



2023-2024

**ANNUAL REPORT
HOTELS & RESTAURANTS**

RON DESANTIS, GOVERNOR

MELANIE S. GRIFFIN, SECRETARY

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DIVISION OF HOTELS AND RESTAURANTS

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

The Division is organized into four main units:

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

During the past Fiscal Year, the Division saw significant growth in the food and lodging industries. The number of licensed public food service establishments grew by 2.5% year-over-year, from 62,953 in FY2022-23 to 64,544 licensed establishments in FY2023-24. At the same time, the number of licensed public lodging establishments grew by 16.5%, from 69,604 in FY2022-23 to 81,112 licensed establishments in FY 2023-24. During FY2023-24, the Division was authorized 358 positions to provide program services and an operating budget of \$33,001,364. During this period, the Division:

- Conducted a total of 175,390 public food service and lodging establishment inspections to ensure sanitation and safety standards (tables 6 -7, page 10-11);
- Performed 98% of the statutorily required inspections for public food service, 97% for transient lodging establishments and 98% for apartments (table 8, page 12);
- Cited a total of 683,704 violations of sanitary standards in public food service and lodging establishments (see tables on pages 13-20); and
- Identified 174,606 violations that were corrected on site and 41,396 violations where corrective action was taken during inspections. More than 31% of all violations cited by the division were corrected at the time of inspection. This further demonstrates Florida's business-friendly environment that focuses on educating licensees and keeping businesses operational whenever safe and possible.

OFFICE OF THE DIRECTOR

Steven von Bodungen, Director

The Office of the Director oversees all operations and activities of the Division. The Director manages the preparation of the Division's annual legislative budget requests; ensures that appropriated funds are properly disbursed; and is responsible for implementing legislative changes to Chapters 399 and 509, Florida Statutes, as well as promulgating rules and regulations related to the Division's programs. The Director works closely with the Department's legal staff regarding matters of enforcement and compliance, as well as emergency closures for establishments posing an immediate health or safety threat to the public.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

BUREAU OF SANITATION AND SAFETY INSPECTIONS

Michelle Haynes, Bureau Chief

During Fiscal Year 2023-2024, the Bureau of Sanitation and Safety Inspections (BSSI) accomplished 175,390 inspection activities of the 145,656 licensed food service and lodging establishments in Florida to ensure the health and safety of residents and visitors. BSSI has seven district offices located in Doral, 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 \$2,000 per violation and to suspend or revoke an operator's license. In addition to routine safety and sanitation inspections, BSSI performs:

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

The BSSI inspection team executed a statewide response to Hurricane Idalia during Fiscal Year 2023-2024. Hurricane Idalia struck Florida's Big Bend Region on August 30th, 2023, causing significant damage to businesses, residences, and other infrastructure in its path. The hurricane resulted in more than \$216 million in damages and four lives lost in Florida. In response to Hurricane Idalia, BSSI conducted more than 200 disaster inspections in the affected areas. These inspections ensured that food service establishments were in proper structural condition to operate and provided guidance to licensees on maintaining food safety under disastrous conditions.

The **Office of Program Quality (OPQ)** ensures that all inspectors are properly trained by the Division's staff of qualified trainers. This office conducts new employee training programs that provide step-by-step levels of instruction and participation geared toward producing well-rounded, consistent and knowledgeable inspectors.

OPQ coordinates and provides technical training for Division inspection staff as required by section 509.036, Florida Statutes. This includes ensuring all new inspectors are field tested by US Food and Drug Administration (FDA)-certified inspection/training officers on risk-based, Hazard Analysis and Critical Control Point inspections. Each inspector receives a minimum of 20 continuing education hours per year in food safety and sanitation. In Fiscal Year 2023-24, OPQ facilitated 10,183 continuing education hours statewide.

The Division most recently adopted the 2017 FDA Food Code. OPQ staff is responsible for integrating food code changes that affect the Division and for making recommendations to management regarding rules and

policies impacted 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.

The **Office of Plan Review (OPR)** reviews plans for new or remodeled food service establishments, acting on variance requests and ensuring statewide consistency. The centralized OPR completes all plan reviews in the Tallahassee headquarters office. OPR received 8,779 plans in fiscal year 2023-2024, a more than 3% increase over fiscal year 2022-2023.

OPR has implemented a process of identifying complete plan review applications and expediting those applications. The anticipated faster turnaround time aligns with the Department's mission of licensing efficiently. The division gained additional plan review staff positions in FY2023-24, resulting in increased productivity and customer service efficiencies. During the year, the average time applicants waited to have their plans reviewed reduced from more than 30 days to less than 5 days.

BUREAU OF FIELD SERVICES

Christopher Carson, Bureau Chief

The Bureau of Field Services supports the Division to ensure achievement of its core mission. This includes operating the Division's Licensure and Compliance sections, updating business systems and technical coordination. The Field Services section also manages the Division's mobile inspection programs, publishes web content, and maintains the Division's forms, publications and reporting data.

The **Office of Licensure** manages licenses for public lodging, food service establishments, and elevators. Staff process new licenses and change of ownership applications, reconcile license fees, resolve licensing problems, and provide license information to the public and Division field staff. The Office of Licensure also coordinates the Division's annual license renewals for 145,656 public food and lodging establishments (table 3, page 8) and 62,113 active elevators, escalators and other moving conveyances (table 13, page 23).

The **Office of Compliance** manages the administrative enforcement activity of the Division. This office coordinated 8,981 enforcement cases in fiscal year 2023-2024, working with Department legal staff to process emergency orders and formal hearings with the Department of Management Services, Division of Administrative Hearings (table 12, page 22; and figure 5, page 23). The Office of Compliance emphasizes compliance in keeping with the Division's mission which includes an informal, less adversarial settlement process that reduces the need for litigation.

BUREAU OF ELEVATOR SAFETY

Josh Phillips, Bureau Chief

The Bureau of Elevator Safety enforces Florida’s elevator laws to ensure the safety of persons using moving conveyances (elevators, escalators, dumbwaiters, moving walks, inclined stairway chair lifts and inclined or vertical wheelchair lifts). The use of unsafe or defective conveyances presents a substantial risk of serious injury and exposes the public, and elevator personnel, to unsafe and hazardous conditions. The core mission of the Bureau of Elevator Safety is to ensure the safety of life and limb and to protect the health and welfare of the riding public and elevator personnel.

