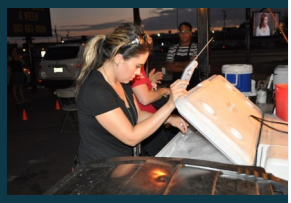
Annual Division Summary

Fiscal Year 2015

Environmental Services Department

# Environmental Health

*a division of Environmental Services Department*



Maricopa County

*Working with our community to ensure a safe and healthy environment*

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Maricopa County
**Environmental Health**
A DIVISION OF THE ENVIRONMENTAL SERVICES DEPARTMENT

Environmental Health Division staff work across Maricopa County each day protecting against food-borne illness and other illnesses associated with food establishments, hotels, schools, campgrounds, and pet shops. Unannounced, routine inspections at these facilities ensure compliance with health and safety regulations designed to reduce the risk of illness to the public.


Food Permits

Inspections

Mobile Food

Compliance

Industry Partnerships

Task Force Results



**Main Office**
1001 N Central Ave, Suite 300
Phoenix AZ 85004
602 506-6970

**Central Regional Office**
1001 N Central Ave, Suite 301
Phoenix AZ 85004
602 506-6272

**Northern Regional Office**
15023 N 75th St
Scottsdale AZ 85260
602 483-4703

**Western Regional Office**
16140 N Arrowhead Fountain Center Dr, Suite 105
Peoria AZ 85382
623 939-5788

**Eastern Regional Office**
106 E Baseline Rd
Mesa AZ 85210
602 372-3000

**Mobile Food/Special Events**
1645 E Roosevelt
Phoenix AZ 85006
602 506-0381

# 2015 Summary Highlights

Honored for Excellence in Public Health. Model Practice Awards demonstrate how local health departments and their community partners can effectively collaborate to address local public health challenges.

## 2015 SERVICES

**19,000**
Food Permits Regulated

**3,400**
Mobile Food Permits

**1,700**
Business Partnerships

**60,000**
Food Inspections Conducted

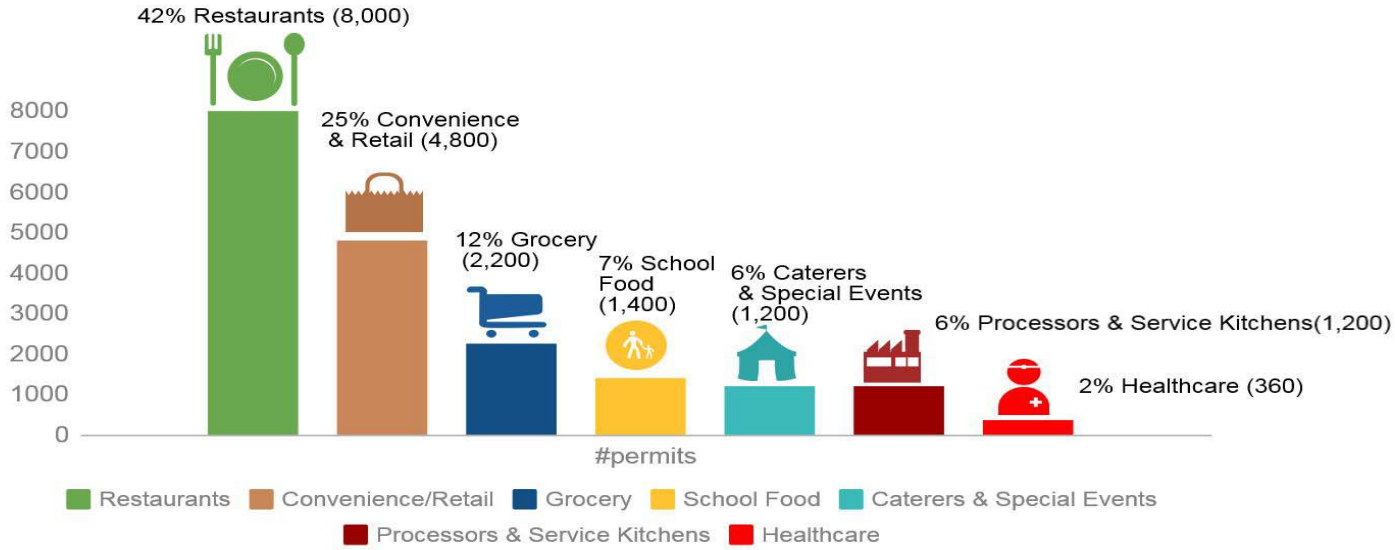
**32,750**
Inspection Grades Posted

**20**
Task Force Accomplishments

# Environmental Health food permits

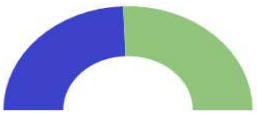
## Food Permits

### 19,000 - Food Permits*




## Restaurants

Restaurants 8,000 permits



Full Serve (49%) Quick Serve (51%)

