100,988	199,613	1,779	701,258		6.407
Average per Inspection:									
	2.016	1.093	0.551	0.923	1.824	0.016	6.407		

Number of Inspections: 109,449

Top 10 Violations



Top 10 Food Violations

- 22 *Food Contact Surfaces Clean and Sanitized
- 14 *Food Contact Surfaces Designed
- 08A *Food Protection
- 23 Non-food Contact Surfaces Clean
- 36 Floors
- 32 *Restrooms Clean
- 08B *Food Protection/Cross Contamination
- 03A *Cold food at proper temperature
- 21 *Wiping Cloths
- 31B *Handwashing Supplies and Signs

Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2012-2013

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
08 Safety: Boiler, boiler room	0	0							
09 Safety: Lighting: public, guest rooms	0	0							
13 Safety: Building repair	0	0							
22 Sanitation: Ice protection	0	0							
38 General: Current license: displayed, available upon request	0	0							
Subtotal:	0	0							
1. LODGING VIOLATIONS									
01 Safety: Fire extinguishers	0	0	0	0	0	0	0	0.00%	0.000
02 Safety: Fire hazards	0	0	636	0	0	0	636	1.25%	0.020
05 Safety: Hearing impaired smoke detectors	482	0	434	0	0	0	916	1.80%	0.029
08 Safety: Boiler, boiler room	130	0	71	0	0	0	201	0.40%	0.006
09 Safety: Lighting: public, guest rooms	132	0	0	0	127	0	259	0.51%	0.008
10 Safety: Adequate heating	14	0	1	0	0	0	15	0.03%	0.000
11 Safety: Appliances properly installed; maintained	52	0	0	0	395	0	447	0.88%	0.014
12-04 Safety: Balcony: railing with greater than 4 inch opening	1,487	0	2,286	0	0	0	1	0.00%	0.121
13 Safety: Building repair	0	2,491	0	0	4,997	0	7,488	14.75%	0.240
14 Safety: Proper locking devices	93	0	84	0	0	0	177	0.35%	0.006
15 Sanitation: Bathrooms: public, guest, supplies	0	741	0	0	841	0	1,582	3.12%	0.051
16 Sanitation: Water source safe, hot/cold provided	53	0	47	0	0	0	100	0.20%	0.003
17 Sanitation: Bedding: bed linens, towels	0	578	0	0	626	0	1,204	2.37%	0.039
18 Sanitation: Household furnishings	0	712	0	0	0	0	712	1.40%	0.023

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Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS									
19 Sanitation: Plumbing	0	1,742	2,354	18	213	0	4,327	8.52%	0.139
20 Sanitation: Ventilation	0	183	0	0	234	0	417	0.82%	0.013
21 Sanitation: Toxics: storage, use	460	0	119	341	0	0	920	1.81%	0.030
22 Sanitation: Ice protection	445	0	478	0	0	0	923	1.82%	0.030
23 Sanitation: Glassware, tableware, utensils sanitized	419	0	293	15	127	0	854	1.68%	0.027
24 Sanitation: Vermin control	551	0	647	0	0	0	1,198	2.36%	0.038
25 Sanitation: Premises maintained	0	3,333	0	0	5,039	0	8,372	16.49%	0.269
26 Sanitation: Garbage and refuse disposal	0	2,592	0	0	4,543	0	7,135	14.05%	0.229
27 Sanitation: Sewage and waste water disposal	28	0	23	0	9	0	60	0.12%	0.002
28 Consumer Protection: Advertisement	1	0	0	0	0	0	1	0.00%	0.000
30 Consumer Protection: Room Rate Schedule	0	1	0	0	0	0	1	0.00%	0.000
31 Consumer Protection: Room rates posted	0	1	0	0	0	0	1	0.00%	0.000
32 Consumer Protection: Security deposit	0	1	0	0	0	0	1	0.00%	0.000
33 Consumer Protection: Unethical business practices; overbooking	0	0	4	0	0	0	4	0.01%	0.000
34 Consumer Protection: Licensee: criminal conduct	0	1	1	0	0	0	2	0.00%	0.000
35 Consumer Protection: Florida Clean Indoor Air Act	0	2	0	0	3	0	5	0.01%	0.000
36 Consumer Protection: Telephone surcharge posted	0	293	0	0	285	0	578	1.14%	0.019
37 Consumer Protection: Guest register	0	13	0	0	12	0	25	0.05%	0.001
38 General: Current license: displayed, available upon request	1,306	0	1,472	0	939	0	3,717	7.32%	0.119
39 General: Housekeeping	0	607	0	0	912	0	1,519	2.99%	0.049
40 General: Other conditions: safe, sanitary	0	53	40	0	27	2	120	0.24%	0.004