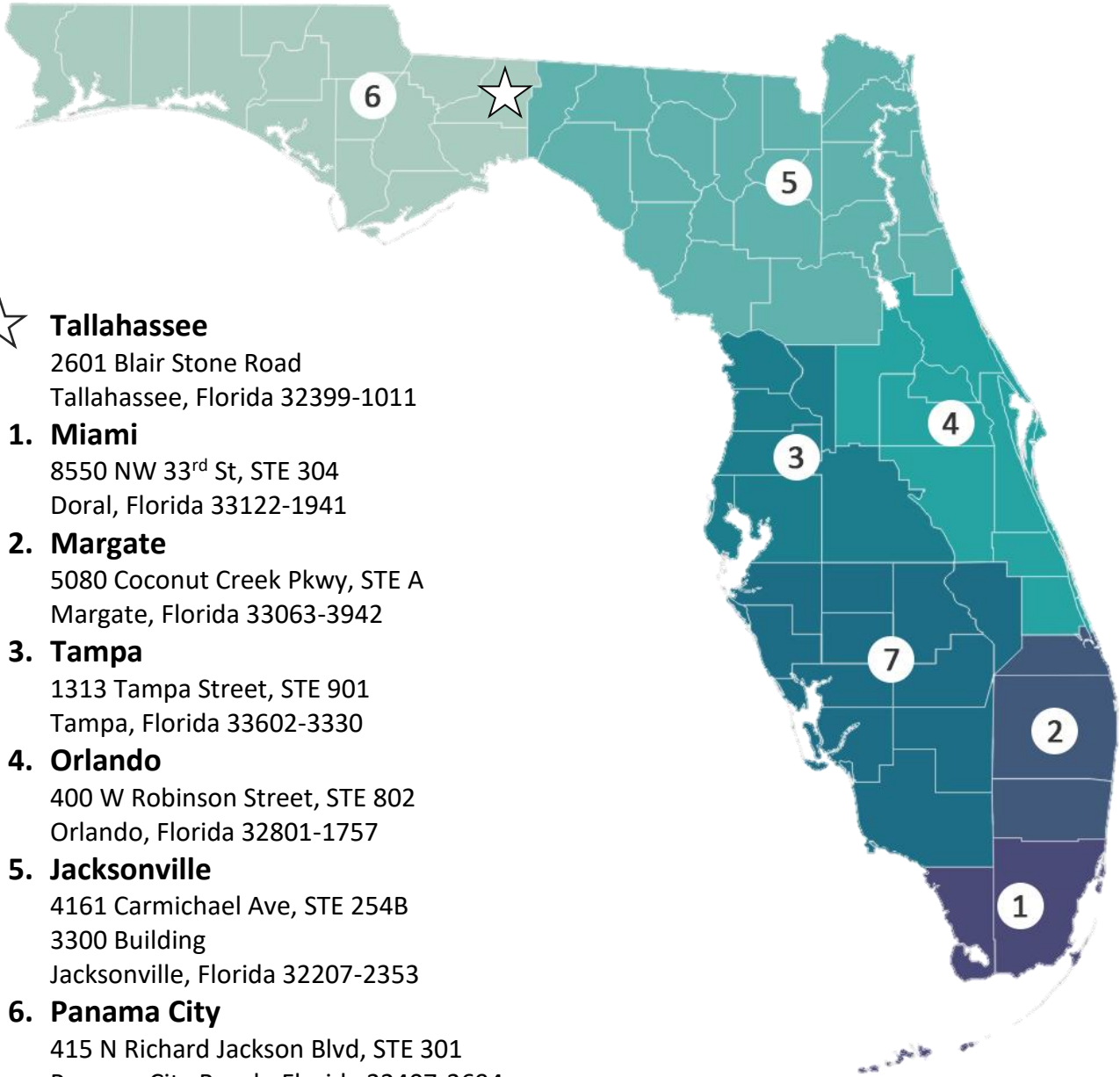
To ensure rider safety, Bureau inspectors audit the quality of private elevator inspections and, where applicable, local jurisdictions, inspecting elevators to monitor compliance with state law and adopted codes. In addition to performing oversight inspections, the Bureau’s 10 certified elevator inspectors respond to reported accidents and complaints, educate owners about their responsibilities and work to eliminate code violations in their respective regions.

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

During Fiscal Year 2023-24, the Bureau of Elevator Safety achieved a 91% compliance rate for inspecting elevators and other moving conveyances. This rate is representative of conveyances that passed an annual inspection with no safety violations and maintained a current license, known as a certificate of operation. The Bureau worked to address delinquent elevators through compliance inspections, written notices, and administrative fines to facilitate compliance.

In addition to licensing and inspecting conveyances, the Bureau also licenses and regulates certified elevator inspectors, registered elevator companies, certified elevator technicians and those required to hold a certificate of competency (table 14, page 24). The Bureau oversees entities providing continuing education to elevator industry personnel and is responsible for recording annual safety inspections of moving conveyances (table 15, page 24). The Bureau coordinates with the Division’s Licensure Section for the renewals of certificates of operation and licenses for elevator companies and industry professionals. The Bureau also manages local jurisdiction contracts, as authorized by statute, with the cities of Miami and Miami Beach, Miami-Dade County, Broward County and the Central Florida Tourism Oversight District in order to ensure that these local jurisdictions adhere to state standards.

REGULATORY DISTRICTS AND OFFICES



Tallahassee

2601 Blair Stone Road
Tallahassee, Florida 32399-1011

1. Miami

8550 NW 33rd St, STE 304
Doral, Florida 33122-1941

2. Margate

5080 Coconut Creek Pkwy, STE A
Margate, Florida 33063-3942

3. Tampa

1313 Tampa Street, STE 901
Tampa, Florida 33602-3330

4. Orlando

400 W Robinson Street, STE 802
Orlando, Florida 32801-1757

5. Jacksonville

4161 Carmichael Ave, STE 254B
3300 Building
Jacksonville, Florida 32207-2353

6. Panama City

415 N Richard Jackson Blvd, STE 301
Panama City Beach, Florida 32407-3694

7. Fort Myers

2295 Victoria Ave, STE 263D
Ft. Myers, Florida 33901-3884

Public Lodging and Food Service Establishments

Plan Review

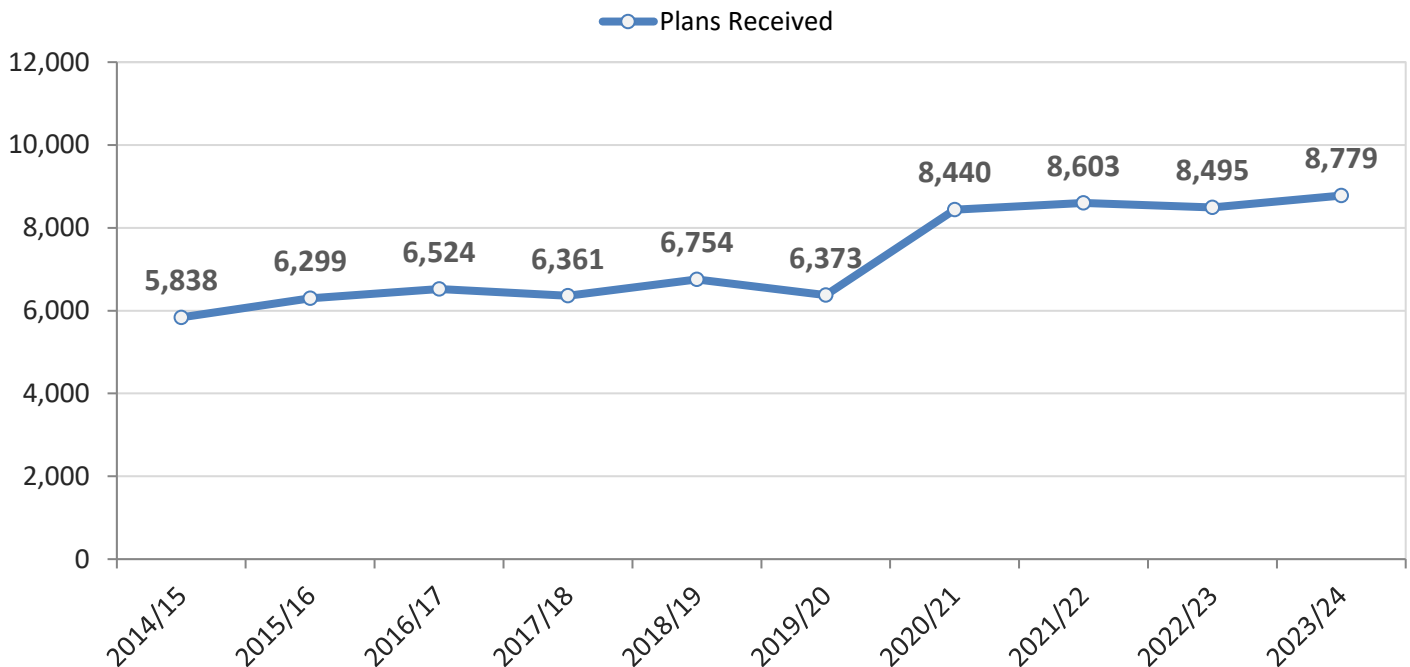
Table 1: Number of Plan Reviews Submitted by Type

District	New	Change Owner	Remodel	Total
1	1,037	134	165	1,336
2	826	131	105	1,062
3	1,219	205	360	1,784
4	1,345	208	291	1,844
5	750	117	173	1,040
6	515	80	88	683
7	786	106	138	1,030
Total	6,478	981	1,320	8,779