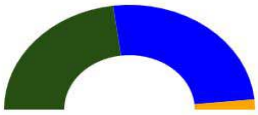
## Grocery Stores

Grocery Stores 2,200 permits

Deli/Sushi/Restaurant (34%)
Retail Food (27%) Meat Market (20%)
Bakery (18%)

## Convenience Food

Convenience & Retail 4,800 permits



Convenience Store (46%)
Other Retail Food (51%) Hotel (3%)

## 54,000 Routine Inspections*

## 6,000 Additional Inspections*

Re-inspections

Responded to public complaints

Temporary, Seasonal & Special Events

60,000

*Does not include mobile food

# ANNUAL INSPECTIONS

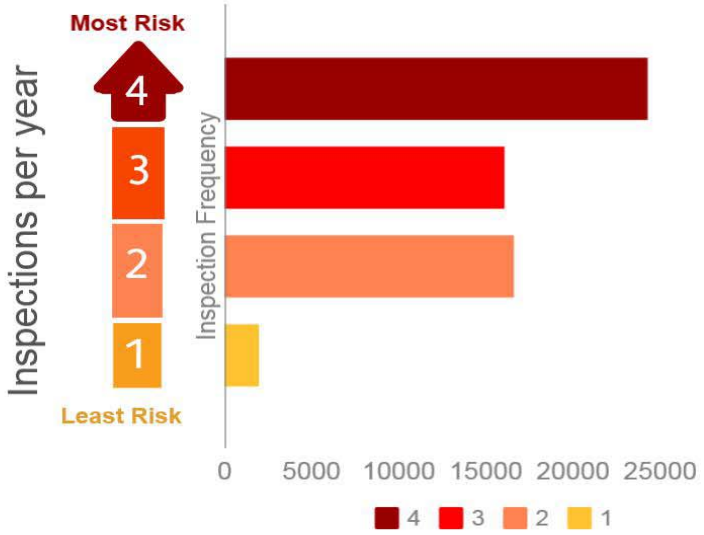
## INSPECTIONS

60,000

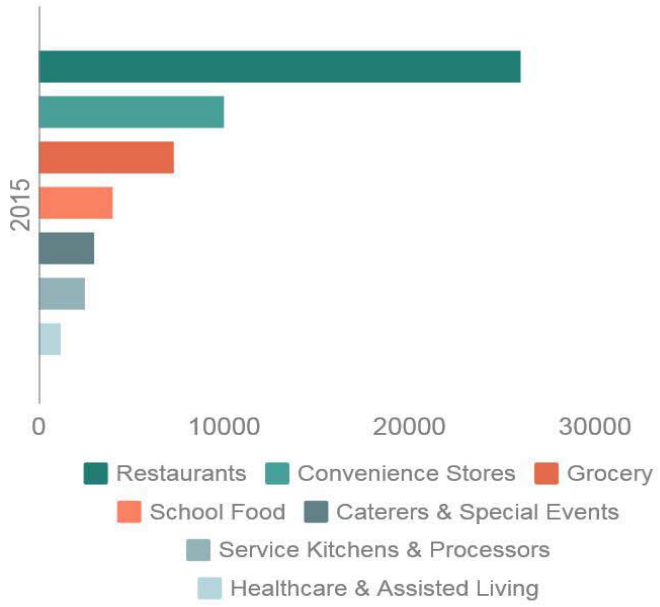
54,000 Routine
3,000 Temporary
3,000 Re-inspections

## RISK BASED INSPECTIONS

Businesses are inspected throughout the year based on the level of risk to public health. The inspection frequency and risk level is related to menu items and food preparation procedures at a food establishment which is directly correlated to the level of foodborne illness risks.For non-food facilities inspections are conducted once a year.

