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Annual Report Hotels & Restaurants

September 30, 2025

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Division of Hotels and Restaurants

The Division of Hotels and Restaurants (Division) is responsible for regulating public food service establishments and public lodging establishments in Florida.¹ The Division's mission is to protect the health and safety of the public by providing the industry with quality inspections and fair regulations. The Division is also responsible for regulating elevators, escalators, and other moving 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 FY 2024–25, the Division:

- Conducted a total of 178,211 public food service and lodging establishment inspections to ensure sanitation and safety standards (tables 6–7, page 15) with 291 inspection staff;
- Performed 98% of the statutorily required inspections for public food service establishments, 99% for transient lodging establishments, and 99% for apartments (table 8, page 16), meeting Long Range Performance Plan expectations;
- Cited a total of 653,383 violations of sanitation and safety standards in public food service establishments and public lodging establishments (see tables on pages 13–20); and
- Identified 164,325 violations that were corrected on site and 34,016 violations where corrective action was taken during inspections. More than 33% of all violations cited by the Division were corrected during the inspection. This is an example of a business–friendly approach that focuses on educating licensees and keeping businesses operational whenever safely possible.

¹ Pursuant to Chapter 509, Florida Statutes.

² Pursuant to Chapter 399, Florida Statutes.

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.

Bureau of Sanitation and Safety Inspections

Michelle Haynes, Bureau Chief

During Fiscal Year (FY) 2024–2025, the Bureau of Sanitation and Safety Inspections (BSSI) continued its mission to safeguard public health through the regulatory oversight of licensed food service and lodging establishments across Florida. BSSI conducted comprehensive inspections to ensure compliance with health and safety standards, thereby protecting both residents and visitors.

BSSI operates seven district offices strategically located in Doral, Fort Lauderdale, Fort Myers, Orlando, Tampa, Jacksonville, and Panama City Beach. Each office manages daily operational activities and performs inspections within its territory. District offices also initiate administrative enforcement actions to ensure compliance with rules and regulations. The Division is authorized to impose fines of up to \$2,000 per violation and may suspend or revoke licenses as necessary.

In addition to routine inspections, BSSI performs the following regulatory functions:

- Initial inspections for new establishments and ownership changes;
- “Callback” inspections to verify correction of high-priority violations;
- Complaint investigations;
- Foodborne illness investigations in coordination with the Florida Department of Health;
- Emergency inspections in response to natural disasters; and
- Oversight of temporary food service events.

During FY 2024–25, the BSSI inspection team led critical statewide disaster response efforts following Hurricanes Debby, Helene, and Milton. Hurricane Debby made landfall on August 5th near Steinhatchee on Florida’s Gulf Coast. Just weeks later, Hurricane Helene struck the Gulf Coast, making landfall near Perry as a Category 4 storm on September 26th. Hurricane Milton followed shortly thereafter, again striking the Gulf Coast as a Category 3 hurricane on October 9th. Collectively, these storms caused an estimated \$4.2 billion in damages. In response, BSSI conducted over 4,160 disaster inspections to assess structural integrity and advise operators on how to maintain food safety amid emergency conditions.

Office of Program Quality

The Office of Program Quality (OPQ) ensures that all inspection staff are thoroughly trained by Division–certified instructors. OPQ oversees comprehensive training programs for new employees, ensuring consistent development of knowledgeable and competent inspectors.

In compliance with Section 509.036, Florida Statutes, OPQ coordinates all technical training and field testing for new inspectors by FDA–certified officers. All inspectors must complete a minimum of 20 hours of continuing education annually in food safety and sanitation. In FY 2024–2025, OPQ facilitated a total of 10,224 continuing education hours statewide.

The Division periodically adopts the FDA Food Code, having most recently adopted the 2017 edition. OPQ is responsible for implementing these code changes and advising Division leadership on policy implications. Technical coordinators also support field staff

by resolving compliance issues, guiding public workshops, and addressing industry and consumer inquiries regarding laws, rules, and procedures.

Office of Plan Review

The Office of Plan Review (OPR) provides centralized oversight of plans for new or renovated food service establishments. Located at the Division headquarters in Tallahassee, OPR ensures consistency in plan review and variance processing statewide. In FY 2024– 2025, OPR received 9,008 plan submissions—an increase of 2.6% over the previous fiscal year (table 1, page 10).

Bureau of Field Services

Christopher Carson, Bureau Chief

The Bureau of Field Services (BFS) assists the Division in fulfilling its core mission. This includes managing the Division’s Licensure and Compliance sections, enhancing business systems, and providing technical coordination. Additionally, the Bureau of Field Services oversees the Division’s mobile inspection program, publishes web content, and maintains the Division’s forms, publications, and reporting data.

Office of Licensure

The Office of Licensure manages licenses for public lodging establishments, 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 139,422 public food and lodging establishments (table 3, page 11) and 63,426 active elevators, escalators and other moving conveyances (table 13, page 28).

Office of Compliance

The Office of Compliance (OC) manages the administrative enforcement activity of the Division. This office coordinated 5,285 food service and lodging establishment enforcement cases in fiscal year 2024–2025, 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 26; and figure 5, page 27). In keeping with the Division’s mission, the Office of Compliance prioritizes regulatory compliance through a more informal, less adversarial settlement process that reduces the need for litigation.

Bureau of Elevator Safety

Josh Phillips, Bureau Chief

The Bureau of Elevator Safety (BES) 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 the riding public. The bureau does not regulate elevators located within private residences.