Table 2: Number of Variances Processed

District	Routine	Emergency	Total
1	9	12	21
2	3	9	12
3	0	7	7
4	9	15	24
5	1	2	3
6	0	3	3
7	2	11	13
Total	24	59	83

Figure 1: 10-Year History - Plan Reviews Received



Public Lodging and Food Service Establishments

Licensing

Table 3: Public Lodging and Food Service Establishment License Accounts - End of FY 2023-24

Establishment Type	District							Total
	1	2	3	4	5	6	7	
Public Lodging Establishments								
Hotels	550	308	351	510	273	222	215	2,429
Motels	232	307	447	467	302	269	274	2,298
Nontransient Apartments	5,804	3,538	2,843	2,685	1,759	1,145	968	18,742
Transient Apartments	194	279	157	102	49	22	132	935
Bed and Breakfasts	65	22	47	35	56	24	17	266
Vacation Rentals - Condos								
Single	3,642	1,742	1,123	2,204	660	2,607	1,398	13,376
Group	359	185	118	314	63	366	240	1,645
Collective	274	140	157	328	127	720	267	2,013
Vacation Rentals - Dwellings								
Single	2,474	6,130	5,526	8,138	2,458	4,059	5,274	34,059
Group	106	191	96	100	54	82	81	710
Collective	313	631	652	1,050	366	808	771	4,591
Vacation Rentals – Timeshare Projects								
Single	0	1	0	1	0	0	0	2
Group	2	7	5	20	0	5	6	45
Collective	0	0	0	0	0	0	1	1
Subtotal	14,015	13,481	11,522	15,954	6,167	10,329	9,644	81,112
Public Food Service Establishments								
Seating	6,395	7,766	7,991	9,749	5,293	3,614	5,408	46,216
Permanent Nonseating	1,201	1,055	1,025	1,502	647	337	541	6,308
Culinary Education	1	1	0	0	0	0	0	2
Theme Park Food Carts	0	1	1	17	3	0	0	22
Catering	326	269	227	308	108	80	174	1,492
Hot Dog Carts	85	41	93	189	79	36	48	571
Mobile Food Dispensing Vehicles	1,715	823	1,857	1,853	1,133	846	1,111	9,338
Vending Machines	23	30	93	234	110	23	82	595
Subtotal	9,746	9,986	11,287	13,852	7,373	4,936	7,364	64,544
Grand Total	23,761	23,467	22,809	29,806	13,540	15,265	17,008	145,656

Public Lodging and Food Service Establishments Licensing

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

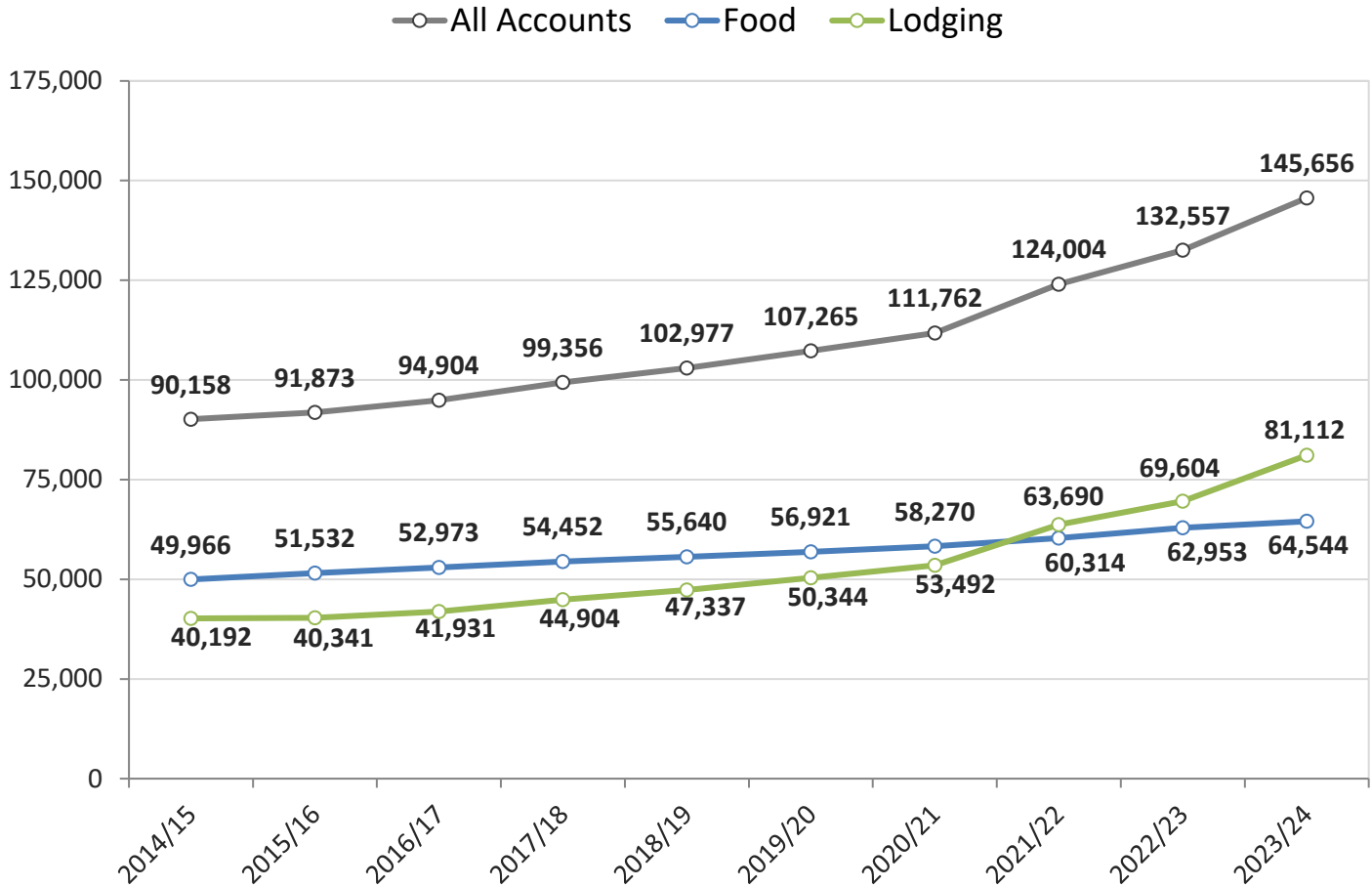


Table 4: Temporary Food Service Event Licenses Issued

License Type	Temporary Event Licenses by District							
	1	2	3	4	5	6	7	Total
1-3 day license	157	67	115	235	110	18	39	741
4-30 day license	212	180	429	453	231	157	295	1,957
Annual license	114	215	158	98	28	14	72	699
Already Licensed - Annual	54	153	142	61	130	40	88	668
Already Licensed - Permanent	207	481	239	179	228	140	69	1,543
Already Licensed - DACS	22	11	40	16	1	13	11	114
Total	766	1,107	1,123	1,042	728	382	574	5,722

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

Public Lodging and Food Service Establishments

Inspections

Table 5: Public Lodging Units by Type and District - End of FY 2023-24

Lodging Units by Type and District								
Establishment Type	1	2	3	4	5	6	7	Total
Hotels	62,499	45,499	41,617	118,298	31,100	22,796	25,672	347,481
Motels	11,163	10,993	21,103	42,852	14,228	15,670	10,934	126,943
Nontransient Apartments	220,092	223,224	276,383	329,719	180,230	86,280	105,236	1,421,164
Transient Apartments	3,564	4,993	3,506	6,344	1,495	1,554	1,719	23,175
Bed and Breakfasts	547	140	182	230	473	137	76	1,785
Vacation Rental-Condos	10,342	6,905	7,072	35,139	4,319	24,658	10,922	99,357
Vacation Rental-Dwellings	6,217	10,520	11,243	20,500	5,105	17,529	14,906	86,020
Vacation Rental-Timeshare Projects	48	366	262	5,278	0	316	195	6,465
Total	314,472	302,640	361,368	558,360	236,950	168,940	169,660	2,112,390