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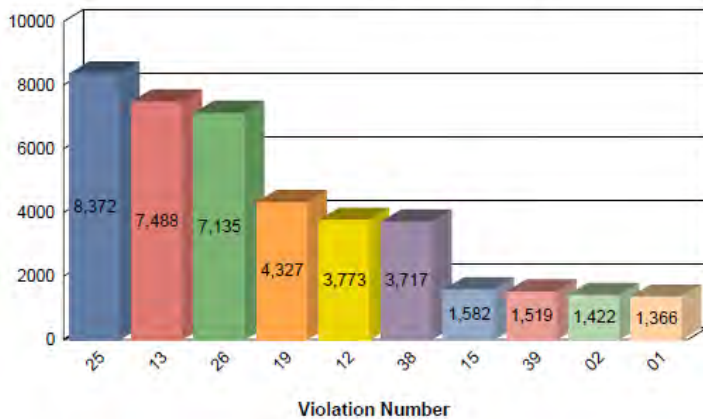
Public Lodging Establishment Violations

Table 10: Number and Type of Violations Found in Public Lodging Establishments—FY 2012-2013
(continued)

Violation Codes	Critical	Non-Critical	High Priority	Intermediate	Basic	Reporting	Total	% of All Violations	Avg # per Insp
1. LODGING VIOLATIONS									
41 General: Posting operator service agreement	0	21	0	0	0	0	21	0.04%	0.001
42 General: Blocking operator access	0	2	0	0	0	0	2	0.00%	0.000
Subtotal: 1. LODGING VIOLATIONS	5,653	13,372	8,990	374	19,329	2	47,718	93.96%	1.531
2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY									
01 Safety: Fire extinguishers	707	0	0	0	0	659	707	1.39%	0.044
02 Safety: Fire hazards	684	0	0	0	0	102	684	1.35%	0.025
03 Safety: Fire Sprinkler system	64	0	0	0	0	16	64	0.13%	0.003
04 Safety: Smoke detectors; fire alarm systems	732	0	0	0	0	551	732	1.44%	0.041
05 Safety: Hearing impaired smoke detectors	0	0	0	0	0	17	0	0.00%	0.001
06 Safety: Exits obstructed	328	0	0	0	0	93	328	0.65%	0.014
07 Safety: Electrical wiring in good repair	170	0	0	0	0	121	170	0.33%	0.009
08-03 Safety: Boiler certificate	0	0	0	0	0	440	0	0.00%	0.014
08-03 Safety: Boiler certificate	354	0	0	0	0	0	354	0.70%	0.011
11 Safety: Appliances properly installed; maintained	0	0	0	0	0	10	0	0.00%	0.000
12-04 Safety: Balcony: railing with greater than 4 inch opening	31	0	0	0	0	0	31	0.06%	0.001
Subtotal: 2. FIRE VIOLATIONS - FOR REPORTING PURPOSES ONLY	3,070	0	0	0	0	2,009	3,070	6.05%	0.163
GRAND TOTAL	8,723	13,367	8,990	374	19,329	2,011	50,783		1.629
Average per Inspection:									
	0.280	0.429	0.288	0.012	0.620	0.065	1.629		