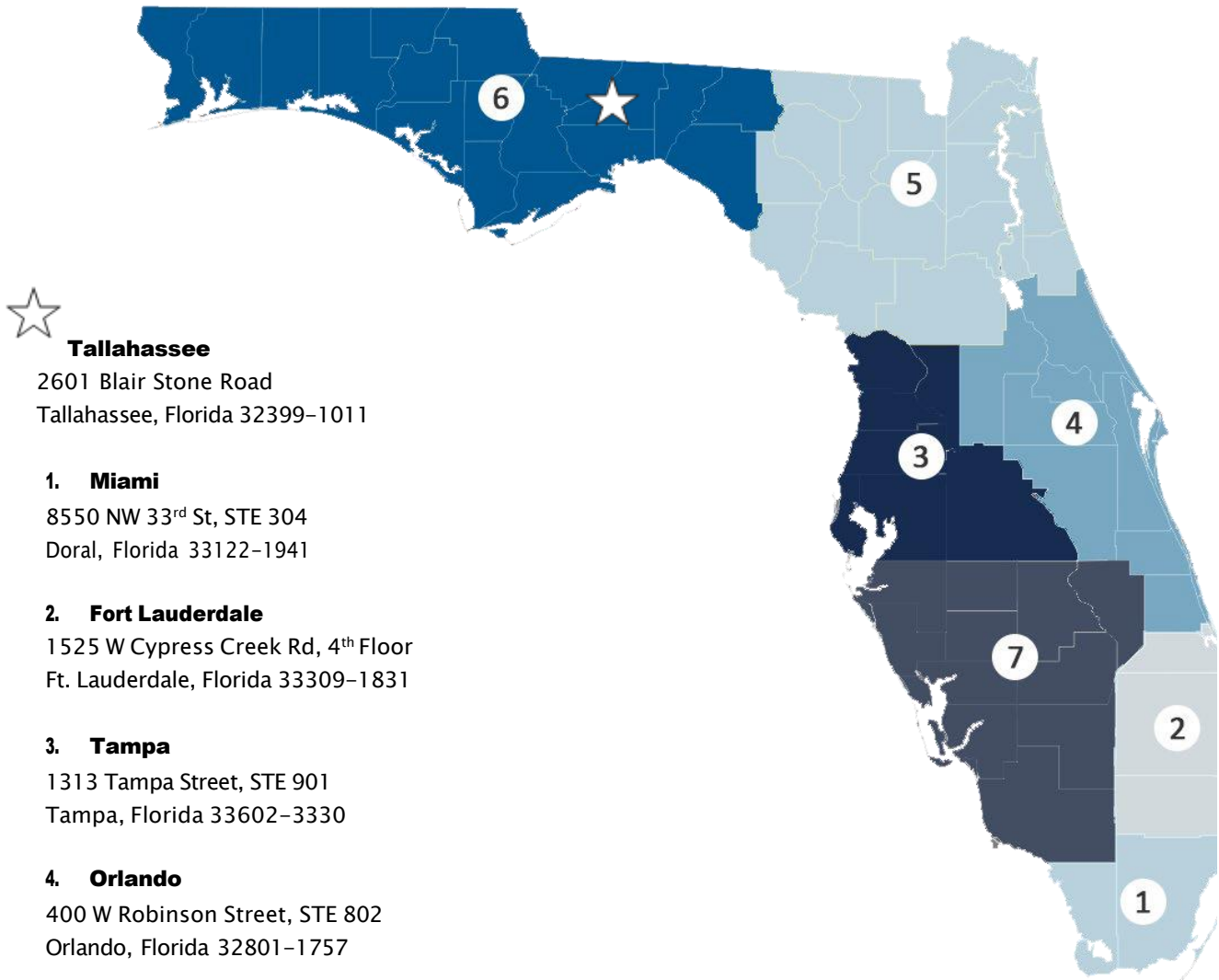
The program enforces the national standards of the American Society of Mechanical Engineers’ (ASME) Safety Code for Elevators and Escalators (A17.1, A17.3 and A18.1); the state standard Florida Elevator Safety Code; Chapter 399, Florida Statutes; Chapter 61C–5, Florida Administrative Code; and Chapter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

During Fiscal Year 2024–25, the Bureau of Elevator Safety achieved an 89% 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 facilitate compliance and address delinquent elevators through inspections, written notices, and administrative fines. Fiscal Year 2024–25 was fraught with challenges that arose from hurricanes Debby, Helene, and Milton. These storms caused damage to many elevators, resulting in necessary repairs. Repairs were delayed in many instances by parts shortages and available qualified personnel were in high demand due to the increase in customer service requests. Parts shortages were already a known industry challenge, and this issue may have been exacerbated by the increase in demand following the damage that occurred. As a result of these factors, the overall percentage of elevators that obtained a passing annual inspection and a renewed license during FY2024–25 reached a high of 89%, compared with 91% last year.

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 28). 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 29). 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. Fort Lauderdale

1525 W Cypress Creek Rd, 4th Floor
Ft. Lauderdale, Florida 33309-1831

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



Plan Review

Table 1: Number of Plan Review Applications Submitted

District	New	Change Owner	Remodel	Total
1	1,026	210	170	1,406
2	769	163	122	1,054
3	1,195	271	337	1,803
4	1,413	290	306	2,009
5	752	155	150	1,057
6	535	93	88	716
7	719	127	117	963
Total	6,409	1,309	1,290	9,008

New = New Establishment

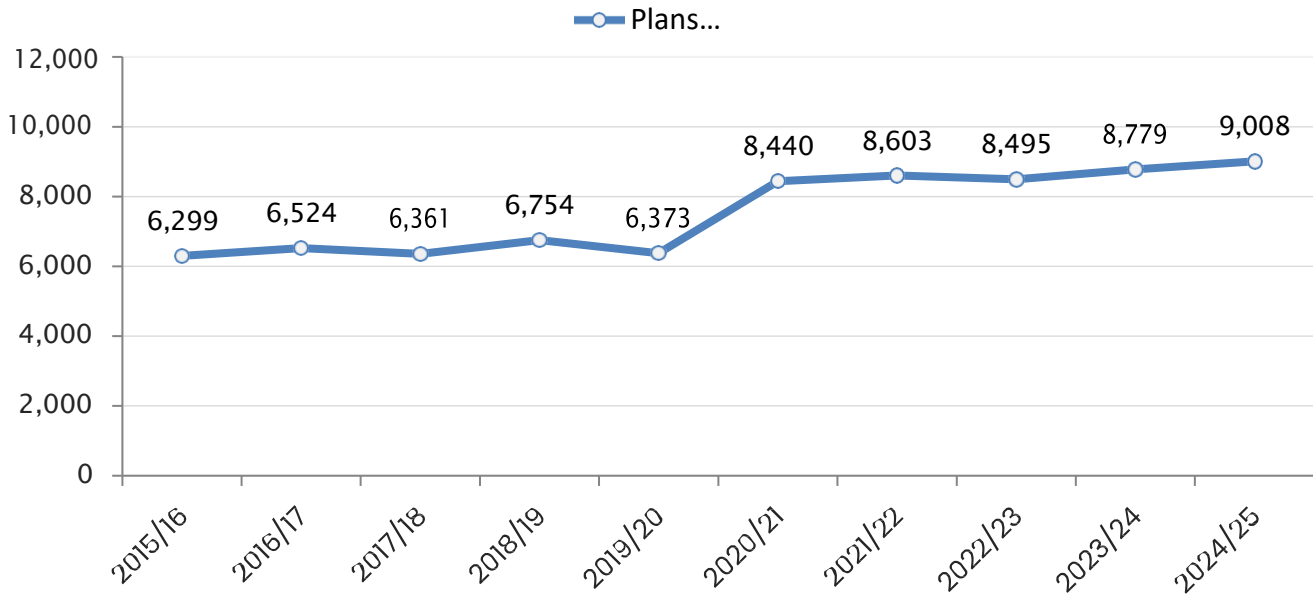
Change Owner = Change of Ownership of an Existing Establishment

Remodel = Remodel of an existing establishment

Table 2: Number of Variances Processed

District	Routine	Emergency	Total
1	6	5	11
2	3	8	11
3	0	5	5
4	9	15	24
5	2	1	3
6	1	2	3
7	5	6	11
Total	26	42	68