Table 6: Public Lodging and Food Service Establishment Initial Inspections

Public Food Service - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	1,525	1,400	1,731	2,148	1,158	704	1,152	9,818
Routine	13,898	15,460	15,576	18,657	10,374	6,661	10,950	91,576
Complaint Full	721	1,559	1,309	1,711	910	671	1,012	7,893
Complaint Partial	1	2	302	274	337	233	0	1,149
Subtotal: Food	16,145	18,421	18,918	22,790	12,779	8,269	13,114	110,436

Public Lodging - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	334	292	236	244	202	114	144	1,566
Routine	7,153	4,695	4,267	4,392	2,745	1,923	1,894	27,069
Complaint Full	214	240	324	477	166	169	130	1,720
Complaint Partial	0	0	91	53	48	46	0	238
Subtotal: Lodging	7,701	5,227	4,918	5,166	3,161	2,252	2,168	30,593

Total - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	1,859	1,692	1,967	2,392	1,360	818	1,296	11,384
Routine	21,051	20,155	19,843	23,049	13,119	8,584	12,844	118,645
Complaint Full	935	1,799	1,633	2,188	1,076	840	1,142	9,613
Complaint Partial	1	2	393	327	385	279	0	1,387
Subtotal	23,846	23,648	23,836	27,956	15,940	10,521	15,282	141,029

Public Lodging and Food Service Establishments

Inspections

Table 7: Food and Lodging Callback Inspections

Public Food Service - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	78	143	255	110	164	1	16	767
Routine	3,425	3,520	4,570	4,832	3,233	1,183	2,424	23,187
Complaint Full	324	549	631	666	534	238	295	3,237
Complaint Partial	1	0	99	45	127	91	0	363
Subtotal: Food	3,828	4,212	5,555	5,653	4,058	1,513	2,735	27,554
Public Lodging - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	17	20	22	15	21	1	5	101
Routine	1,509	736	811	882	922	376	429	5,665
Complaint Full	94	72	178	286	135	103	50	918
Complaint Partial	0	0	34	21	33	35	0	123
Subtotal: Lodging	1,620	828	1,045	1,204	1,111	515	484	6,807
Total - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	95	163	277	125	185	2	21	868
Routine	4,934	4,256	5,381	5,714	4,155	1,559	2,853	28,852
Complaint Full	418	621	809	952	669	341	345	4,155
Complaint Partial	1	0	133	66	160	126	0	486
Subtotal	5,448	5,040	6,600	6,857	5,169	2,028	3,219	34,361

All - Inspections by District								
	1	2	3	4	5	6	7	Total
Total Inspections	29,294	28,688	30,436	34,813	21,109	12,549	18,501	175,390

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

**Public Lodging and Food Service Establishments
Inspections**

Table 8: Inspection Frequency and Performance

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	64,483	4,989	19,602	89,074
Percent Change Since Last Fiscal Year	2.44%	-0.28%	0.96%	1.95%
Estimated Number of Annual Inspections Required	101,675	9,788	19,597	131,060
Number Active Licenses Inspected Once	23,990	163	18,917	43,070
Number Active Licenses Inspected Twice	36,494	4,433	442	41,369
Number Active Licenses Inspected 3 Times	2,995	292	30	3,317
Number Active Licenses Inspected 4 or More Times	386	57	7	450
Number Active Licenses Not Inspected This Period	661	44	206	911
Percent Active Licenses Inspected Once	37.20%	3.27%	96.51%	48.35%
Percent Active Licenses Inspected Twice	56.59%	88.86%	2.25%	46.44%
Percent Active Licenses Inspected 3 Times	4.64%	5.85%	0.15%	3.72%
Percent Active Licenses Inspected 4 or More Times	0.60%	1.14%	0.04%	0.51%
Percent Active Licenses Not Inspected This Period	1.03%	0.88%	1.05%	1.02%
Number Active Licenses that Met or Exceeded Annual Requirement	63,432	4,870	19,398	87,700
Percent Active Licenses that Met or Exceeded Annual Requirement	98.37%	97.61%	98.96%	98.46%

Note: *Other than apartments and vacation rentals. For purpose of this table, the term “lodging” includes hotels, motels and bed & breakfast inns. Vacation rentals are inspected in response to complaints and are not included above. The number of active licenses may vary slightly from Table 3 because of license processing accomplished since compiling the data for that table.

Table 8A: Public Food Service Risk Level Inspection Requirements

Risk-Based Category	Description	Inspections Required	License Count
Level 1	Temporary public food service establishments, Vending machines, Public food service establishments that: <ul style="list-style-type: none"> Do not cook raw animal food; or Cook raw animal food, but do not cool any cooked/heated foods. 	1	25,170
Level 2	Public food service establishments that: <ul style="list-style-type: none"> Cook raw animal food and cool any cooked/heated food; or Conduct a special process as defined in 3-502.11 or 3-502.12, 2009 FDA Food Code; or Serve a raw or undercooked animal food that requires a consumer advisory. 	2	39,050
Level 3	Public food service establishments that: <ul style="list-style-type: none"> Have a history of non-compliance (the Division has taken three or more disciplinary actions over a two-year period) or Serve a highly susceptible population (HSP). 	3	224
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness.	4	39

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

Public Lodging and Food Service Establishments

Food Service Violations

Table 9: Violations Found in Public Food Service Establishments

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
01A Food obtained from approved source	180	0	0	0	180	0.03%	0.002
01B Food safe and unadulterated; sound condition	13,245	21	6	0	13,272	2.12%	0.127
01C Shellstock tags; commingling	0	2,507	77	0	2,584	0.41%	0.025
01D Parasite destruction for raw/undercooked fish	464	31	0	0	495	0.08%	0.005
02A Consumer advisory on raw/undercooked oysters	0	313	0	0	313	0.05%	0.003
02B Consumer advisory on raw/undercooked animal foods	8	2,853	0	0	2,861	0.46%	0.027
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control for safety foods	1,243	10,503	0	0	11,746	1.87%	0.113
03A Receiving and holding PH/TCS foods cold	19,847	0	61	0	19,908	3.17%	0.191
03B Receiving and holding PH/TCS foods hot	6,495	0	0	0	6,495	1.04%	0.062
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	194	197	2	0	393	0.06%	0.004
03D Cooling PH/TCS foods; proper cooling methods	2,355	1,299	0	0	3,654	0.58%	0.035
03E Reheating PH/TCS foods for hot holding	391	0	1	0	392	0.06%	0.004
03F Time as a Public Health Control	3,063	2,051	0	0	5,114	0.82%	0.049
03G Reduced oxygen packaging (ROP) and other Special Processes	251	1,222	208	0	1,681	0.27%	0.016
07 Unwrapped or PH/TCS food not re-served	56	0	0	0	56	0.01%	0.001
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	20,880	8	0	0	20,888	3.33%	0.200
08B Food protection during preparation, storage and display	972	260	28,697	0	29,929	4.77%	0.287

