

Pinal County Performance Management

Annual Report

FY 2011-2012

ENVIRONMENTAL HEALTH SERVICES

Administration

R
SBP Customer Satisfaction

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
80.00%	100.00%	80.00%	100.00%	90.00%	100.00%	95.00%	97.78%	99.35%

For the year, 152 out of the 153 individuals completing the customer satisfaction survey indicated that they were at least satisfied with the EH services received. They vast majority of these individuals were very satisfied with the services received. While most of the surveys were completed by those frequenting the One Stop Shop, the customer comment cards we began handing out in May have begun to trickle in from others receiving EH services in the field. We will continue to emphasize customer service in all of our interactions with the public as well as those in the regulated community and seek feedback from all of our customers in an effort to improve upon our already excellent customer service. The CYEE has been adjusted up to 99.35%.

R
SBP e-Business

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
100.00%	5.00%	100.00%	5.00%	100.00%	7.50%	50.00%	12.50%	7.50%

The original idea behind this measure was to tie various kinds of information required to be provided to those seeking an EHS license or permit to the requirements contained in Senate Bill 1598, the regulatory bill of rights for cities and counties and place this information on our website. In retrospect, this may not have been a good or appropriate measure in that it has been difficult to quantify all the requirements contained in the law and parcel them out as distinct pieces of information. We originally identified forty distinct pieces of information that could be placed on our website. Upon further analysis, it appears that there may not be forty distinct pieces of information to post to the website, which makes reporting difficult and inconsistent. The regulatory bill of rights was posted to the website in the third quarter. We have posted information regarding the process to obtain various permits and approvals, but this information needs to be updated. We will continue to work on the SB 1598 requirements and post to the website as the information is developed. The CYEE has been reduced to 10% for this measure.

EH & Food Protection

R
SBP Critical Violations

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
85.00%	77.78%	85.00%	82.48%	85.00%	79.23%	80.00%	78.59%	79.36%

Critical violations are violations of provisions of the food code that if in noncompliance are more likely than other violations to contribute to food contamination, illness or other environmental health hazards. The degree to which a food establishment operator is able to successfully control the various foodborne illness risk factors is directly related to the number of critical violations we observe during a comprehensive routine inspection. For the year, the number of food establishments with no observed criticals during routine inspections is 79.36% indicating that most Pinal County food establishment operators are doing an adequate job of controlling foodborne illness risk factors and providing safe food to their customers. We will continue to collaborate with food establishment operators, provide food safety education, and encourage appropriate interventions when uncontrolled risk factors are identified to ensure dining out in Pinal County remains a safe and pleasurable experience. The CYEE has been lowered to 78.42%.

R
SBP FE Plan Review

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	87.50%	95.00%	88.24%	95.00%	91.67%	90.00%	82.35%	87.04%

Of the 54 food establishment plan submittals received over the course of the year, 47 were reviewed and completed within the self imposed 10 day time frame. Improved oversight and monitoring by food section management should help to improve the percentage of plan reviews completed within ten days in the future. Considering the overall time frame for review under the ADHS delegation is 90 days (30 days administrative completeness and 60 days substantive review), the EH food group does a admirable job in this area with plan review rarely extending beyond two weeks. The CYEE has been lowered to 87%.

R
SBP Food Permit Renewal

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	80.69%	90.00%	84.09%	90.00%	85.23%	85.00%	74.70%	80.26%

ENVIRONMENTAL HEALTH SERVICES

EH & Food Protection

For the year, 80% of county food establishments renewed their operating permits prior to expiration. Improved invoicing and tracking procedures coupled with a more aggressive approach in dealing with those establishment that fail to renew permits on time should result in greater percentage of on time renewals in the future. The CYEE has been dropped to 80%.