Figure 1: 10-Year History - Plan Reviews Received



Licensing

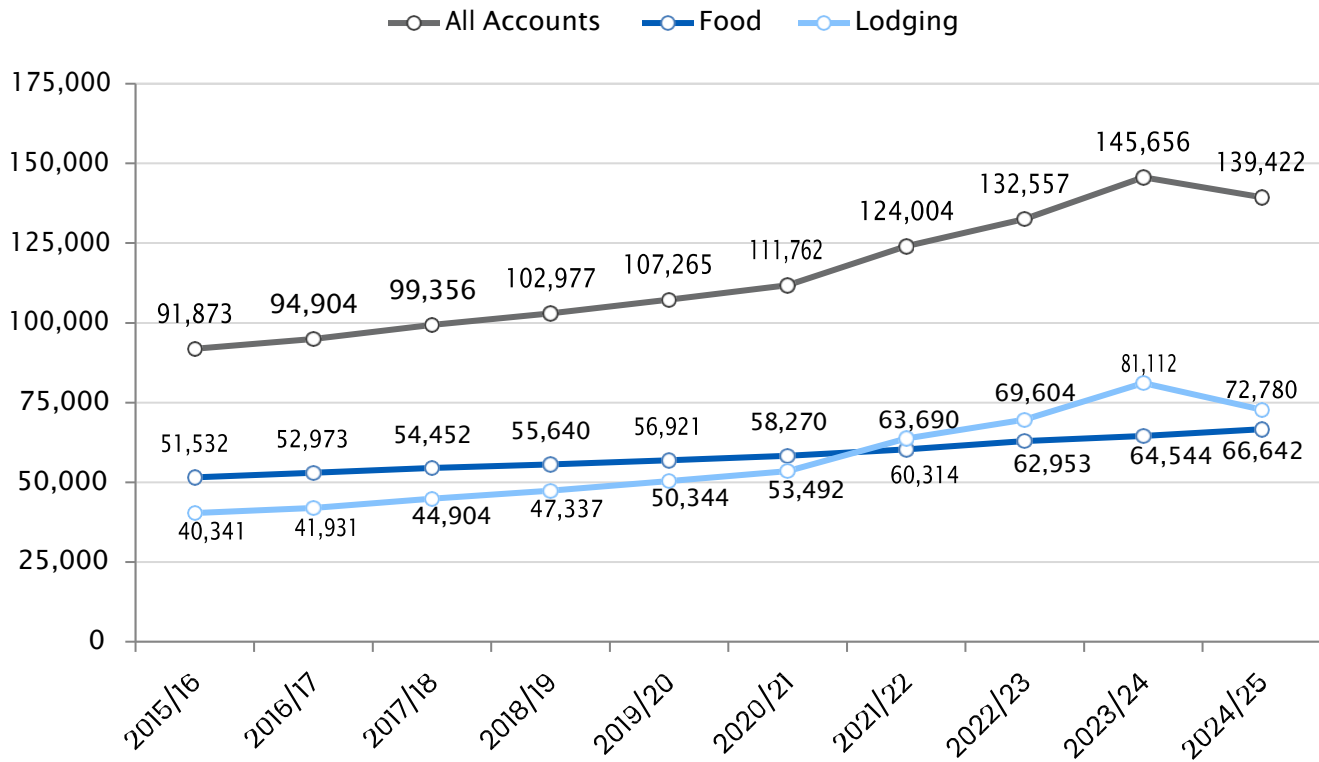
Table 3: Active Public Lodging and Food Service Establishment Licenses

Establishment Type	District							Total
	1	2	3	4	5	6	7	
Public Lodging Establishments								
Hotels	557	313	364	522	279	230	226	2,491
Motels	234	305	433	466	292	259	259	2,248
Nontransient Apartments	5,863	3,587	2,917	2,750	1,814	1,158	1,039	19,128
Transient Apartments	193	247	143	99	47	20	126	875
Bed and Breakfasts	65	25	45	35	52	23	16	261
Vacation Rentals - Condos								
Single	2,919	1,296	881	1,758	550	2,634	1,114	11,152
Group	326	143	97	256	55	354	189	1,420
Collective	245	120	148	276	118	714	232	1,853

Table 3: Active Public Lodging and Food Service Establishment Licenses
Continued...

Establishment Type		District						
		1	2	3	4	5	6	7
Public Lodging Establishments								
Vacation Rentals - Dwellings								
Single	1,975	4,357	4,630	6,011	2,464	4,318	4,672	28,427
Group	93	146	79	79	48	85	78	608
Collective	277	492	600	933	376	839	751	4,268
Vacation Rentals – Timeshare Projects								
Single	0	2	1	1	0	0	0	4
Group	2	6	4	21	0	5	6	44
Collective	0	0	0	0	0	0	1	1
Subtotal	12,749	11,039	10,342	13,207	6,095	10,639	8,709	72,780
Public Food Service Establishments								
Seating	6,456	7,862	8,066	9,937	5,387	3,640	5,531	46,879
Permanent Nonseating	1,229	1,057	1,069	1,587	678	349	559	6,528
Culinary Education	1	1	0	0	0	0	0	2
Theme Park Food Carts	0	1	1	18	3	0	0	23
Catering	329	286	255	324	94	83	188	1,559
Hot Dog Carts	88	45	91	200	93	36	49	602
Mobile Food Dispensing Vehicles	1,903	915	2,096	2,112	1,253	965	1,201	10,445
Vending Machines	24	33	107	243	104	24	69	604
Subtotal	10,030	10,200	11,685	14,421	7,612	5,097	7,597	66,642
Grand Total	22,779	21,239	22,027	27,628	13,707	15,736	16,306	139,422

Figure 2: 10-Year History of Growth in Public Food Service and Lodging Licenses



NOTE: Historically, the Division has conducted periodic sweeps of delinquent Vacation Rental licenses, resulting in their permanent closure. Due to the substantial recent growth of Vacation Rentals, the Division closed approximately 10,800 delinquent licenses in August 2024 and now conducts monthly sweeps of delinquent licenses that are two or more years overdue.

Table 4: Temporary Food Service Event Licenses Issued

Temporary Event Licenses by District								
License Type	1	2	3	4	5	6	7	Total
1-3 day license	163	141	189	246	216	80	77	1,112
4-30 day license	240	451	620	596	333	161	422	2,823
Annual license	61	215	64	74	35	9	17	475
Already Licensed – Annual	47	136	28	11	98	21	12	353
Already Licensed – Permanent	331	525	158	250	319	79	34	1,696
Already Licensed – Florida Dept of Agriculture	13	12	47	15	8	8	14	117
Total	855	1,480	1,106	1,192	1,009	358	576	6,576

Table 5: Public Lodging Units by Type and District

Lodging Units by Type and District								
Establishment Type	1	2	3	4	5	6	7	Total
Hotels	63,497	46,510	43,006	121,352	31,695	23,638	27,074	356,772
Motels	11,407	10,867	20,657	41,777	14,283	15,168	10,572	124,731
Nontransient Apartments	231,088	237,347	293,749	349,286	192,547	91,164	114,623	1,509,804
Transient Apartments	3,519	3,777	2,781	6,823	1,437	718	2,097	21,152
Bed and Breakfasts	545	148	169	216	444	137	75	1,734
Vacation Rental–Condos	9,330	5,862	5,875	33,383	3,813	23,498	9,875	91,636
Vacation Rental–Dwellings	5,336	7,856	10,097	18,366	5,409	18,337	14,047	79,448
Vacation Rental–Timeshare Projects	48	334	231	5,397	0	316	195	6,521
Total	324,770	312,701	376,565	576,600	249,628	172,976	178,558	2,191,798

Inspections

Table 6: Public Food Service and Lodging Initial Inspections

Public Food Service - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	1,501	1,309	1,795	2,148	1,118	738	1,154	9,763
Routine	14,902	16,448	15,318	19,069	10,550	6,574	11,213	94,074
Full Complaint Visit	800	1,795	1,170	1,825	885	678	805	7,958
Partial Complaint Visit	2	3	500	250	496	266	105	1,622
Subtotal: Food	17,205	19,555	18,783	23,292	13,049	8,256	13,277	113,417

Public Lodging - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	346	316	220	232	161	83	130	1,488
Routine	7,476	4,751	4,291	4,291	2,791	1,919	1,960	27,479
Complaint Full	248	275	335	335	183	189	147	1,712
Complaint Partial	5	0	129	129	86	69	19	437
Subtotal: Lodging	8,075	5,342	4,975	4,987	3,221	2,260	2,256	31,116