Number of Inspections: 31,170

Top 10 Violations

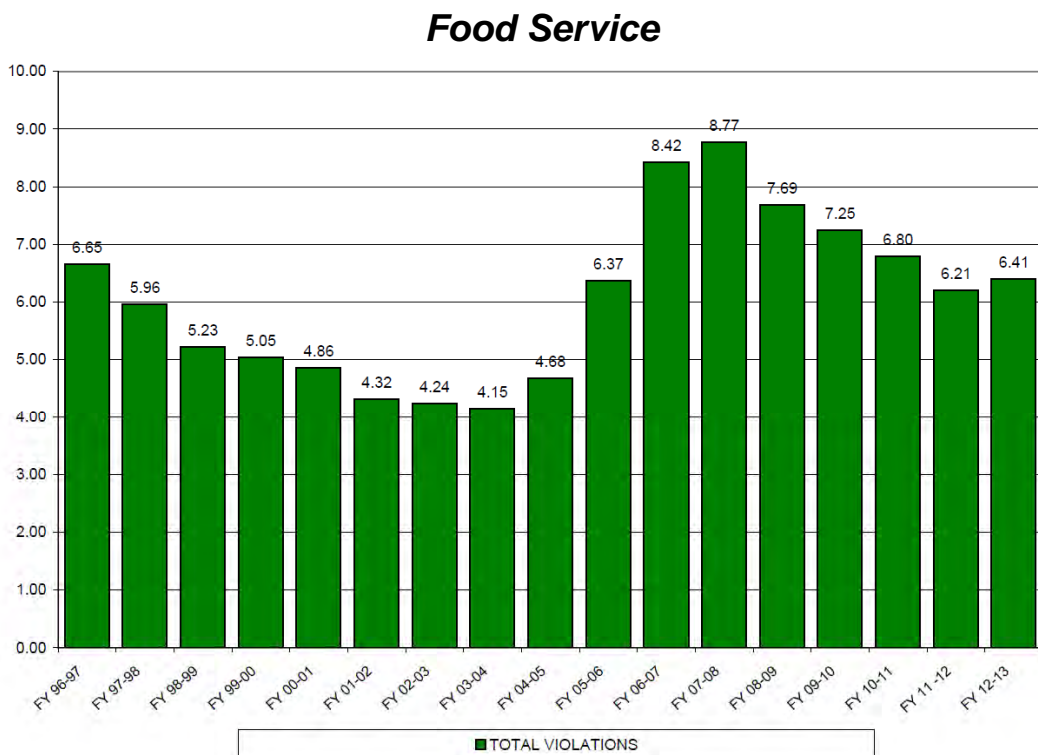
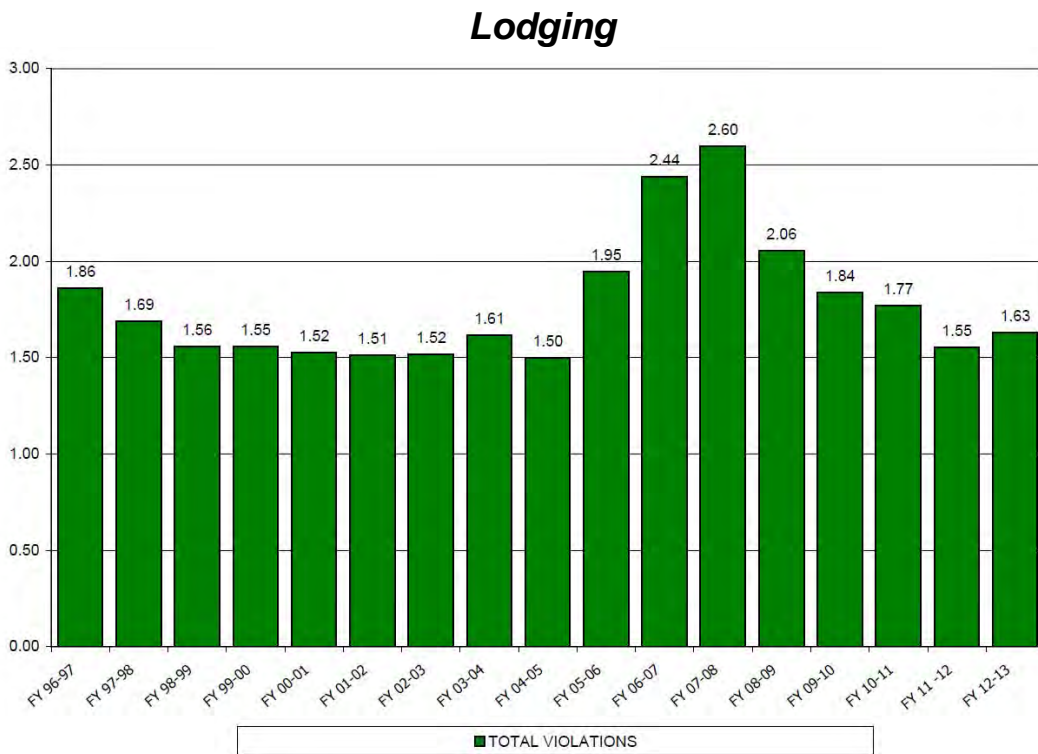


Top 10 Lodging Violations

- 25 Premises Maintained
- 13 Building Repair
- 26 Garbage and Refuse Disposal
- 19 Plumbing
- 12 *Balcony, Railing Safety
- 38 *Current License Displayed
- 15 Restrooms
- 39 Housekeeping
- 02 *Fire Hazards
- 01 *Smoke Detectors

Public Lodging and Food Service Establishment Violations

Figure 4: Historical Comparison of Average Number of Violations to Inspections



Public Lodging and Food Service Establishment Consumer Complaints

Table 11: Foodborne Illness Complaint Activity—FY 2012-2013

DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Confirmed	27	19	26	19	4	7	6	108
Handled by Phone	0	0	0	3	1	2	0	6
Not Observed	103	227	108	261	200	74	154	1,127
Other	47	96	100	122	29	50	32	476
Total	177	342	234	405	234	133	192	1,717

SOURCE: Single Licensing System 8.15.2013

Table 12: Consumer Complaint Activity—FY 2012-2013

Table for Consumer Complaint Activity - 2012-2013								
DISPOSITION	DISTRICT							TOTAL
	1	2	3	4	5	6	7	
Food Service								
Confirmed	58	114	149	98	134	131	89	773
Handled by Phone	2	14	1	18	24	9	0	68
Not Observed	199	311	294	367	397	219	240	2,027
Other	90	241	245	379	142	86	69	1,252
Subtotal	349	680	689	862	697	445	398	4,120
Lodging-Apartments								
Confirmed	20	5	21	4	14	16	1	81
Handled by Phone	1	1	0	2	2	3	0	9
Not Observed	46	28	22	16	18	8	4	142
Other	35	19	32	24	4	8	4	4
Subtotal	102	53	75	46	38	35	9	358
Lodging-Hotels, Motels, Rooming Houses and Bed & Breakfasts								
Confirmed	11	26	36	53	51	76	16	269
Handled by Phone	0	0	1	7	3	2	0	13
Not Observed	61	87	86	167	79	85	46	611
Other	23	41	89	105	53	24	10	345
Subtotal	95	154	212	332	186	187	72	1,238
Lodging-Vacation Rentals								
Confirmed	0	0	4	4	0	5	0	13
Handled by Phone	0	0	0	0	0	1	1	2
Not Observed	3	2	4	18	1	7	3	38
Other	1	0	0	8	0	7	4	20
Subtotal	4	2	8	30	1	20	8	73
Grand Total	550	889	984	1,270	922	687	487	5,789

SOURCE: Single Licensing System 08.15.2013

NOTE: Confirmed and Not Observed denotes that the division followed up with an inspection. Disposition "Other" includes all other follow-ups other than phone calls, including letters, e-mails, referrals to other agencies, and—most commonly—not recorded, possibly due to an open investigation.