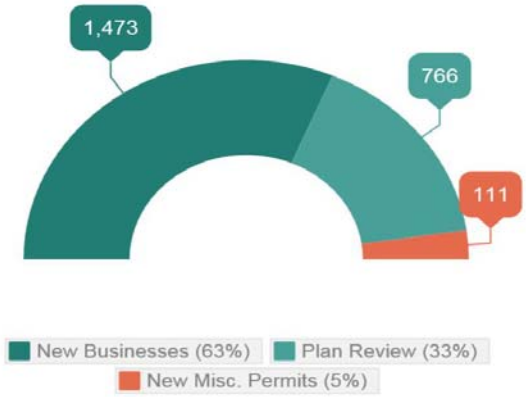



## 54,000 ROUTINE INSPECTIONS

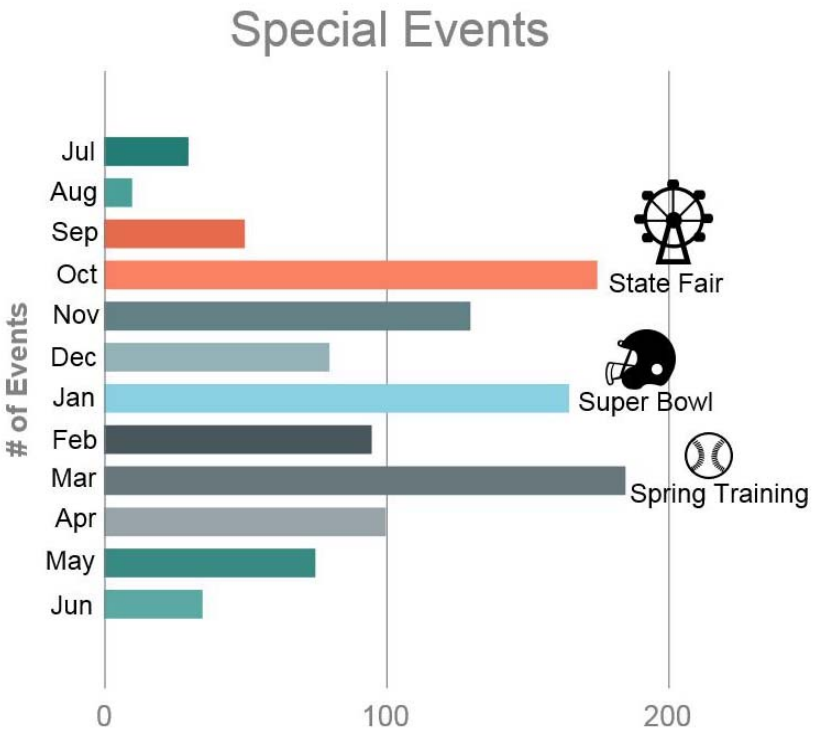



## NEW BUSINESS OWNERSHIP

Newly constructed facilities and new owner's of existing facilities have to meet current health and safety standards in order to qualify for a permit. These new permit inspection activities are carried out by the plan review and construction team. This team of 11 Environmental Health Specialists completed over 2,300 inspection activities during the 2015 fiscal year.

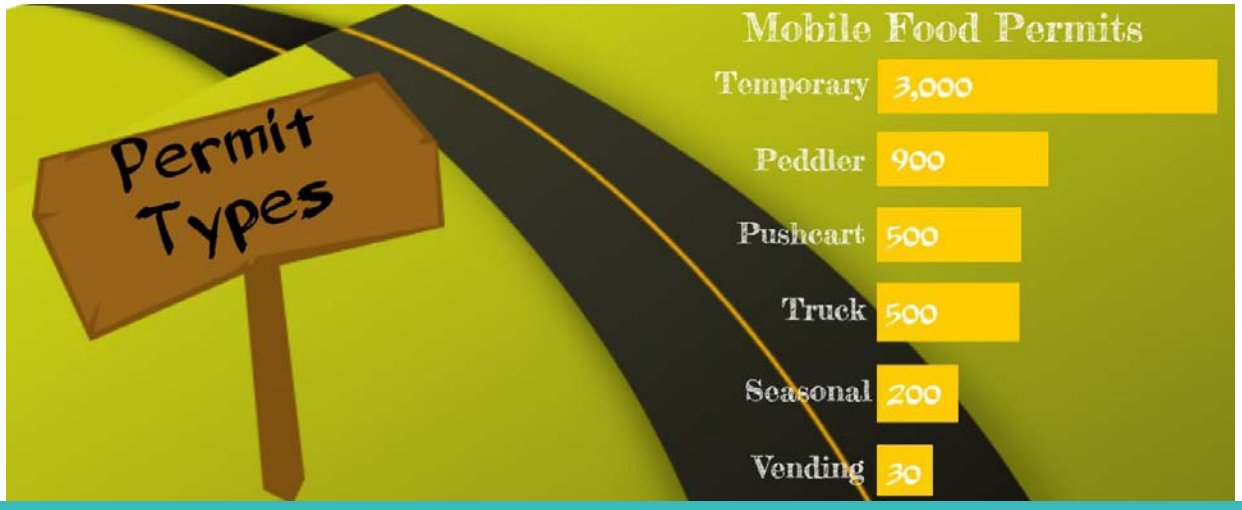


# Mobile Food




## Super Bowl 2015

The number of Temporary and Seasonal permits increased drastically, causing a demand over 3 times the normal inspection activity.