Table 6: Public Food Service and Lodging Initial Inspections *Continued...*

Total - Initial Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	1,847	1,625	2,015	2,380	1,279	821	1,284	11,251
Routine	22,378	21,199	19,609	23,360	13,341	8,493	13,173	121,553
Complaint Full	1,048	2,070	1,505	2,160	1,068	867	952	9,670
Complaint Partial	7	3	629	379	582	335	124	2,059
Subtotal	25,280	24,897	23,758	28,279	16,270	10,516	15,533	144,533

Table 7: Public Food Service and Lodging Callback Inspections

Public Food Service - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	81	142	205	139	156	1	10	734
Routine	3,040	4,023	3,837	4,839	3,196	1,337	2,250	22,522
Complaint Full	288	627	548	739	439	293	323	3,257
Complaint Partial	0	0	103	78	210	96	5	492
Subtotal: Food	3,409	4,792	4,693	5,795	4,001	1,727	2,588	27,005

Public Lodging - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	12	23	20	9	10	0	4	78
Routine	1,954	743	483	926	709	350	308	5,473
Complaint Full	96	115	160	344	137	118	33	1,003
Complaint Partial	1	0	42	14	34	28	0	119
Subtotal: Lodging	2,063	881	705	1,293	890	496	345	6,673

Total - Callback Inspections by District								
Inspection Type	1	2	3	4	5	6	7	Total
Licensing	93	165	225	148	166	1	14	812
Routine	4,994	4,766	4,320	5,765	3,905	1,687	2,558	27,995
Complaint Full	384	742	708	1,083	576	411	356	4,260
Complaint Partial	1	0	145	92	244	124	5	611
Subtotal	5,472	5,673	5,398	7,088	4,891	2,223	2,933	33,678

All - Inspections by District								
	1	2	3	4	5	6	7	Total
Total Inspections	30,752	30,570	29,156	35,367	21,161	12,739	18,466	178,211

Table 8: Inspection Frequency and Performance

Measure	Food Service	Lodging*	Apartments	Total
Active Licenses Requiring Inspection	66,430	4,994	19,888	91,312
Percent Change Since Last Fiscal Year	3.02%	0.10%	1.46%	2.51%
Estimated Number of Annual Inspections Required	104,065	9,833	19,888	133,786
Number Active Licenses Inspected Once	25,385	106	19,310	44,801
Number Active Licenses Inspected Twice	36,621	4,483	438	41,542
Number Active Licenses Inspected 3 Times	3,194	325	28	3,547
Number Active Licenses Inspected 4 or More Times	429	66	5	500
Number Active Licenses Not Inspected This Period	800	14	106	920
Percent Active Licenses Inspected Once	38.21%	2.12%	97.09%	49.06%
Percent Active Licenses Inspected Twice	55.13%	89.77%	2.20%	45.49%
Percent Active Licenses Inspected 3 Times	4.81%	6.51%	0.14%	3.88%
Percent Active Licenses Inspected 4 or More Times	0.65%	1.32%	0.03%	0.55%
Percent Active Licenses Not Inspected This Period	1.20%	0.28%	0.53%	1.01%
Number Active Licenses that Met or Exceeded Annual Requirement	65,323	4,943	19,781	90,047
Percent Active Licenses that Met or Exceeded Annual Requirement	98.33%	98.98%	99.46%	98.61%

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 transactions completed since compiling the data.

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	26,459
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, 2017 FDA Food Code; or Serve a raw or undercooked animal food that requires a consumer advisory. 	2	39,677
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	253
Level 4	Public food service establishments that have been identified by the Florida Department of Health in a confirmed foodborne illness.	4	42

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	141	0	0	0	141	0.02%	0.001
01B Food safe and unadulterated; sound condition	14,459	31	11	0	14,501	2.41%	0.128
01C Shellstock tags; commingling	0	2,276	74	0	2,350	0.39%	0.021
01D Parasite destruction for raw/undercooked fish	310	31	0	0	341	0.06%	0.003
02A Consumer advisory on raw/undercooked oysters	0	324	0	0	324	0.05%	0.003
02B Consumer advisory on raw/undercooked animal foods	1	2,533	0	0	2,534	0.42%	0.022
02C Date marking ready-to-eat (RTE) potentially hazardous/time/temperature control	1,189	10,037	0	0	11,226	1.87%	0.099
03A Receiving and holding PH/TCS foods cold	19,868	0	48	0	19,916	3.31%	0.176
03B Receiving and holding PH/TCS foods hot	6,672	0	0	0	6,672	1.11%	0.059
03C Cooking raw animal foods and plant foods; noncontinuous cooking of raw animal foods	196	165	4	0	365	0.06%	0.003
03D Cooling PH/TCS foods; proper cooling methods	2,533	1,517	0	0	4,050	0.67%	0.036
03E Reheating PH/TCS foods for hot holding	349	0	2	0	351	0.06%	0.003
03F Time as a Public Health Control	3,022	1,924	0	0	4,946	0.82%	0.044
03G Reduced oxygen packaging (ROP) and other Special Processes	252	860	306	0	1,418	0.24%	0.013
07 Unwrapped or PH/TCS food not re-served	37	0	0	0	37	0.01%	0.000
08A Separating raw animal foods from: each other, RTE foods and unwashed produce	21,564	8	0	0	21,572	3.59%	0.190
08B Food protection during preparation, storage and display	893	221	28,029	0	29,143	4.85%	0.257

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)	1,162	33	27	0	1,222	0.20%	0.011
11 Employee health knowledge; ill/symptomatic employee present	50	13,789	8	0	13,847	2.30%	0.122
12A Hands clean and washed properly; use of hand antiseptic if use of AOP	10,717	906	0	0	11,623	1.93%	0.102
12B Employee eating, drinking, tasting food, smoking	0	1	12,142	0	12,143	2.02%	0.107
22 Food-contact surfaces clean and sanitized	7,456	18,009	20,190	0	45,655	7.59%	0.403
31A Handwash sink(s) installed, accessible, not used for other purposes	0	18,775	0	0	18,775	3.12%	0.166
31B Handwashing supplies and handwash sign provided	0	19,460	7,261	0	26,721	4.44%	0.236
32 Bathrooms	0	82	5,074	0	5,156	0.86%	0.045
41 Chemicals/toxic substances	9,064	8,126	0	0	17,190	2.86%	0.152
53A Food manager certification; knowledge/active managerial control (except employee health)	0	8,085	0	0	8,085	1.34%	0.071
53B State approved food handler training; employee duty specific training/knowledge	0	14,040	0	0	14,040	2.34%	0.124
Subtotal: 1. Foodborne Illness Risk Factors and Public Health Interventions							
Interventions	99,935	121,233	73,176	0	294,344	48.96%	2.595