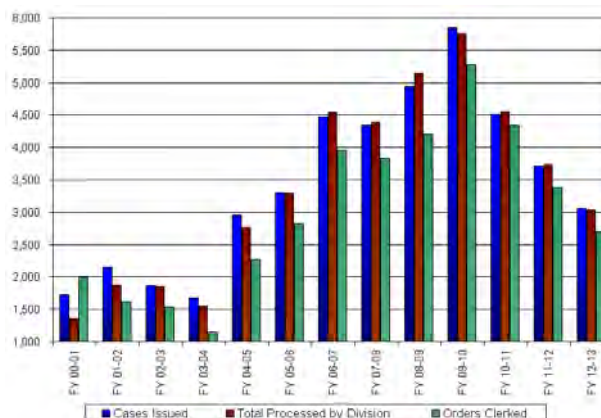
Compliance

Table 13: Public Food and Lodging Compliance Activity—FY 2012-2013

	Food Service	Lodging	Elevators	Total
Cases issued	2,643	390	18	3,051
1st offender	2,092	333	16	2,441
2nd offender	424	43	2	469
3rd offender	102	9	0	111
4th or higher offender	25	5	0	30
Settlement Officers				
Settled	1,754	181	4	1,939
Dismissed/Closed	245	112	0	357
Final Orders on Waiver	345	78	0	423
Sent to OGC	293	21	1	315
Total processed by division	2,637	392	5	3,034
Office of General Counsel				
Informal Hearings	188	9	0	197
Formal Hearings	20	0	0	20
Dismissed/Closed	66	9	2	77
Stipulation & Consent Orders	19	0	0	19
Agency Clerk				
Orders Clerked	2,425	266	7	2,698
Actions				
Suspensions	33	1	0	34
Revocations	0	0	1	1
Fines assessed	\$1,384,800	\$83,570	\$1,500	\$1,469,870
Average fine assessed	\$594	\$324	\$214	\$556
Median fine assessed	\$400	\$200	\$200	\$400
Lowest fine assessed	\$100	\$100	\$200	\$100
Highest fine assessed	\$10,400	\$1,600	\$250	\$10,400
Most frequent fine assessed	\$400	\$200	\$200	\$400
Fines collected	\$1,232,945	\$60,145	\$8,350	\$1,301,440

SOURCE: Compliance Office statistical report dated 08.14.2013

Figure 5: Historical Comparison of Compliance Activity



Elevator Safety

Table 14: Elevator Accounts – as of August 1, 2013 Expiration

ELEVATOR TYPE	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Total
Traction Passenger	10,319	99.20%	83	0.80%	10,402	233	119	80	10,834
Hydraulic Passenger	33,041	98.83%	392	1.17%	33,433	438	332	237	34,440
Traction Freight	332	92.48%	27	7.52%	359	2	41	50	452
Hydraulic Freight	599	98.68%	8	1.32%	607	6	31	29	673
Hand Power Passenger	2	100.00%	0	0.00%	2	1	0	1	4
Hand Power Freight	4	100.00%	0	0.00%	4	0	11	4	19
Moving Walk	46	95.83%	2	4.17%	48	0	0	0	48
Inclined Lift	18	94.74%	1	5.26%	19	1	0	0	20
Limited Use Limited Application	308	97.47%	8	2.53%	316	19	14	7	356
Dumbwaiter	402	98.29%	7	1.71%	409	10	237	50	706
Escalator	1,097	96.74%	37	3.26%	1,134	30	44	7	1,215
Sidewalk Elevator	3	100.00%	0	0.00%	3	0	4	0	7
Material Lift, Dumbwaiter, ATD	5	100.00%	0	0.00%	5	3	1	0	9
Special Purpose Personnel Elevator	91	94.79%	5	5.21%	96	7	8	1	112
Inclined Stairway Chair Lift	47	97.92%	1	2.08%	48	6	13	1	68
Inclined & Vertical Wheelchair Lift	2,636	97.99%	54	2.01%	2,690	167	155	61	3,073
Total	48,950	98.74%	625	1.26%	49,575	923	1,010	528	52,036

