



PINAL COUNTY  
*wide open opportunity*

## **STRATEGIC BUSINESS PLAN ENVIRONMENTAL HEALTH SERVICES FY 2012/2013**

### **COUNTY VISION**

Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.

### **COUNTY MISSION**

Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.

### **DEPARTMENT MISSION**

The mission of Pinal County Environmental Health Services is to assure assessment and improvement of environmental conditions and circumstances that may affect the health of the community.

### **SUMMARY OF MAJOR SERVICES PROVIDED:**

- Education, information, and consultation services relating to public health and environmental protection
- Initial and ongoing permitting of regulated facilities
- Inspection and investigation of regulated facilities including food establishments, public swimming pools, motels & hotels, schools, campgrounds, on-site wastewater treatment facilities, liquid/solid waste haulers, MH/RV Parks, Children's camps
- Facility Plan Review (food, septic, well, etc.)
- Public Nuisance Complaint investigation and resolution
- Compliance & Enforcement services
- Disaster Response – Disaster Recovery Assistance
- Communicable Disease Investigation & Control, especially in the area of food borne illness
- Mosquito surveillance, testing, and control

### **ISSUE STATEMENTS**

#### **Issue 1 – Resource Allocation/Delegation Agreements**

The continued, and possible increase of, requirements as outlined in the programs and rules assigned through our delegation agreements coupled with a lack of sufficient resources may, if not addressed, result in:

- Less healthy communities
- Increased food borne illness
- Decreased public confidence
- Increases complaint resolution times
- Decreased customer satisfaction
- Increased possibility of employee "burnout", employee turnover and low employee morale

## Issue 2 - Technology

The increasing need and desire of the public and other customers for technologically based business processes including e-commerce, 24/7 customer information and continuity of service will, if not addressed result in:

- Possible increase in customer dissatisfaction with current business practices
- Inability to respond to customers in a timely manner
- Providing services that are increasingly customer “non-friendly”
- Increased and continuing inefficiencies

### **COUNTY PRIORITY ALIGNED TO:**

Environmental Health Services does not directly align with any of the county strategic priorities.

### **2-5 YEAR STRATEGIC GOALS:**

Strategic Goal #1: Delegation Agreements

By 2014, residents and visitors of Pinal County will experience healthier communities and safer environments as evidenced by:

- 90% of food establishment inspections that are conducted on time

Strategic Goal 2: E-Business

By 2013 customers will experience a greater ability to conduct e-business electronically as evidenced by:

- 15% of permit application received by Environmental Health Services will be submitted electronically.

Strategic Goal 3: Customer Satisfaction

By 2013 customers will experience high quality environmental health services as evidenced by:

- 95% of on-site wastewater treatment facility plan reviews that are completed within 10 business days
- 95% of food establishment plan reviews that are completed within 10 business days
- 85% of customers that are satisfied or very satisfied with environmental health services

### **CROSS CUTTING ISSUES:**

**Issue:** Enhanced Customer Service for Development Services

**Goal:** Enhanced Customer Service for Development Services

**Cross Cutting with:** Information Technology

**Needs:** E-Business services such as-

- On-line payments
- Electronic application submittals (Accela Citizen Access)
- On-line Public Records Request submittals
- Fill able forms with e-signature capabilities
- Digital site plan reviews

**ANNUAL PERFORMANCE MEASURES:**

	Prior Year Actual			FY 11-12 Target
	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Target/Actual	
<b>EH &amp; Food Protection</b>				
<b>Measure</b>				
<b>Result:</b>				
Percent of food establishment inspections that were conducted as scheduled	N/A	N/A	N/A	70%
Percent of food establishment plan reviews completed within 10 business Days	N/A	90%	95% / 91.67%	95%
Number of routine inspections per fixed food establishment per year	1.36	1.42	1.73 / 1.55	1.7
Percent of food permits renewed prior to expiration	N/A	N/A	N/A	90%
Percent of Pools & Spas in compliance	N/A	41%	50% / 49.04%	55%
<b>Output:</b>				
Number of permitted fixed food establishments	935	956	981 / 987	1000
Number of temporary food establishment inspections	459	646	600 / 299	400
Number of Field Activities per Inspector				
<b>Wastewater &amp; Solid Waste</b>				
<b>Measure</b>				
<b>Result:</b>				
Percent of on-site system plan reviews completed within 10 days	100%	100%	100% / 99%	100%
<b>Output:</b>				
Number of nuisance complaints investigated	232	229	250 / 234	250
Number of "Notice of Intent to Discharge" processed	206	144	140 / 101	125
Number of Field Activities per Inspector				
<b>Vector Control &amp; Surveillance</b>				
<b>Measure</b>				
<b>Result:</b>				

<b>Output:</b>				
Number of vector field services conducted	N/A	N/A	/ 1676	1700
Number of vector-related complaints	561	438	500 / 474	500
<b>Administration</b>				
<b>Measure</b>				
<b>Result:</b>				
Percent of customers satisfied with Environmental Health Services	98%	99%	75% /	80%
Percent of permit applications received electronically (new)				15%

**REVENUE BY FUND:**

Programs/Activities	Cost Center	Total Budget
General Fund		
	3150210	\$0
	3150310	\$329,178
<b>General Fund Total</b>		<b>\$329,178</b>
Fund 259		
	3150330	\$177,535
<b>Fund Total</b>		<b>\$177,535</b>

**EXPENDITURES BY FUND:**

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
<b>General Fund</b>				
Vector Control	2	0	3150210	\$129,283
EH & Food Protection	11	0	3150310	\$787,844
<b>General Fund Total</b>				<b>\$917,127</b>
<b>Fund 259 (Special Revenue)</b>				
Smoke-Free Arizona	1	0	3150330	\$177,535
<b>Fund 259 Total</b>				<b>\$177,535</b>

**SUPPLEMENTAL FUNDING**

Supplemental Name/Project	Cost Center	Sub Ledger	Total Budget
None	-	-	-