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.
02D Food items properly labeled; original container	0	307	8,037	0	8,344	1.39%	0.000
04 Facilities to maintain PH/TCS foods at the proper temperature	0	35	0	0	35	0.01%	0.000
05 Food and food equipment thermometers provided and accurate	4	4,103	2,435	0	6,542	1.09%	0.058
06 PH/TCS foods properly thawed	0	0	6,897	0	6,897	1.15%	0.061
10 In use food dispensing utensils properly stored	299	0	19,396	0	19,695	3.28%	0.174
13 Clean clothes; hair restraints; jewelry; painted/artificial fingernails	0	174	9,551	0	9,725	1.62%	0.086
14 Food-contact and nonfood contact surfaces designed, constructed, maintained, installed, located	3,721	415	44,641	0	48,777	8.11%	0.430
16 Dishwashing facilities; chemical test kit(s); gauges	27	9,612	9,028	0	18,667	3.10%	0.165
21 Wiping cloths; clean and soiled linens; laundry facilities	0	0	13,780	0	13,780	2.29%	0.121
23 Non-food contact surfaces clean	4	0	25,096	0	25,100	4.17%	0.221
24 Storage/handling of clean equipment, utensils; air drying	0	0	10,781	0	10,781	1.79%	0.095
25 Single-service and single-use items	11	0	8,526	0	8,537	1.42%	0.075
27 Water source safe, hot (100F) and cold under pressure	156	3,332	140	0	3,628	0.60%	0.032
28 Sewage and waste water disposed properly	459	99	239	0	797	0.13%	0.007
29 Plumbing installed and maintained; mop sink; water filters; backflow prevention	6,598	566	11,312	0	18,476	3.07%	0.163
33 Garbage and refuse; premises maintained	0	0	7,760	0	7,760	1.29%	0.068
35A No presence or breeding of insects/rodents/pests; no live animals	6,835	173	2,566	0	9,574	1.59%	0.084

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.
35B Outer openings protected from insects/pests, rodent proof	0	0	5,862	0	5,862	0.98%	0.052
36 Floors, walls, ceilings and attached equipment properly constructed and clean; rooms and equipment properly vented	0	0	43,907	0	43,907	7.30%	0.387
38 Lighting provided as required; fixtures shielded or bulbs protected	0	0	1,924	0	1,924	0.32%	0.017
40 Employee personal belongings	0	0	8,740	0	8,740	1.45%	0.077
42 Cleaning and maintenance equipment	0	0	5,232	0	5,232	0.87%	0.046
43 Complete separation from living/sleeping area/private premise; kitchen restricted – no unauthorized personnel	4	50	29	0	83	0.01%	0.001
50 Current license, properly displayed	5,424	0	7,818	0	13,242	2.20%	0.117
51 Other conditions sanitary and safe operation	15	1,608	8,329	60	9,952	1.66%	0.088
52 Misrepresentation; misbranding	0	196	15	0	211	0.04%	0.002
54 Florida Clean Indoor Air Act Compliance	0	0	29	0	29	0.00%	0.000
55 Automatic Gratuity Notice	0	0	14	0	14	0.00%	0.000
Subtotal: 2. Food Violations - Good Retail Practices							
	23,557	20,670	262,084	60	306,311	50.95%	2.701
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	550	0	550	0.09%	0.005
45 Fire extinguishing equipment	0	0	0	845	0	0.00%	0.000
46 Exits not blocked or locked	0	0	0	465	0	0.00%	0.000

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

Fire Violations – For Reporting Purposes Only							
Violation Code	High Priority	Inter- mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
47 Electrical wiring/outlets in good repair	0	0	0	89	0	0.00%	0.000
48 Gas appliances; boiler certificate current/posted	0	0	0	540	0	0.00%	0.000
49 Flammable/combustible materials	0	0	0	50	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	550	1,989	550	0.09%	0.005
Violation Totals							
	High Priority	Inter- mediate	Basic	Reporting	Total	% of All Violations	Avg. Per Insp.
Grand Total	123,492	141,903	335,810	2,049	601,205	100.00%	5.301