Public Lodging and Food Service Establishments

Food Service Violations

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

Food Violations - Foodborne Illness Risk Factors and Public Health Interventions							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
09 Bare hand contact with RTE food; Alternative Operating Procedure (AOP)	1,397	30	30	0	1,457	0.23%	0.014
11 Employee health knowledge; ill/symptomatic employee present	70	28,068	10	0	28,148	4.49%	0.270
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	11,121	1,042	0	0	12,163	1.94%	0.117
12B Employee eating, drinking, tasting food, smoking	0	1	13,091	0	13,092	2.09%	0.125
22 Food-contact surfaces clean and sanitized	7,711	17,975	20,403	0	46,089	7.35%	0.442
31A Handwash sink(s) installed, accessible, not used for other purposes	0	19,097	0	0	19,097	3.04%	0.183
31B Handwashing supplies and handwash sign provided	0	19,679	8,215	0	27,894	4.45%	0.267
32 Bathrooms	0	86	5,223	0	5,309	0.85%	0.051
41 Chemicals/toxic substances	9,359	7,835	0	0	17,194	2.74%	0.165
53A Food manager certification; knowledge/active managerial control (except employee health)	0	8,476	0	0	8,476	1.35%	0.081
53B State approved food handler training; employee duty specific training/knowledge	0	13,736	0	0	13,736	2.19%	0.132
Subtotal: 1. Foodborne Illness Risk Factors and Public Health Interventions	99,302	137,290	76,024	0	312,616	49.83%	2.996
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
02D Food items properly labeled; original container	0	298	8,447	0	8,745	1.39%	0.000
04 Facilities to maintain PH/TCS foods at the proper temperature	0	31	0	0	31	0.00%	0.000
05 Food and food equipment thermometers provided and accurate	4	3,952	2,571	0	6,527	1.04%	0.063

Public Lodging and Food Service Establishments

Food Service Violations

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

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
06 PH/TCS foods properly thawed	0	0	6,694	0	6,694	1.07%	0.064
10 In use food dispensing utensils properly stored	417	0	19,898	0	20,315	3.24%	0.195
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	265	10,227	0	10,492	1.67%	0.101
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	3,803	440	43,801	0	48,044	7.66%	0.460
16 Dishwashing facilities; chemical test kit(s); gauges	29	9,831	9,964	0	19,824	3.16%	0.190
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	15,425	0	15,425	2.46%	0.148
23 Non-food contact surfaces clean	4	0	24,623	0	24,627	3.93%	0.236
24 Storage/handling of clean equipment, utensils; air drying	0	0	11,768	0	11,768	1.88%	0.113
25 Single-service and single-use items	9	0	9,334	0	9,343	1.49%	0.090
27 Water source safe, hot (100F) and cold under pressure	188	3,282	157	0	3,627	0.58%	0.035
28 Sewage and waste water disposed properly	474	102	198	0	774	0.12%	0.007
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	7,442	641	10,841	0	18,924	3.02%	0.181
33 Garbage and refuse; premises maintained	0	0	7,409	0	7,409	1.18%	0.071
35A No presence or breeding of insects/rodents/pests; no live animals	6,909	167	2,751	0	9,827	1.57%	0.094
35B Outer openings protected from insects/pests, rodent proof	0	0	5,917	0	5,917	0.94%	0.057
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	44,338	0	44,338	7.07%	0.425

Public Lodging and Food Service Establishments

Food Service Violations

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

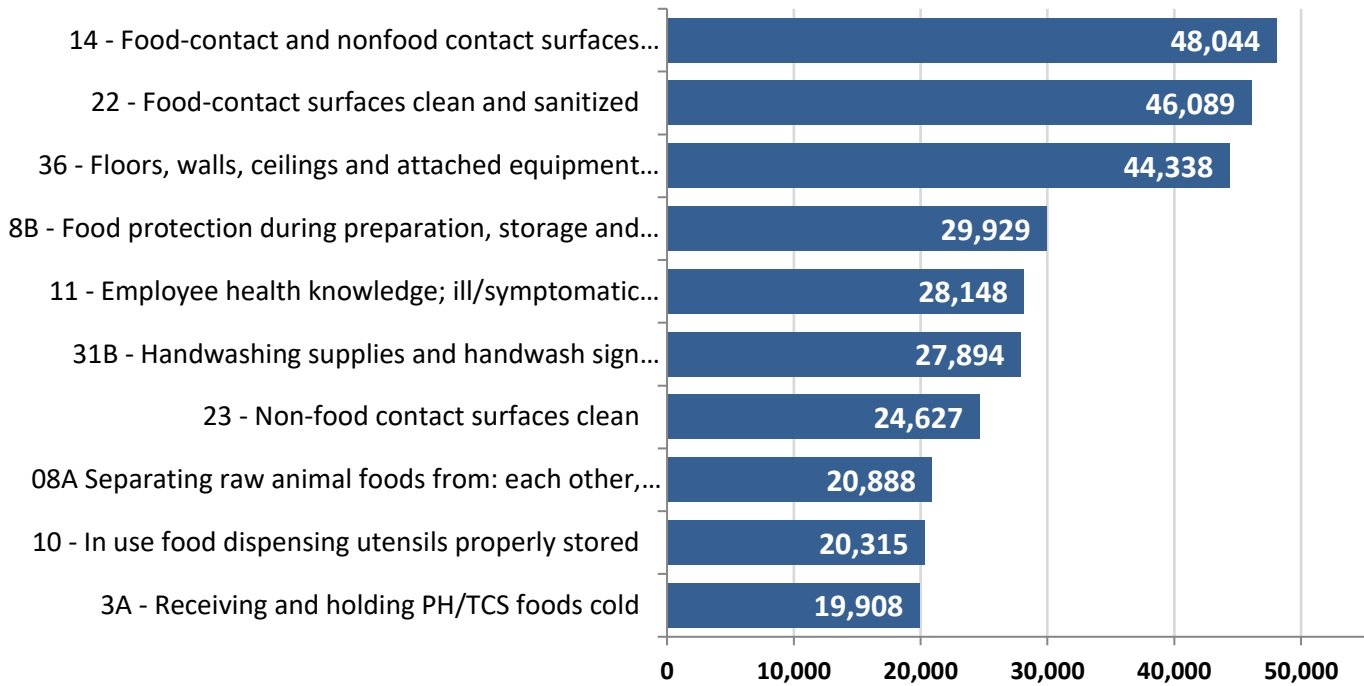
Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	2,304	0	2,304	0.37%	0.021
40 Employee personal belongings	0	0	8,940	0	8,940	1.43%	0.081
42 Cleaning and maintenance equipment	0	0	5,048	0	5,048	0.80%	0.046
43 Complete separation from living/sleeping area/private premise; kitchen restricted - no unauthorized personnel	2	65	30	0	97	0.02%	0.001
50 Current license, properly displayed	6,603	0	8,143	0	14,746	2.35%	0.134
51 Other conditions sanitary and safe operation	12	1,654	8,404	48	10,070	1.61%	0.091
52 Misrepresentation; misbranding	0	286	17	0	303	0.05%	0.003
54 Florida Clean Indoor Air Act Compliance	0	0	37	0	37	0.01%	0.000
55 Automatic Gratuity Notice	0	0	18	0	18	0.00%	0.000
Subtotal: 2. Food Violations - Good Retail Practices	25,896	21,014	267,304	48	314,214	50.09%	2.845
Fire Violations - For Reporting Purposes Only							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
35B-02 Door required to swing in the direction of egress travel	0	0	515	0	515	0.08%	0.005
45 Fire extinguishing equipment	0	0	0	782	0	0.00%	0.000
46 Exits not blocked or locked	0	0	0	484	0	0.00%	0.000
47 Electrical wiring/outlets in good repair	0	0	0	110	0	0.00%	0.000
48 Gas appliances; boiler certificate current/posted	0	0	0	535	0	0.00%	0.000

Food Service Violations

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

Food Violations - Good Retail Practices							
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
49 Flammable/combustible materials	0	0	0	66	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	515	1,977	515	0.08%	0.005
Violation Totals							
	High Priority	Inter-mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	125,198	158,304	343,843	2,025	627,345	100.00%	6.012
Average Per Inspection	1.20	1.52	3.30	0.02	6.01		
Number of Inspections:	104,346						