SOURCE: Single Licensing System Report 7.27.2013

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

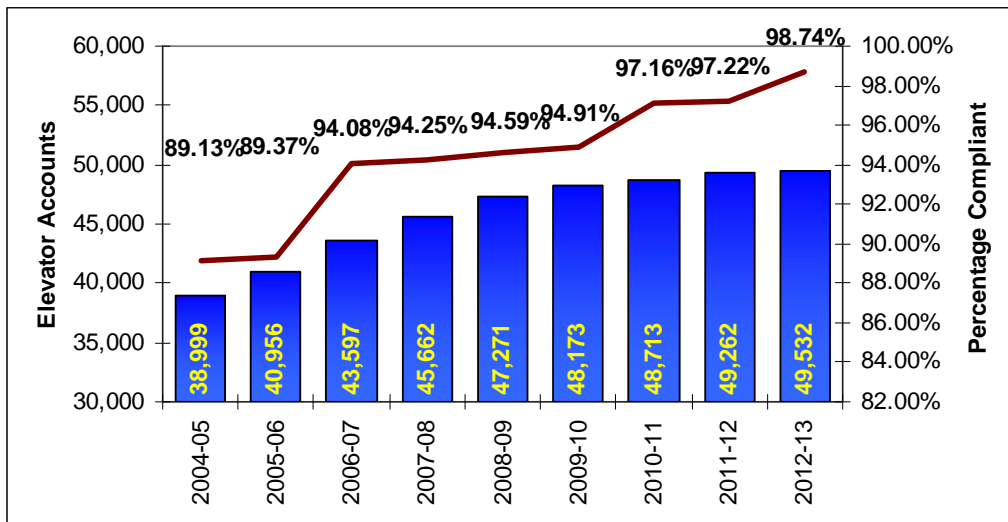


Table 15: Elevator Professional Credential Accounts

LICENSE TYPE	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Registered Elevator Companies	260	274	215	216	252	286	268	300	288
Certified Elevator Inspectors	289	333	305	286	295	354	355	364	360
Certified Elevator Technicians*	-	-	910	797	784	1,130	1,337	1,589	1,562
Certificates of Competency	1,818	1,900	1,583	1,548	1,637	1,871	1,956	1,916	1,734

SOURCE: Extracts and reports 7/4/2005, 7/3/2006, 7/2/2007, 7/7/2008, 7/6/2009, 7/1/2010, 7/30/2011, 8/1/2012, 7/27/13

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

Elevator Safety

Table 16: Elevator Inspections Performed by Inspection Type–FY 2012-2013

Inspection Type	FAILED	PASSED	TOTAL
Accident	8	1	9
Alteration/Acceptance	65	1,410	1,475
Complaint	91	66	157
Construction	221	56	277
Contract Monitoring	303	4,471	4,774
Industry Oversight/Audit	439	726	1,165
Initial Acceptance	22	695	717
Routine	14,914	37,350	52,264
Temporary Operation Inspection	10	208	218
Total	16,073	44,983	61,056