Figure 3: Top 10 Violations Found in Public Food Service Establishments

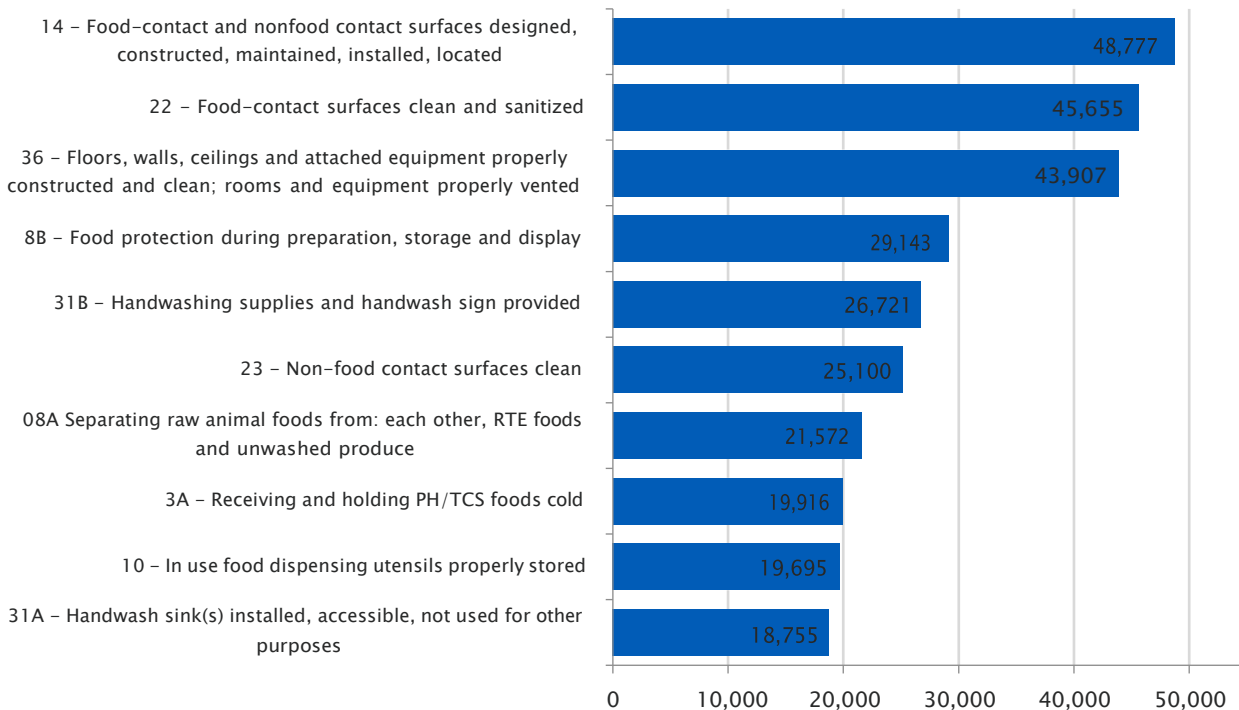


Table 10: Violations Found in Public Lodging Establishments

Lodging Violations								
Violation Code	High Priority	Inter-mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
02 Safety: Fire hazards	716	0	0	0	0	716	1.37%	0.023
05 Safety: Hearing impaired smoke detectors	573	0	0	0	0	573	1.10%	0.018
08 Safety: Boiler, boiler room	52	0	0	0	0	52	0.10%	0.002
09 Safety: Lighting: public, guest rooms	0	0	65	0	0	65	0.12%	0.002
10 Safety: Adequate heating	2	0	0	0	0	2	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	514	0	0	514	0.99%	0.017
12 Safety: Balcony: railing safety, certification	3,481	0	0	0	0	3,481	6.67%	0.112
13 Safety: Building repair	0	0	7,017	0	0	7,017	13.45%	0.226
14 Safety: Proper locking devices	391	0	0	0	0	391	0.75%	0.013
15 Sanitation: Bathrooms: public, guest, supplies	0	0	798	0	0	798	1.53%	0.026
16 Sanitation: Water source safe; hot/cold provided	77	0	0	0	0	77	0.15%	0.002
17 Sanitation: Bedding: bed linens, towels	0	0	1,923	0	0	1,923	3.69%	0.062
19 Sanitation: Plumbing	2,511	42	268	0	0	2,821	5.41%	0.091
20 Sanitation: Ventilation	0	0	244	0	0	244	0.47%	0.008
21 Sanitation: Toxics: storage, use	147	765	0	0	0	912	1.75%	0.029
22 Sanitation: Ice protection	1,196	0	0	0	0	1,196	2.29%	0.038
23 Sanitation: Glassware; tableware; utensils sanitized	345	18	211	0	0	574	1.10%	0.018
24 Sanitation: Vermin control	2,155	0	0	0	0	2,155	4.13%	0.069
25 Sanitation: Premises maintained	0	0	7,527	0	0	7,527	14.43%	0.242
26 Sanitation: Garbage and refuse disposal	0	0	10,773	0	0	10,773	20.65%	0.346
27 Sanitation: Sewage and waste water disposal	60	0	45	0	0	105	0.20%	0.003
29 Consumer Protection: Guest property: liability, notified	0	0	1	0	0	1	0.00%	0.000
33 Consumer Protection: Unethical business practices;	2	0	0	0	0	2	0.00%	0.000
34 Consumer Protection: Criminal Conduct & Miya's Law	822	0	1	0	0	823	1.58%	0.026

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.
35 Consumer Protection: Florida Clean Indoor Air Act	0	0	2	0	0	2	0.00%	0.000
36 Consumer Protection: Telephone surcharge posted	0	0	100	0	0	100	0.19%	0.003
37 Consumer Protection: Guest register	0	0	14	0	0	14	0.03%	0.000
38 General: Current license: displayed, available upon request	5,179	0	895	0	0	6,074	11.64%	0.195
39 General: Housekeeping	0	0	1,482	0	0	1,482	2.84%	0.048
40 General: Other conditions: safe, sanitary	37	2	37	1	0	77	0.15%	0.004
Subtotal: 1. Lodging Violations	17,746	827	31,917	1	0	50,491	96.77%	1.623
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	1,687	1,687	3.23%	0.054
Education Violations	0	0	0	0	1,687	1,687	3.23%	0.054
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	897	0	0	0.00%	0.000
02 Safety: Fire hazards	0	0	0	63	0	0	0.00%	0.000
03 Safety: Fire Sprinkler system	0	0	0	2	0	0	0.00%	0.000
04 Safety: Smoke detectors; fire alarm systems	0	0	0	877	0	0	0.00%	0.000
05 Safety: Hearing impaired smoke detectors	0	0	0	67	0	0	0.00%	0.000
06 Safety: Exits obstructed	0	0	0	74	0	0	0.00%	0.000
07 Safety: Electrical wiring in good repair	0	0	0	112	0	0	0.00%	0.000
08 Safety: Boiler, boiler room	0	0	0	447	0	0	0.00%	0.000
08-03 Safety: Boiler certificate	0	0	0	163	0	0	0.00%	0.000
11 Safety: Appliances properly installed; maintained	0	0	0	12	0	0	0.00%	0.000
Subtotal: 3. Fire Violations (Reporting Only)	0	0	0	2,714	0	0	0.00%	0.000

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

Violation Totals								
	High Priority	Inter- mediate	Basic	Reporting	Human Trafficking	Total	% of All Violations	Avg. Per Insp.
Grand Total	17,746	827	31,917	2,715	1,687	52,177	100.00%	1.677
Average Per Inspection	0.57	0.03	1.03	0.09	0.05	1.68		
Number of Inspections:	31,116							