Figure 3: Top 10 Violations Found in Public Food Establishments



Public Lodging and Food Service Establishments

Lodging Violations

Table 10: Violations Found in Public Lodging Establishments

Lodging Violations								
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
02 Safety: Fire hazards	961	0	0	0	0	961	1.71%	0.031
05 Safety: Hearing impaired smoke detectors	685	0	0	0	0	685	1.22%	0.022
08 Safety: Boiler, boiler room	45	0	0	0	0	45	0.08%	0.001
09 Safety: Lighting: public, guest rooms	0	0	63	0	0	63	0.11%	0.002
10 Safety: Adequate heating	8	0	0	0	0	8	0.01%	0.000
11 Safety: Appliances properly installed; maintained	0	0	612	0	0	612	1.09%	0.020
12 Safety: Balcony: railing safety, certification	4,025	0	0	0	0	4,025	7.14%	0.132
13 Safety: Building repair	0	0	7,726	0	0	7,726	13.71%	0.253
14 Safety: Proper locking devices	802	0	0	0	0	802	1.42%	0.026
15 Sanitation: Bathrooms: public, guest, supplies	0	0	831	0	0	831	1.47%	0.027
16 Sanitation: Water source safe; hot/cold provided	79	0	0	0	0	79	0.14%	0.003
17 Sanitation: Bedding: bed linens, towels	0	0	1,901	0	0	1,901	3.37%	0.062
19 Sanitation: Plumbing	3,062	49	292	0	0	3,403	6.04%	0.111
20 Sanitation: Ventilation	0	0	307	0	0	307	0.54%	0.010
21 Sanitation: Toxics: storage, use	141	795	0	0	0	936	1.66%	0.031
22 Sanitation: Ice protection	1,222	0	0	0	0	1,222	2.17%	0.040
23 Sanitation: Glassware; tableware; utensils sanitized	341	7	196	0	0	544	0.97%	0.018
24 Sanitation: Vermin control	2,120	0	0	0	0	2,120	3.76%	0.069
25 Sanitation: Premises maintained	0	0	7,565	0	0	7,565	13.42%	0.247
26 Sanitation: Garbage and refuse disposal	0	0	10,567	0	0	10,567	18.75%	0.345
27 Sanitation: Sewage and waste water disposal	71	0	43	0	0	114	0.20%	0.004
29 Consumer Protection: Guest property: liability, notified	0	0	1	0	0	1	0.00%	0.000

Public Lodging and Food Service Establishments

Lodging Violations

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

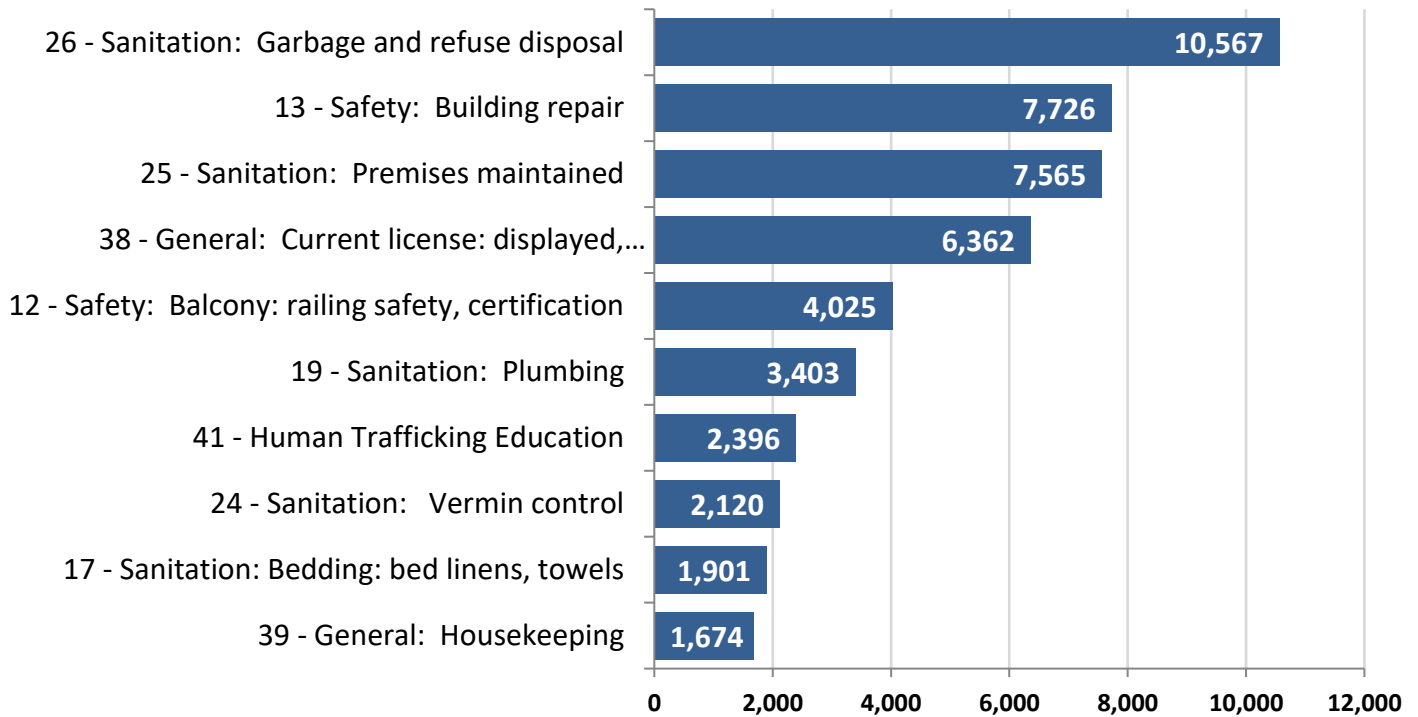
Lodging Violations								
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
33 Consumer Protection: Unethical business practices; Overbooking	3	0	0	0	0	3	0.01%	0.000
34 Consumer Protection: Criminal Conduct & Miya's Law	1,148	0	4	0	0	1,152	2.04%	0.038
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	0	0	0	0	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	145	0	0	145	0.26%	0.005
37 Consumer Protection: Guest register	0	0	24	0	0	24	0.04%	0.001
38 General: Current license: displayed, available upon request	5,301	0	1,061	0	0	6,362	11.29%	0.208
39 General: Housekeeping	0	0	1,674	0	0	1,674	2.97%	0.055
40 General: Other conditions: safe, sanitary	46	2	38	0	0	86	0.15%	0.004
Subtotal: 1. Lodging Violations	20,060	853	33,050	0	0	53,963	95.75%	1.764
Human Trafficking Education								
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
41 Human Trafficking Education	0	0	0	0	2,396	2,396	4.25%	0.078
Education Violations	0	0	0	0	2,396	2,396	4.25%	0.078
Fire Violations - For Reporting Purposes Only								
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
01 Safety: Fire extinguishers	0	0	0	1,007	0	0	0.00%	0.000
02 Safety: Fire hazards	0	0	0	58	0	0	0.00%	0.000
03 Safety: Fire Sprinkler system	0	0	0	6	0	0	0.00%	0.000
04 Safety: Smoke detectors; fire alarm systems	0	0	0	854	0	0	0.00%	0.000
05 Safety: Hearing impaired smoke detectors	0	0	0	68	0	0	0.00%	0.000
06 Safety: Exits obstructed	0	0	0	82	0	0	0.00%	0.000
07 Safety: Electrical wiring in good repair	0	0	0	115	0	0	0.00%	0.000

Lodging Violations

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

Fire Violations - For Reporting Purposes Only								
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
08 Safety: Boiler, boiler room	0	0	0	438	0	0	0.00%	0.000
08-03 Safety: Boiler certificate	0	0	0	161	0	0	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	0	10	0	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	0	2,799	0	0	0.00%	0.000
Violation Totals								
	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
Grand Total	20,060	853	33,050	2,799	2,396	56,359	100.00%	1.842
Average Per Inspection	0.66	0.03	1.08	0.09	0.08	1.84		
Number of Inspections:	30,593							