R SBP Pool & Spa Compliance

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
55.00%	43.06%	55.00%	46.32%	50.00%	49.11%	50.00%	70.49%	48.70%

For the year, 48.70% of regulated pools and spas were found to be in compliance at the time of inspections. This percentage was probably helped in the last couple months by the fact that while the overall numbers of pool inspections were down during the fourth quarter, the pools that were inspected included the public pools which seem to have a better track record in terms of compliance than many of the semipublic pools. We continue to provide onsite education whenever we can and have watched overall compliance levels come up over the past few years in this once neglected program. The CYEE is dropped a couple of points to 48.70%

R SBP Routine FE Inspections Conducted

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
70.00%	39.40%	60.00%	45.75%	60.00%	43.46%	50.00%	60.92%	47.99%

At the beginning of the fiscal year, as a result of layoffs and attrition, we had three inspection districts vacant. The workload remained constant while the inspection force was halved. Over the course of the next several months we were able to train two inspectors from other program areas to do independent food inspections. As a result we are now seeing the number of inspections performed begin to improve. While we still have one inspection district open, we have employed an alternative method of assigning inspections to ensure inspection of all establishments, including those in the vacant district. As we put additional inspectors in the field, we will see further improvement in our overall inspection numbers in the future. The CYEE is moved to 48%.

O SBP # of Permitted Fixed Food Establishments

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
1,000	969	1,000	961	1,000	978	1,000	967	3,875

The number of permitted fixed food establishments has remained constant at around 970 for the year. We anticipate that the number will continue to hover under the 1000 mark until such time as we see an improvement in the overall economy. At this point the number of new business is equaling the number that are going out of business. The CYEE is dropped to 967.

O SBP # of routine inspections per fixed food establishment per year

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2	0.24	1.7	0.24	1.2	0.26	1.1	0.48	1.22

We performed 1.22 inspections per fixed food establishment over the course of the past year. This was short of our target, but not unexpected given our food inspection staff was at 50% for a good portion of the year. Two inspectors from other programs were trained in food and were able to begin performing independent inspections this past Spring. With additional inspectors in the field, we anticipate that should be able to inspect each food establishment at least twice, if not more often in the coming year. The CYEE has been bumped up to 1.2.

O SBP Field Activities

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
4,500	2,292	4,500	1,105	4,500	1,279	4,500	1,334	6,010

We exceeded the number of field activities originally targeted at the beginning of the year. Field activities included in the total include consultations, inspections (pre-operational, routine, follow-up, complaint) for fixed food establishments, mobile food units, and special event temporary food booths. Also, swimming pool and spa inspections, motel/hotel inspections, manufactured home/RV Park inspection, Family Day Care Homes, Smoke-Free Arizona verifications, school ground inspections, and complaint inspections associated with these facilities. The addition of two inspectors from other programs helped us to push well past the original target. It should be noted that this is a summary of all activities. The time it takes to perform a given activity varies greatly depending on the activity. The CYEE is moved up to 6,010.

O SBP Permits Issued

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2,000	290	2,000	439	2,000	576	2,000	426	1,731

ENVIRONMENTAL HEALTH SERVICES

EH & Food Protection

As a result of data collection issues, the permits issued numbers for July of this year were never tallied. Extrapolating from the remaining data results in a yearly estimate of 1,888 permits issued. This number seems reasonable considering we currently have approximately 1,700 establishments of facilities that require a permit. In many cases, a permit is issued to a facility only to have it close and then be reopened by another operator. So it is not unusual to issue multiple permits to the same physical facility during the course of the year. The CYEE has been downgraded to 1,888.

O SBP Routine Food Inspections Performed

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
1,700	404	1,700	280	1,300	392	1,300	466	1,542

A total of 1,543 routine food establishment inspections were performed this past year including inspections of fixed, mobile and temporary food establishments. This fell short of the target, but can be explained by the fact that we had vacant inspection districts due to layoffs, and resignations. Training new inspectors also took away from time that could have been spent conducting additional inspections food inspections. With additional food inspectors in the field, we should see an increase in the number of routine inspections in the future. The CYEE is increased to 1,543.