Figure 7: Historical Comparison of Elevator Inspections

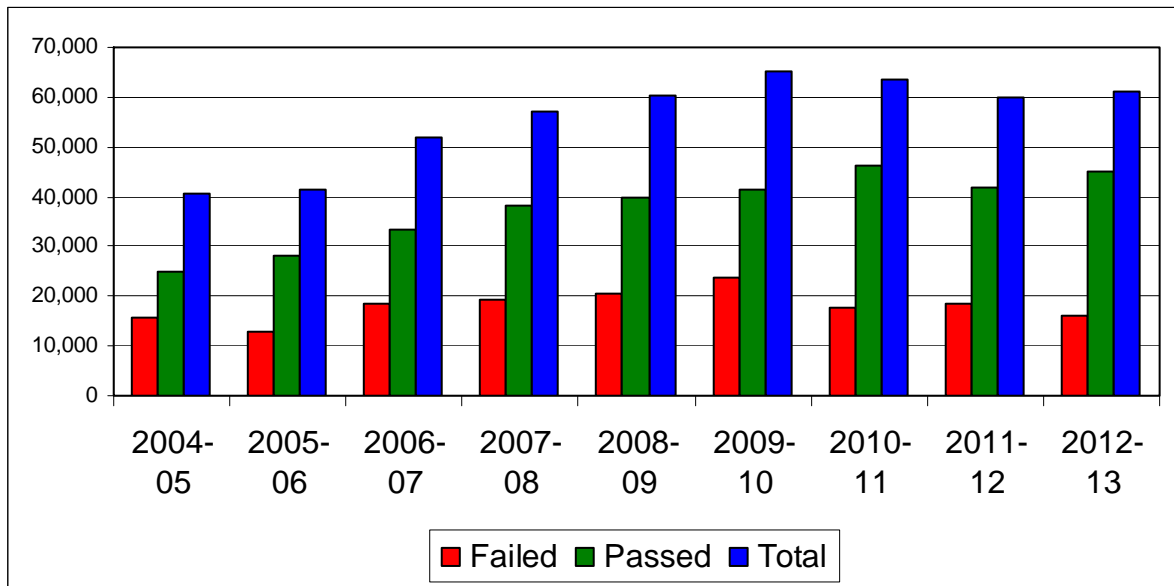
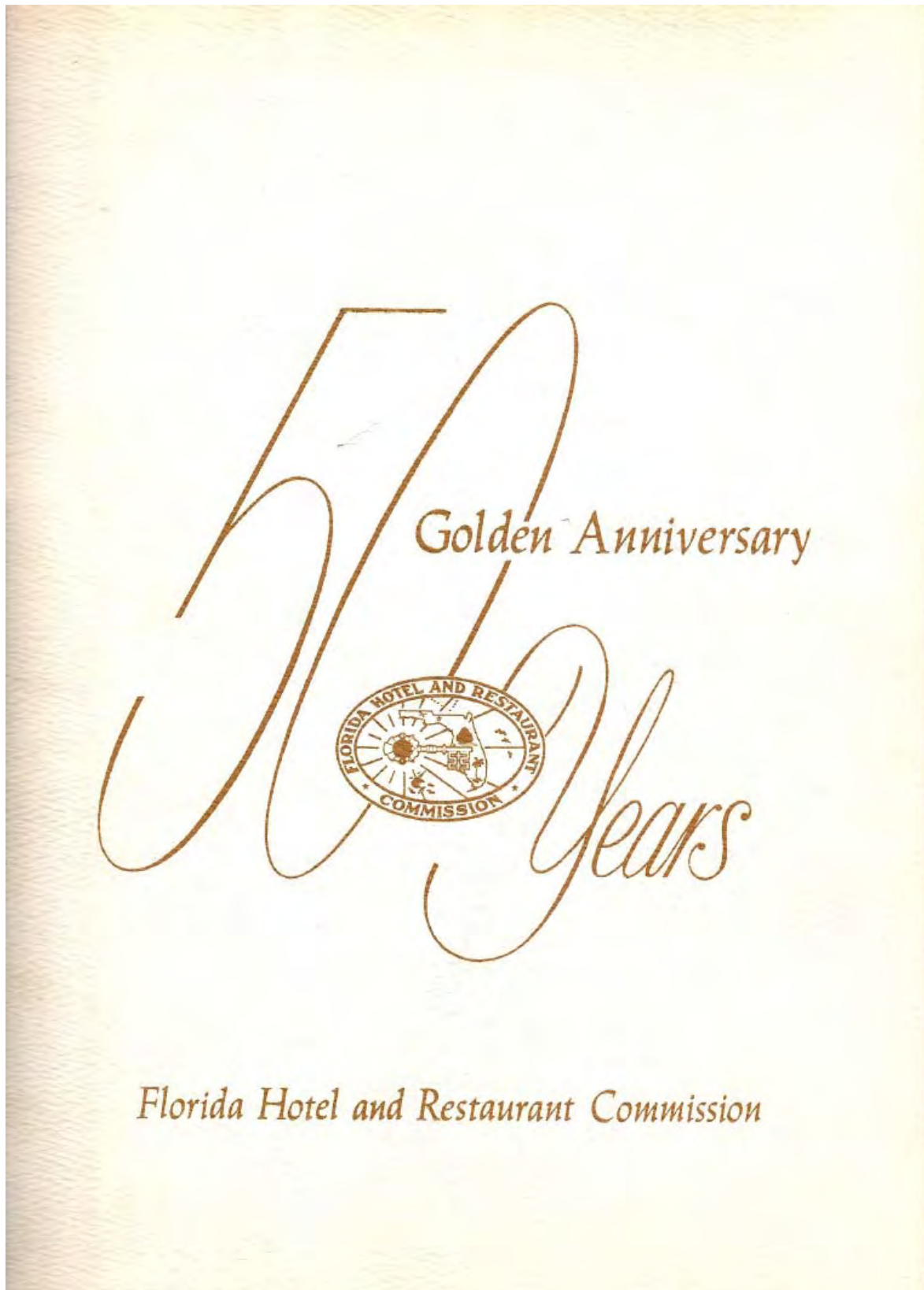


Table 17: Historical Comparison of Elevator Accidents

Elevator Type	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	Total	% Total
Dumbwaiter	2	0	0	2	4	1	1	1	0	11	0.3%
Escalator	377	348	433	413	301	218	236	224	267	2,817	66.4%
Hydraulic Freight	7	17	7	10	3	3	5	0	2	54	1.3%
Hydraulic Passenger	68	47	31	30	31	46	44	33	32	362	8.5%
Inclined Lift	2	0	0	0	1	2	1	0	1	7	0.2%
Limited Use Limited Application	0	0	0	0	0	0	0	1	1	2	0.0%
Moving Walk	38	59	54	46	25	58	91	91	1	463	10.9%
Special Purpose Personnel	2	0	0	1	0	0	0	0	116	119	2.8%
Traction Freight	1	2	4	4	3	1	1	1	0	17	0.4%
Traction Passenger	49	46	34	37	45	53	36	51	42	393	9.3%
Total	546	519	563	543	413	382	415	402	462	4,245	100.0%

A look back: The Florida Hotel and Restaurant Commission's 1963
Golden Anniversary Annual Report



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The Golden Anniversary

A Report on the
Florida Hotel and Restaurant Commission

by

ROBERT A. RIEDEL
Commissioner

FARRIS BRYANT
Governor

TALLAHASSEE, FLORIDA
October, 1963

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The Golden Anniversary

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THE GOLDEN ANNIVERSARY

Report on the Florida Hotel
and Restaurant Commission

by

ROBERT A. RIEDEL, *Commissioner*

THIS YEAR 1963 is "The Year of Gold" for the Florida Hotel and Restaurant Commission because we are celebrating our "Golden Anniversary" and commemorating an historical existence which is unique in its very conception.