Figure 4: Top 10 Violations Found in Public Lodging Establishments



Consumer Complaints

Table 11: Food and Lodging Complaint Activity

Disposition	District								Total
	Other	1	2	3	4	5	6	7	
Foodborne Illness									
Confirmed *	2	23	10	179	10	13	10	0	247
Handled by Phone	0	0	1	0	0	0	0	1	2
Not Observed	0	48	71	421	25	415	35	4	1,019
Other	5	145	413	120	681	26	282	357	2,029
FBI - Subtotal	7	216	495	720	716	454	327	362	3,297
Food Service									
Confirmed	5	149	278	665	438	575	148	236	2,494
Handled by Phone	0	1	2	2	2	2	0	2	11
Not Observed	27	304	740	983	1,028	1,029	339	575	5,025
Other	44	147	252	182	397	244	386	48	1,700
Food - Subtotal	76	601	1,272	1,832	1,865	1,850	873	861	9,230
Lodging - Apartments									
Confirmed	2	46	18	97	62	40	11	11	287
Handled by Phone	0	0	0	1	4	1	0	2	8
Not Observed	1	32	63	171	64	45	29	34	439
Other	2	30	29	43	91	22	65	2	284
Apartment - Subtotal	5	108	110	312	221	108	105	49	1,018
Lodging - Hotels, Motels and Bed & Breakfasts									
Confirmed	0	36	47	155	130	127	43	25	563
Handled by Phone	0	0	1	1	1	0	0	1	4
Not Observed	0	76	85	215	280	137	45	55	893
Other	0	39	33	44	115	50	95	6	382
Lodging - Subtotal	0	151	166	415	526	314	183	87	1,842
Lodging - Vacation Rentals									
Confirmed	0	6	1	4	5	1	3	5	25
Handled by Phone	0	1	1	0	0	0	0	2	4
Handled by Letter/Email	1	3	3	4	19	3	7	12	52
Not Observed	0	1	11	19	37	4	10	19	101
Other	0	3	5	7	23	3	19	9	69
Vacation Rentals - Subtotal	1	14	21	34	84	11	39	47	251
Grand Total	89	1,090	2,064	3,313	3,412	2,737	1,527	1,406	15,638

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

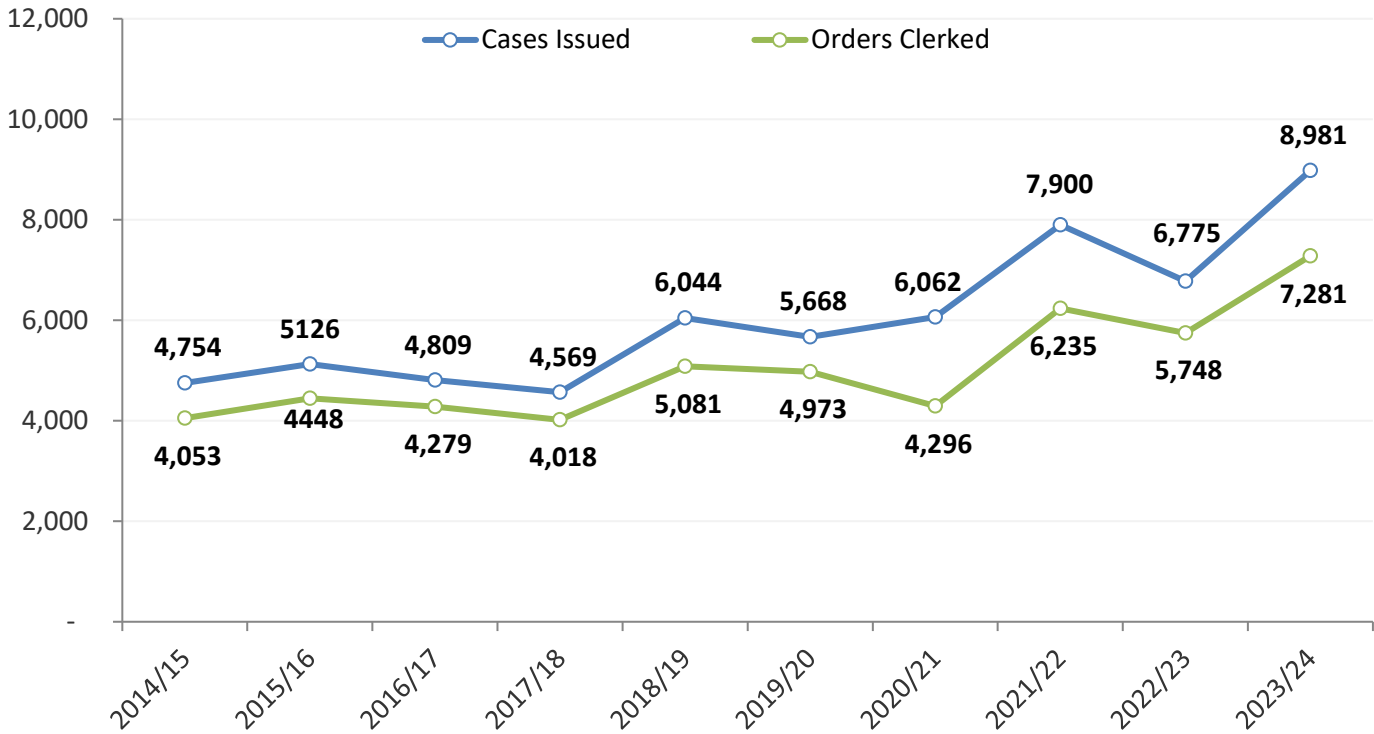
Compliance

Table 12: Compliance Activity

Compliance Activity	Food Service	Lodging	Elevators	Total
Cases issued	4,657	528	3,796	8,981
1st offender	3,392	479	2,455	6,326
2nd offender	894	44	842	1,780
3rd offender	254	5	315	574
4th or higher	117	0	184	301
Settlement Officers				
Settled	3,341	263	775	4,379
Dismissed/Closed	359	219	798	1,376
Final Orders on Waiver	509	65	2,049	2,623
Sent to Office of General Counsel	175	13	107	295
Total processed by Division	4,384	560	3,729	8,673
Agency Clerk				
Orders Clerked	4,022	345	2,914	7,281
Office of General Counsel				
Cases Opened	183	15	114	312
Cases Closed	174	15	120	309
Dismissed	42	6	74	122
Stipulation & Consent Orders	131	9	46	186
Final Orders	1	0	0	1
Actions				
Suspensions	66	0	0	66
Revocations	0	0	0	0
Fines assessed	\$1,617,910	\$78,245	\$1,049,475	\$2,745,630
Average fine assessed	\$413	\$248	\$372	
Median fine assessed	\$400	\$200	\$250	
Most frequent fine assessed	\$400	\$200	\$250	
Fines collected	\$1,526,202	\$74,815	\$967,237	\$2,568,254

Compliance

Figure 5: 10-Year History - Compliance Activity Comparison



Elevator Safety

Table 13: Elevator Accounts

Elevator Type	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Inactive	Total
Traction Passenger	15,705	91.37%	1,484	8.63%	17,189	1,380	83	97	41	18,790
Hydraulic Passenger	34,975	91.45%	3,271	8.55%	38,246	582	253	292	231	39,604
Traction Freight	371	85.48%	63	14.52%	434	12	34	39	8	527
Hydraulic Freight	588	88.96%	73	11.04%	661	7	23	54	16	761
Hand Power Passenger	6	75.00%	2	25.00%	8	1	0	1	0	10
Hand Power Freight	2	100.00%	0	0.00%	2	0	8	3	1	14
Moving Walk	63	100.00%	0	0.00%	63	6	0	0	1	70
Inclined Lift	26	63.41%	15	36.59%	41	5	0	0	2	48
Limited Use Limited Application	384	81.18%	89	18.82%	473	32	14	12	19	550
Dumbwaiter	275	80.17%	68	19.83%	343	15	226	49	48	681
Escalator	1,106	92.01%	96	7.99%	1,202	23	50	50	34	1,359
Hand Elevator	9	100.00%	0	0.00%	9	0	0	0	0	9
Sidewalk Elevator	1	50.00%	1	50.00%	2	0	4	0	0	6
Material Lift, Dumbwaiter, ATD	9	90.00%	1	10.00%	10	7	1	0	1	19
Special Purpose Personnel Elevator	68	81.93%	15	18.07%	83	0	7	0	4	94
Inclined Stairway Chair Lift	38	76.00%	12	24.00%	50	11	12	1	8	82
Inclined & Vertical Wheelchair Lift	2,712	80.55%	655	19.45%	3,367	205	172	110	174	4,028
Rack and Pinion/Screw Column	15	71.43%	6	28.57%	21	1	0	0	0	22
Total	56,353	90.59%	5,851	9.41%	62,204	2,287	887	708	588	66,674