Vector Control & Surveillance

R SBP Field Services & Control

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
20.00%	11.74%	20.00%	20.87%	20.00%	38.46%	20.00%	11.29%	14.73%

The vector program performed a total of 991 field activities during the course of the year, including complaint response, mosquito trapping, and mosquito control. 146 of these activities involved some sort of control measure. These control measures involved either fogging for adult mosquitoes or applying larvacide to abandoned or green swimming pools or areas of standing water to prevent emergence of winged adult mosquitoes. In general, activity involving mosquitoes of public health significance was down this year resulting in less need for mosquito fogging. Many of the previously abandoned swimming pools associated with the large numbers of foreclosed properties have been purchased are now being maintained further reducing the need for mosquito control measures on our part. The fact we didn't reach the target is a positive. The CYEE has been reduced to 14.73%.

O SBP Field Services

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
1,700	426	1,700	115	1,300	78	900	372	991

991 field services were performed over the course of the year. This is far short of the target. A slow mosquito season during 11-12 coupled with a reduction in abandoned and green pool complaints resulted in a reduced demand for vector services. The CYEE is now 991.

O SBP Vector Complaints

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
500	140	500	14	400	34	250	88	276

There were a total of 253 valid vector related complaints called in during the year. 160 of these involved abandoned or green swimming pools. 13 were related to feral bee hives. The rest of the complaints were divided between standing water and retention basin issues and general complains about the presence of nuisance mosquitoes. This year's target was based on the complaint activity seen in previous years. The number of complaints called in this past year dropped off by half. This can be seen as a positive in that the public did not experience the level of concern about mosquitoes and mosquito breeding associated with abandoned pools, etc. that they did in the past. Again, much of this can be attributed to a slow mosquito season and the fact that many of the problem properties are now occupied and the swimming pools are being maintained. The CYEE has been adjusted down to 253.

ENVIRONMENTAL HEALTH SERVICES

Wastewater & Solid Waste

R SBP Nuisance Complaint Resolution

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
60.00%	93.33%	60.00%	82.14%	60.00%	84.85%	60.00%	84.38%	84.52%

We received 168 complaints for ten months (July to April) and we resolved 142 complaints within 60 days. We exceeded our target for the month and for the quarter. Good SOP is in place and we make changes to our SOP once a year. Very well trained staff also made the difference. Staff and managers discuss the results every quarter.

R SBP On-site Wastewater Treatment Facility Plan Review

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

We received and processed all 119 NOID's in time. We were 100% of our annual target. We met our target for the month, and for the fiscal year. We are protecting our aquifer and same time we are providing excellence service in a timely fashion to our county citizens. Good SOP is in place and we make changes to our SOP once a year. Very well trained staff also made the difference. Staff and managers discuss the results every month.

R SBP Wastewater System Compliance

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
50.00%	57.14%	50.00%	64.29%	50.00%	90.91%	50.00%	91.67%	77.27%

We received 44 complaints for ten months (Aug-May) and we resolved 34 complaints within 60 days. We exceeded our target for the month and for the fiscal year. Good SOP is in place and we make changes to our SOP once a year. Very well trained staff also made the difference. Staff and managers discuss the results every quarter.

O SBP Field Activities

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
750	141	750	103	750	134	500	124	502

We performed 503 field activities in a fiscal year. We were 67% of our annual target.

O SBP NOIDs Processed

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
125	23	125	21	125	35	100	40	119

We received and processed all 119 NOID's in time. Our annual target was 125 and we received 119 NOIDs in a year. We were 95% of our annual target.

O SBP Nuisance Complaints

	Q1		Q2		Q3		Q4	FY12 YTD
FY12 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
250	74	250	37	250	69	250	61	241

We received 234 Nuisance Complaints this fiscal year. Our annual target was 250 NC in a year. We were 94% of our annual target.