# COMPLIANCE

## VIOLATIONS

Increase the risk of foodborne illness

## INSPECTION

**30%**

Contained 1 or more Priority Violations, which most directly contribute to foodborne illness

## GRADING

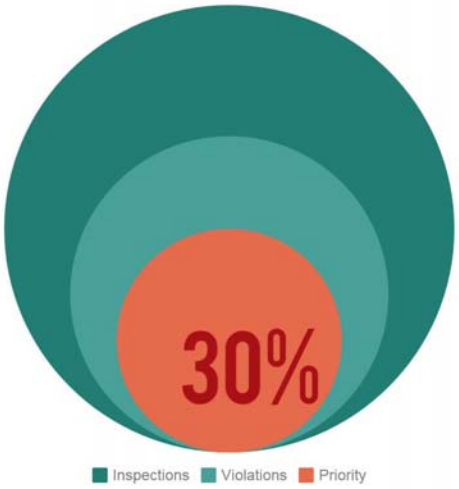
Provides the public with a quick indication of how the establishment is performing

## TOP 5 RISK FACTORS

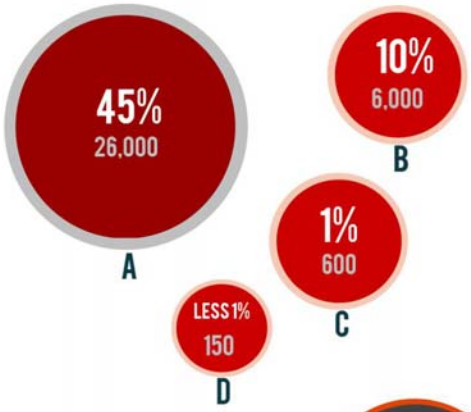
- Improper hot/cold holding temperatures
- Improper cooking temperatures of food
- Dirty and/or contaminated utensils and equipment
- Poor employee health and hygiene
- Food from unsafe sources

## INSPECTIONS

Health code violations were found on 47% of inspections. 30% of those violations were priority violations directly related to the risk of foodborne illness.




## GRADING




### NP – NOT PARTICIPATING

Maricopa County businesses can choose as to whether or not they want to post their inspection grades to the public.

**43%**
**24,500**

"While the food supply in the United States is the safest in the world, the Center for Disease Control and Prevention (CDC) estimates that each year roughly 1 in 6 Americans (or 48 million people) gets sick, 128,000 are hospitalized, and 3,000 die of foodborne diseases" ~www.CDC.gov

Learn More

Inspection Grades and Violation Details
www.maricopa.gov/EnvSvc/EnvHealth/PermitScoring.aspx

### INSPECTION TIME

The average inspection time is 45 minutes at a business site. Inspection times vary based on the complexity of food processes.

TIME

### EMBARGO

Inspectors can require that contaminated or improperly handled food be discarded or embargoed. For the fiscal year, over 140,000 pounds of food was embargoed.

Embargo Form

EMBARGO

### ENFORCEMENT

When Inspectors identify a pattern of non-compliance enforcement of food code is required. Less than 1% of inspections go through enforcement. Immediate suspensions where health safety was threatened, occurred on 130 inspections for the fiscal year.

ENFORCEMENT

# The Cutting Edge

## Together we strengthened food safety procedures

## Food Safety Partnerships

Businesses partnered with Maricopa County in implementing a proactive approach to reducing foodborne illness risk factors. These partnerships meant that Environmental Services could team up with businesses to become more efficient and focus on systems that keep the public safe.

Cutting Edge Partnerships

1,700 permits

## Working together to make a difference

### PERFORMANCE

With consistent food safety practices and monitoring the Cutting Edge participants statistically outperformed with less violations, higher grades and participated in promoting their inspection scores to the public.

### EFFICIENCY

The Cutting Edge Verification Visits made a significant difference in inspection time spent at a business. Less time was a direct benefit of streamling the inspection process through food safety procedures.

### TRANSPARENCY

90% of the Cutting Edge participators posted their inspection grades for the public to see. Non participating businesses opted out of posting grades 42% of the time.

# Task Force Highlights

Under the direction of the Board of Supervisors (BOS), an ad hoc stakeholder taskforce committee was formed to propose process improvement ideas for the Environmental Health Division.

20 recommendations received support from the BOS and were successfully implemented by staff.

## Improving Communication

### Inspections

- Inspections Automatically Emailed
- 5-minute Ice Breaker Conversation
- 3 years inspectors' rotation
- Revised Inspection Coversheet
- Enhanced language interpreting capability

### After Inspection

- Delay Inspection Posting
- Ability to Revise Inspection Reports
- Checkbox for Supervisory Review Notifications
- Single points of Contact

### Publication

- EnviroConnections Publication with over 15,000 subscibers

## Process Improvement

**Plan Review**

**Minor Remodel**
Define Definition & Scope

| | | |
|---|---|---|
| 24hours<br>After Hour Inspections On Demand | 30 days<br>Ownership Transition | Adoption of 2013<br>FDA Food Code |

Environmental Services Department

Visit us online!

For more Information

ESD.Maricopa.gov