For fifty years now the Commission has served the people of Florida and her visitors as the watchdog of our vast public lodging and public food service industry now numbering nearly 80,000 establishments. And—it is the only state agency of its kind in the entire United States!

It is with glowing pride that we take a few minutes to review the operation and accomplishments of the Commission as we see them today. We cherish this opportunity for we have been a part of this great agency and have shared in its development as well as its trials and tribulations.

To you—the public—and to the thousands of people who constitute our gigantic "Hospitality Industry"—and to our employees—we dedicate this brief writing.

HOW IT ALL BEGAN

ON JUNE 7, 1913, the "Hotel Commission" was created by the state Legislature in regular session as a result of a multitude of pleas from an organization of traveling salesmen known as the "United Commercial Travelers." These men who traveled the length and breadth of Florida, as it existed in the days of Governor Park Trammell, were inflamed with the necessity of ridding our hotels of bedbugs. The Legislature acknowledged the problem and

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at the same time must have experienced a vision of the potential magnitude of Florida's future in tourism. As a result they wrote Chapter 6475 into the laws of Florida.

"AN ACT Relating to Hotels, Inns, Restaurants and Public Lodging Houses, Defining the Same and Prescribing Rules for Their Operation and Maintenance, So As to Insure the Safety and Health of Employees and Patrons of the Same; Providing for the Inspection Thereof, Fees for Same, and Fixing Fine and Penalties for Violation of Such Rules and Regulations."

The law created a Hotel Commission in the State of Florida, authorized the Governor to appoint a Hotel Commissioner, authorized and required the Commissioner to make necessary rules and regulations—and have every hotel and restaurant inspected at least annually.

It required every person, firm or corporation in the hotel or restaurant business to procure a license for each hotel or restaurant at a cost of \$2.00. Failure to comply was made a misdemeanor. It further required that every hotel and restaurant be properly plumbed, lighted and ventilated; be equipped with suitable water closets, lavatories, bathtubs, sinks, drains, etc. for the accommodation of its guests which in turn shall be properly connected and plumbed to an adequate sewerage system. They must provide a main public wash room, convenient and easily accessible to guests; second exits for all buildings three stories high or over. All beds had to be clean and free of vermin and equipped with pillow slips and under and top sheets. Each guest must be furnished two clean towels.

And, so it was—back in 1913!

NOW IT'S TODAY

NOW—after fifty years—the Commission is still safeguarding the traveling public by assuring them of safe and sanitary accommodations "from the ground up."

The assignment is the same as it was in 1913, but the inherent challenge has been intensified as a result of the expanding and transitory nature of the industry. The fruit of compliance with the law is the elevation of all public lodging and public food service establishments regardless of their location in the state, size, type, ownership or clientele. The technique still includes following the guide provided by the laws, promulgating rules as necessary for clarification and encouraging compliance tactfully and firmly.

Time, of course, has brought numerous additions and revisions to the law, but the original tenets and the intent of the 1913 Legislature have been conscientiously preserved. The early law was expanded and detailed to accommodate a changing industry and provide a wider base of minimum standards for safety and sanitation in construction and operation.

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In order to fulfill our responsibility, prime consideration is given to the selection and training of field personnel to insure capable performance in the role of enforcement officer and diplomat. We earnestly believe that law compliance and enforcement can be achieved by education first, then regulation. Candidates for employment must now possess three years of progressive industry experience and pass the prescribed Merit System examination with an acceptable grade. All field employees attend annual training courses in gas safety, sanitation, supervisory development and civil defense. New men are trained by experienced personnel for several weeks and are required to learn the rules and regulations before receiving an assigned territory. The supervisors learn to adroitly direct the activities of their inspection forces through the assiduous application of their knowledge and the laws and rules regulating the industry. Our field personnel are counseled to perform proudly as representatives of the Commissioner and the Governor of Florida at all times.

THE TEAM

THE Florida Hotel and Restaurant Commission of 1963 operates with the Commissioner and an Executive Assistant and two secretaries, along with a licensing and auditing department, in the Carlton Building, Capital Center, in Tallahassee, and through five district offices located in Jacksonville, Winter Park, Tampa, Fort Lauderdale and Miami. A State Supervisor, based in the Tampa office, coordinates the activities of the five district field forces. Each district office is directed by a District Supervisor and an Assistant and is staffed with a secretary. Sixty-six deputy commissioners, or inspectors, operate out of the five offices. A team of 13 supervising architects have been appointed by the Commissioner in various sections of the state to review and approve plans for the construction of new or remodeled hotels, motels, apartment houses, rooming houses and restaurants. Upon approval of the plans a building permit is issued by the architect and construction can get underway. Presently there are two special deputies for construction who inspect properties during construction.

An advisory council consisting of eight members including the president and the executive officer of the Florida Restaurant Association, the Florida Hotel and Motor Hotel Association, the Motel Industry of Florida and the Florida Apartment House Association was authorized by law in 1953 and revised in 1955 to provide the Commissioner with additional liaison with the regulated industries. The primary functions of this council is to promote better relations, understanding and cooperation among themselves and between the industries represented and the Commission.

AS THE WHEELS TURN

IN THE day to day activities of the Commission, standardized and uniform enforcement of the laws and rules must be maintained. Specific policies are determined and disseminated for the guidance of all personnel. They are further coordinated by the state supervisor.