Figure 4: Top 10 Violations Found in Public Lodging Establishments

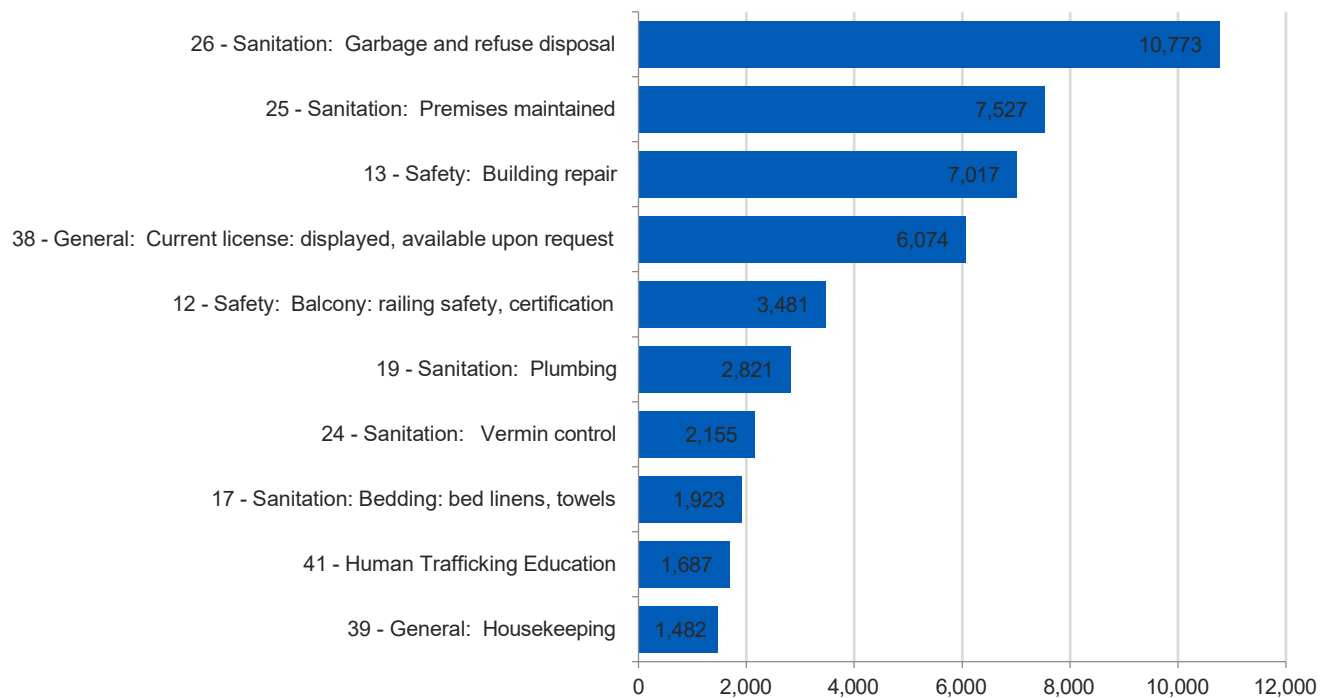


Table 11: Food and Lodging Complaint Activity

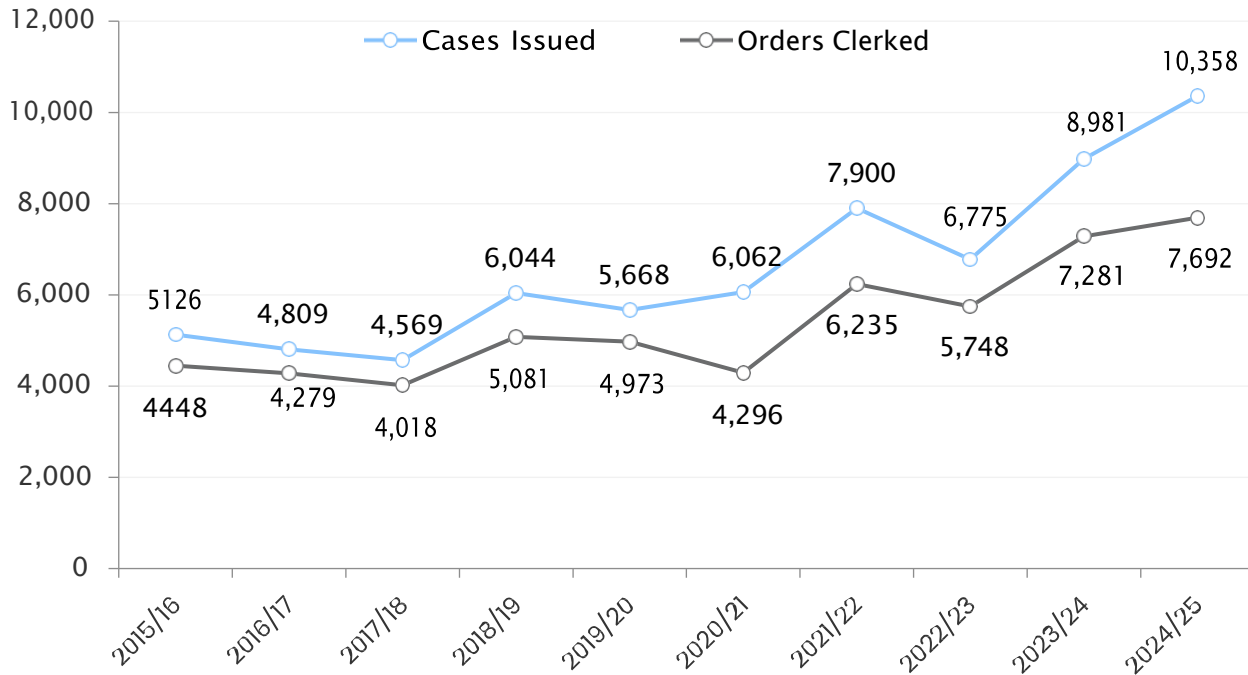
District									
Disposition	Other	1	2	3	4	5	6	7	Total
Foodborne Illness									
Confirmed *	0	15	19	98	6	7	1	0	146
Handled by Phone	0	0	0	0	0	0	0	0	0
Allegations Not Observed	1	42	59	297	29	367	41	4	840
Other	9	208	345	283	608	12	257	310	2,032
FBI - Subtotal	10	265	423	678	643	386	299	314	3,018
Food Service									
Confirmed	4	147	362	705	573	741	225	228	2,985
Handled by Phone	1	0	0	0	5	4	3	4	17
Allegations Not Observed	10	420	950	1,028	1,201	1,179	466	537	5,791
Other	58	98	306	273	339	180	207	52	1,513
Food - Subtotal	73	665	1,618	2,006	2,118	2,104	901	821	10,306
Lodging - Apartments									
Confirmed	0	24	21	97	74	74	31	15	336
Handled by Phone	0	0	0	0	1	1	0	1	3
Allegations Not Observed	0	53	59	179	91	62	61	54	559
Other	1	16	14	59	69	14	39	4	216
Apartment - Subtotal	1	93	94	335	235	151	131	74	1,114
Lodging - Hotels, Motels and Bed & Breakfasts									
Confirmed	0	50	42	144	142	133	51	22	584
Handled by Phone	0	0	0	0	0	1	1	2	4
Allegations Not Observed	0	111	140	213	299	217	83	89	1,152
Other	0	38	35	80	102	25	66	10	356
Lodging - Subtotal	0	199	217	437	543	376	201	123	2,096
Lodging - Vacation Rentals									
Confirmed	0	2	3	6	7	0	5	4	27
Handled by Phone	0	0	0	0	0	0	1	0	1
Handled by Letter/Email	3	1	2	4	6	0	5	7	28
Allegations Not Observed	0	4	4	29	48	9	10	9	113
Other	1	4	7	19	23	2	22	5	83
Vacation Rentals - Subtotal	4	11	16	58	84	11	43	25	252
Grand Total	88	1,233	2,368	3,514	3,623	3,028	1,575	1,357	16,786

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.

Table 12: Compliance Activity

Compliance Activity	Food Service	Lodging	Elevators	Total
Cases issued	4,816	591	4,951	10,358
1st offender	3,316	521	3,527	7,364
2nd offender	1,009	60	896	1,965
3rd offender	333	10	291	634
4th or higher	158	0	237	395
Settlement Officers				
Settled	3,602	275	807	4,684
Dismissed/Closed	409	222	1,121	1,752
Final Orders on Waiver	495	68	2,161	2,724
Sent to Office of General Counsel	196	18	74	288
Total processed by Division	4,702	583	4,163	9,448
Agency Clerk				
Orders Clerked	4,302	363	3,027	7,692
Office of General Counsel				
Cases Opened	197	16	67	280
Cases Closed	195	18	46	259
Dismissed	44	7	16	67
Stipulation & Consent Orders	144	11	30	185
Final Orders	7	0	0	7
Actions				
Suspensions	79	0	0	79
Revocations	0	0	0	0
Fines assessed	\$1,743,570	\$87,385	\$1,107,600	\$2,938,555
Average fine assessed	\$401	\$252	\$364	
Median fine assessed	\$400	\$200	\$250	
Most frequent fine assessed	\$400	\$200	\$250	
Fines collected	\$1,640,257	\$80,465	\$1,064,563	\$2,785,285

