

# Pinal County Performance Management

## Annual Report

### FY 2012-2013

#### ENVIRONMENTAL HEALTH SERVICES

##### Administration

R  
SBP Customer Satisfaction

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
80.00%	98.44%	85.00%	100.00%	90.00%	100.00%	95.00%	100.00%	99.48%

9 of 10 customers selected "very satisfied" with 1 "satisfied" when randomly surveyed after receiving Environmental Health Customer Service in the 4th quarter. EHS remains committed to providing friendly, courteous, and efficient customer service.

R  
SBP E-Business / Plan Submittals Received Electronically

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
15.00%	0.00%	15.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

No electronic format plan submittals were received in the 4th quarter through the e-plan system. This is a cross-cutting issue with MIS and development of the e-plan system which will allow for the submittal of plans in an e-format is ongoing. Onsite wastewater treatment systems have been selected as the EHS plan type that will initially be tested as part of the development of this software system. As this project is still in the developmental stages, the likelihood of actually receiving wastewater plans in an electronic format through the e-plan DS system over the course of the next quarter seems remote. Consequently, we are reducing the CYEE to 0.00%

##### EH & Food Protection

R  
SBP FE Plan Review

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
95.00%	100.00%	95.00%	92.31%	95.00%	77.78%	90.00%	100.00%	94.00%

15 of the 15 food establishment plan reviews received during the fourth quarter were reviewed and completed within the 10 business day target time frame (100%). With our annual average of 88.5% we fell short of our target of 95%.

R  
SBP Fixed Food Ontime Permit Renewal

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
90.00%	81.90%	90.00%	84.03%	85.00%	88.22%	85.00%	94.27%	89.96%

Of the current 947 fixed food establishments in our system, 24 establishments are currently 60 or more days overdue for permit renewal; this suggests that 923 (97.5%) of fixed food establishments have paid and successfully renewed their permits to date. We will continue our ongoing follow-up with those establishments operating with expired permits through phone calls and onsite visits to further improve renewal rates in the future. It should be noted that there is currently a 30 day "grace" period between the date the permit expires and the date late charges are added to the regular permit fee. While we are not officially tracking the numbers of permits renewed during this "grace" period, the small number of expired permits would seem to indicate that most permits that have not been renewed prior to expiration are renewed within 30 days after expiration and prior to the assessment of late charges.

R  
SBP Pool & Spa Compliance

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
55.00%	50.49%	55.00%	52.97%	55.00%	46.83%	50.00%	46.74%	49.23%

215 of the 460 (46.73%) swimming pools and spas that received a routine inspection during the fourth quarter were in compliance with pool and spa rules and regulations at the time of inspection. This section of our regulated inventory needs improvement as it continues to demonstrate around a 50% compliance rate on unannounced inspection, however many factors contribute to this low rate such as swimming pool age, water supply chemistry and pool operator knowledge among others.

O  
SBP # of Inspection Activities Per Inspector Per Year

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual

SBP - In SBP      R - Result      O - Output      D - Demand      S - Statement      E - Efficiency  
OT - On Track      NOT - Not On Track

# ENVIRONMENTAL HEALTH SERVICES

## EH & Food Protection

800	253	1,000	225	1,000	231	1,000	260	969
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There were a total of 1561 field inspection activities performed by the six inspectors doing independent field work during FY 2012-2013. This is an average of 260 inspection activities per inspector for the fourth quarter, and over 800 inspection activities on average per inspector per year. Inspection activities during the fourth quarter included 46 complaints, 27 consultations, 17 follow-ups, 6 re-inspections 27 pre-operational inspections, 895 routine inspections, and 541 smoke-free verifications.

O  
SBP # of Permitted Fixed Food Establishments

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
980	939	980	928	950	930	940	947	3,744

There are currently 947 fixed food establishments in an active status as of June 31, 2013. (Please note: the FY13 YTD measure was calculated incorrectly, and the actual FY13 YTD number of establishments is 947.)

O  
SBP # of Routine Inspections Performed per Fixed Food Establishment Per Year

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
2	0.38	1.75	0.41	1.75	0.47	1.75	0.55	1.81

512 routine food inspections were performed on 940 licensed food establishments active as of the 4th quarter. 1,809 routine inspections were performed in the 2012-2013 fiscal year with 1,718 being food inspections.

O  
SBP # of Temporary Food Establishment Inspections Performed

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
350	22	350	141	350	162	350	27	352

There were no temporary food booth inspections performed in the month of June. This is typical for this month as outdoor activities subside with summer heat. 27 temporary food booth inspections performed in the 4th quarter. Environmental Health anticipates an increase in this activity beginning in the fall as is the historical norm.

## Vector Control & Surveillance

O  
SBP Vector/Mosquito Complaints Received

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
400	253	400	45	400	24	400	74	396

There were 396 total vector related complaints received during FY 2012-2013, including abandoned swimming pools, green swimming pools, excessive mosquitoes, standing water, retention areas not draining, feral bee hives, and fly breeding.

O  
SBP Vector/Mosquito Related Field Services Performed

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
900	533	900	279	900	16	900	204	1,032

There were a total of 1,032 vector-related field services performed during FY 2012-2013, including primarily mosquito trapping and fogging to prevent human diseases such as West Nile Virus.

# ENVIRONMENTAL HEALTH SERVICES

## Wastewater & Solid Waste

<sup>R</sup>  
SBP On-site Wastewater Treatment Facility Plan Review

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 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%

<sup>O</sup>  
SBP # Nuisance Complaints Investigated

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
250	82	250	29	250	52	250	44	207

<sup>O</sup>  
SBP NOIDs Processed

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
150	26	150	45	150	34	150	40	145

<sup>O</sup>  
SBP Water/Wastewater/Solid Waste Field Activities per Inspector

	Q1		Q2		Q3		Q4	FY13 YTD
FY13 Target	Actual	YE Estimate	Actual	YE Estimate	Actual	YE Estimate	Actual	Actual
200	108	200	49.63	200	38.33	200	42	237.96