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

Major policies, decisions and facts of general interest are regularly and frequently made available to the public through the various news media. Statistics concerning the hospitality industry, including property valuation, location, classification, number and type of licenses issued are published regularly. Industry trends and technological changes are reported when observed. Field personnel are constantly advised of all pertinent changes in order to keep their personal storehouse of knowledge current. Proposals for law revisions are submitted for legislative action each session as new techniques and obsolescence dictate. The administrative code of the Commission's rules, for example, was totally revised, indexed and printed last year and several law changes were approved by the 1963 session of the Legislature.

A BIG STEP

SINCE 1961, the greatest achievement of the Commission has been in the area of education—the education and training of employees and potential employees of the public lodging and public food service industry.

A program was proposed to meet the industry's need for competently trained personnel to work in our hotels, motels, apartments, restaurants and other food service operations. It was approved by the 1961 Legislature and became known as the "Hospitality Education Program" or HEP. It is financed from the Florida Hotel and Restaurant Commission's budget and assigned to Florida State University for administration.

This program is designed to provide vocational training and terminal and degree courses throughout the state for current and prospective industry personnel. The courses are to be offered in existing educational facilities in the areas of management, supervisory training and vocational skills. Management is taught at Florida State University, supervisory training in junior colleges and vocational skills in vocational and technical schools.

The law authorizing the program created an "Advisory Council on Education" to the Florida Hotel and Restaurant Commission consisting of the Commissioner, the Dean of the School of Business at Florida State University, industry leaders and representatives of the three areas of education. A staff including a director, two field representatives and a secretary is employed to operate the program in an office maintained in the School of Business at Florida State University in Tallahassee.

The staff coordinates educational efforts throughout the state and promotes the development of training courses for public lodging and public food service employees in the three areas of education. They assist in preparing curriculum and participate in career development programs.

The field representatives, one a lodging technician and the other a food service technician, primarily perform a consulting function and visit establish-

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

ments to discuss with the operator ways and means of upgrading the operation and better serving the public.

Some results of the Program have already been measured.

- Last year 1,041 more persons than the year before availed themselves of training in Florida's technical-vocational schools.
- Eleven junior colleges have planned specific courses and/or a two-year curriculum in supervisory training for hotels, motels and restaurants this year.
- The Hotel and Restaurant Management School at Florida State University is being strengthened through "HEP's" efforts.
- Management clinics have been conducted by the staff for several hundred hospitality industry personnel.
- The field representatives have consulted with innumerable operators and improved their facilities.
- A Hospitality Industry Reference Center has been established at Florida State University to provide facilities for the development of teaching aids and materials for courses related to the industry and provide a complete source of reference material pertinent to the hospitality industry which may be used by students, instructors and industry personnel.

A LONGER LOOK

A LONGER than usual look was taken at two subjects which were of great interest to the State of Florida and to the Florida Hotel and Restaurant Commission specifically—both subjects signaled new trends in public housing.

In 1962 a special survey was conducted on "Retirement Housing," which brought our knowledge up to date on concepts, construction layouts, sponsors, conditions, rates, properties, and how the retirees themselves were reacting and faring.

Since "more retirees come to Florida to settle for the remainder of their lives than to all other states subject to this type of immigration combined, and the ultimate potential staggers the imagination," the results of the survey were enlightening. The public lodging industry felt the greatest effect since several older hotel properties were being converted to "retirement hotels." The retirees were indeed carving their niche deep in Florida.

A survey of "Cooperative and Condominium Apartments" has recently been completed as a sequel to the "Retirement Housing Survey" and a brand new frontier of retirement living has been revealed. About 50% of the total apart-

A look back: The Florida Hotel and Restaurant Commission's 1963 Golden Anniversary Annual Report

ments were surveyed and it was discovered that 74% were purchased by retirees. And the apartments ranged in cost from \$7,000 to \$140,000 with the average cost being \$23,032! This meant that many of our senior citizens are quite well-to-do and not living on an economy budget as commonly believed.

Statistics further reveal that the construction of "high-rise" type cooperative and condominium apartment buildings has increased 55% each year for the past two years. The survey also showed the average age of these buildings to be 2.3 years with 50% being less than one year old.

Cooperatives and condominiums permit thousands of people to live in choice locations which they could not individually afford. An advantage to the community is also realized in that the per person cost to the community is comparatively low and the spending power is concentrated.

Both of these "longer looks" have supplied the Commission and the public with valuable information.

TOMORROW IS HERE

NOW AS 1963 passes into autumn and we pause to reflect, we realize that the tomorrow we knew yesterday is here today, and it is what we are doing today—this moment—that really counts. Our men in the field are meeting owners, operators and guests; they are inspecting hotels, motels, rooming houses, apartment houses and restaurants of all kinds; and they are reporting sub-standard conditions and violations of the law—at every turn they are achieving compliance with the law—and protecting all of us who use these facilities. They are elevating standards in public lodging and public food service establishments and assisting the owners in providing better service to the public.

This was the challenge we faced yesterday—and it is still with us today—and most assuredly will be the same challenge which faces us tomorrow.