Figure 5: 10-Year History - Compliance Activity Comparison



Elevator Safety

Figure 6: 5-Year History - Active Elevators and Compliance Rate

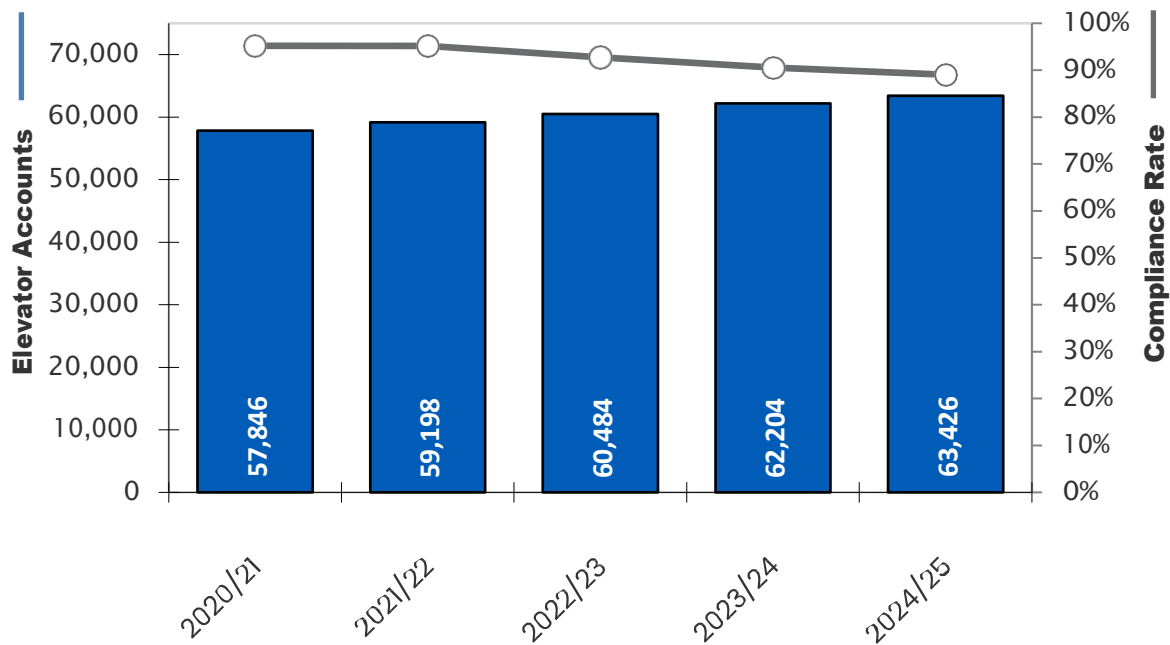


Table 13: Elevator Accounts

Elevator Type	Current	% Current	Delinquent	% Delinquent	Total	Permits	Sealed	Special Sealed	Inactive	Total
Traction Passenger	16,572	91.27%	1,585	8.73%	18,157	1,136	77	128	48	19,546
Hydraulic Passenger	34,437	89.46%	4,059	10.54%	38,496	536	239	348	310	39,929
Traction Freight	383	88.25%	51	11.75%	434	4	33	39	9	519
Hydraulic Freight	523	81.72%	117	18.28%	640	5	23	62	18	748
Hand Power Passenger	7	100.00%	0	0.00%	7	0	0	1	1	9
Hand Power Freight	2	100.00%	0	0.00%	2	0	8	2	1	13
Moving Walk	69	100.00%	0	0.00%	69	2	0	0	1	72
Inclined Lift	26	65.00%	14	35.00%	40	4	0	0	3	47
Limited Use Limited Application	378	78.59%	103	21.41%	481	28	13	24	25	571
Dumbwaiter	268	79.76%	68	20.24%	336	19	220	47	55	677
Escalator	1,116	93.78%	74	6.22%	1,190	18	46	51	38	1,343
Hand Elevator	4	44.44%	5	55.56%	9	0	0	0	0	9
Sidewalk Elevator	2	100.00%	0	0.00%	2	0	4	0	0	6
Material Lift, Dumbwaiter, ATD	10	90.91%	1	9.09%	11	5	1	0	1	18
Special Purpose Personnel Elevator	65	80.25%	16	19.75%	81	0	7	0	5	93
Inclined Stairway Chair Lift	37	74.00%	13	26.00%	50	11	12	2	9	84
Inclined & Vertical Wheelchair Lift	2,562	75.40%	836	24.60%	3,398	176	167	121	203	4,065
Rack and Pinion/Screw Column	17	73.91%	6	26.09%	23	3	0	0	0	26
Total	56,478	89.05%	6,948	10.95%	63,426	1,947	850	825	727	67,775

Table 14: 5 Year History - Elevator Professional Credential Accounts

License Type	2020-21	2021-22	2022-23	2023-24	2024-25
Registered Elevator Companies	441	480	405	443	502
Certified Elevator Inspectors	532	572	616	669	707
Certified Elevator Technicians	1,833	2,007	2,205	2,296	2,434
Certificates of Competency	2,045	2,197	2,330	2,415	2,517
Total	4,851	5,256	5,556	5,823	6,160

Inspection Type	Failed	Passed	Total
Compliance Monitoring	110	313	423
Accident	8	7	15
Alteration/Acceptance	31	3,485	3,516
Callback	1,890	11,907	13,797
Complaint	210	119	329
Construction	1,236	39	1,275
Industry Oversight/Audit	269	279	548
Initial Acceptance	3	1,653	1,656
Routine	18,143	31,707	49,850
Temporary Operation Inspection	369	950	1,319
Two Stop	45	33	78
Total	22,314	50,492	72,806

Figure 7: Historical Comparison of Elevator Inspections

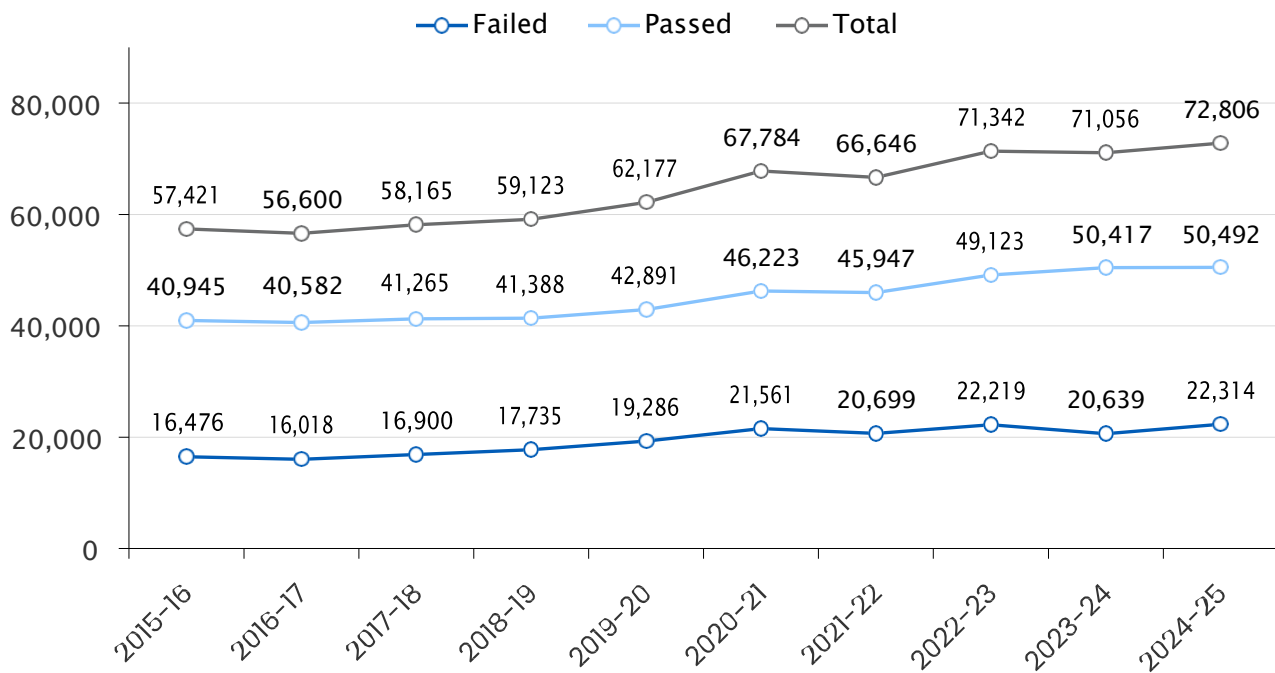


Table 16: 5-Year History - Elevator Accidents

Elevator Type	2020-21	2021-22	2022-23	2023-24	2024-25	Total	% Total
Dumbwaiter	0	0	0	0	0	0	0.0%
Escalator	334	541	515	565	617	2,572	53.9%
Hydraulic Freight	0	2	6	1	2	11	0.2%
Hydraulic Passenger	47	48	87	109	90	381	8.0%
Inclined Lift (stair)	0	0	0	0	0	0	0.0%
Inclined Wheel	0	1	4	5	2	12	0.3%
Limited Use	0	0	0	0	0	0	0.0%
Moving Walk	135	273	249	331	300	1,288	27.0%
Special Purpose	0	0	0	0	1	1	0.0%
Traction Freight	0	0	0	1	1	5	0.0%
Traction Passenger	61	74	102	124	144	504	10.6%
Total	577	939	963	1,136	1,156	4,771	100.0%

--- End of Fiscal Year 2024-25 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 7/1/2024 – 8/11/2025, some report statistics may vary due to activity since compiling data.