Elevator Safety

Figure 6: 5-Year History - Active Elevator Accounts and Licensing Compliance Rate

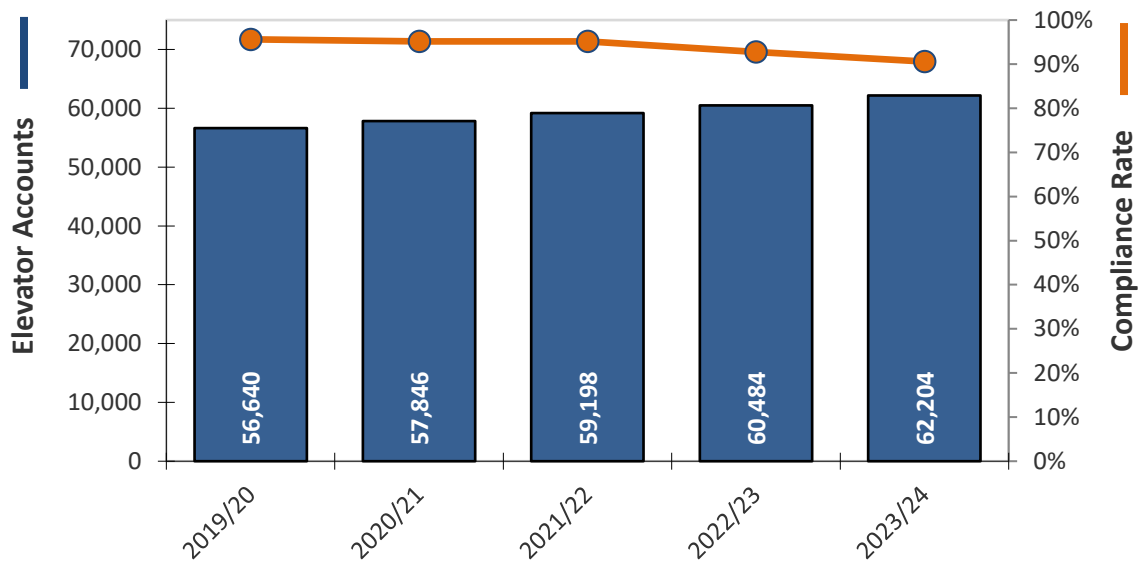


Table 14: 5-Year History - Elevator Professional Credential Accounts

License Type	2019-20	2020-21	2021-22	2022-23	2023-24
Registered Elevator Companies	410	441	480	405	443
Certified Elevator Inspectors	498	532	572	616	669
Certified Elevator Technicians	1,877	1,833	2,007	2,205	2,296
Certificates of Competency	2,047	2,045	2,197	2,330	2,415

Table 15: Elevator Inspections Performed by Inspection Type

Inspection Type	Failed	Passed	Total
Comp Monitoring	159	162	321
Accident	3	11	14
Alteration/Acceptance	98	4,804	4,902
Callback	1,817	12,291	14,108
Complaint	240	159	399
Construction	1,275	75	1,350
Industry Oversight/Audit	297	405	702
Initial Acceptance	2	1,839	1,841
Routine	16,510	29,543	46,053
Temporary Operation Inspection	184	1,092	1,276
Two Stop	54	36	90
Total	20,639	50,417	71,056

Elevator Safety

Figure 7: Historical Comparison of Elevator Inspections

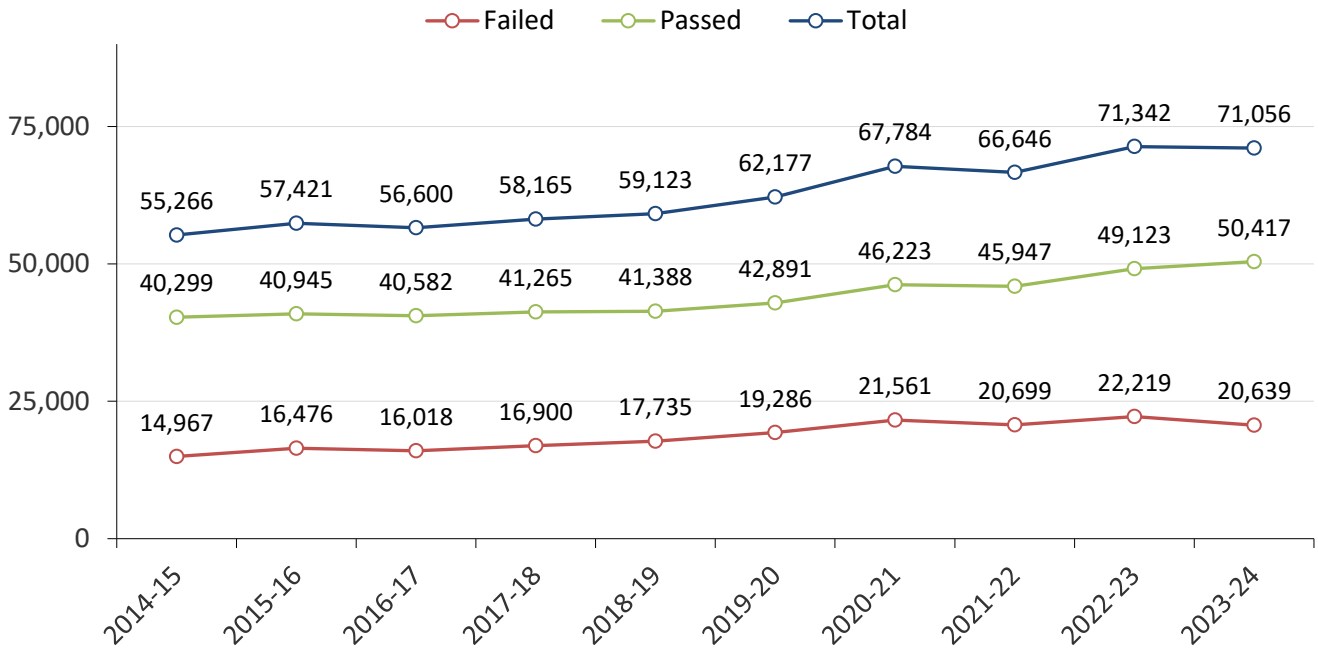


Table 16: 5 Year History - Elevator Accidents

Elevator Type	2019-20	2020-21	2021-22	2022-23	2023-24	Total	% Total
Dumbwaiter	0	0	0	0	0	0	0.00%
Escalator	356	334	541	515	565	2,311	53.15%
Hydraulic Freight	9	0	2	6	1	18	0.41%
Hydraulic Passenger	49	47	48	87	109	340	7.82%
Inclined Lift (stair)	0	0	0	0	0	0	0.00%
Inclined Wheel	1	0	1	4	5	11	0.25%
Limited Use	0	0	0	0	0	0	0.00%
Moving Walk	233	135	273	249	331	1,221	28.08%
Special Purpose	0	0	0	0	0	0	0.00%
Traction Freight	0	0	0	0	1	1	0.02%
Traction Passenger	85	61	74	102	124	446	10.26%
Total	733	577	939	963	1,136	4,348	100.00%

--- End of Fiscal Year 2023-24 Report ---

Data Sources: DBPR Versa Regulation Single Licensing System, Hotels & Restaurants Plan Review Database, DBPR Qlik Sense, DBPR Office of General Counsel. Data collected from 7/1/2014 – 8/12/2024, some report statistics may vary due to activity since compiling data.