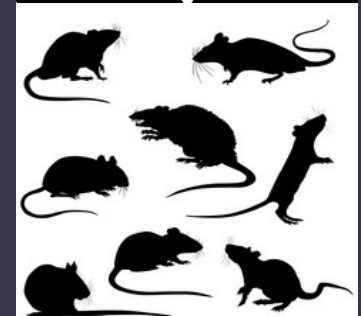
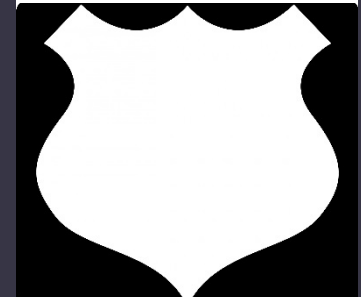
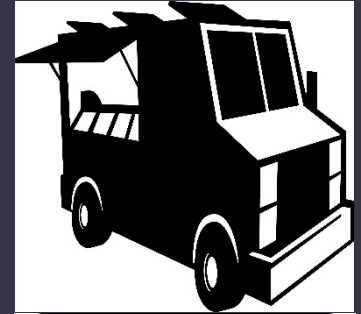


Environmental Health Services Division

Fiscal Year 2016 Report



Environmental Health Services Division Fiscal Year 2016 Report

**Austin Public Health
Environmental Health Services Division
1520 Rutherford Lane
Building 1, Suite 205
Austin, TX 78754**

<http://www.austintexas.gov/department/environmental-health-services>

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Environmental Health Services Division Fiscal Year 2016 Report

1. LETTER FROM THE ASSISTANT DIRECTOR



*David B. Lopez, R.S., Assistant Director,
Environmental Health Services Division of
the Austin/Travis County Health and Human
Services Department*

Environmental Health Services Division Annual Report

Welcome to the 2016 Annual Environmental Health Services Division (EHSD) Report. This is our first major attempt to inform the Department about the activities and accomplishments within EHSD. Please note the activities and accomplishments included are a summarized version of the various programs within EHSD. Included in this report you will find designated facts and information that will provide some insight regarding our activities and represent the contributions of the entire staff.

The Environmental Health Services Division is general funded and consists of sixty-four (64) full-time staff within seven (7) division programs.

Our Consumer Health Program enforces public health and environmental laws and regulations, which include, but are not limited to the protection of food, custodial care inspections, with increased emphasis on critical areas of food-borne disease control in both the workplace and the community.

The Travis County Environmental Health Program performs inspections and investigates complaints relating to various state laws and local codes in all unincorporated areas of Travis County and within the communities of Sunset Valley, Lakeway, Manor, Westlake Hills, and Bee Cave. This group inspects restaurants, grocery stores, food manufacturers, mobile food vendors, temporary event food vendors, and custodial care foodservice. In addition, general environmental complaints involving improper disposal of solid waste, high grass and weeds, animal pens, junk and abandoned vehicles, substandard buildings, and other public health nuisances are investigated.

The Special Permitting Program inspects mobile food units, temporary food events (e.g. special events), farmers' market booths, and a routine food district. They ensure the food safety of mobile food units such as food trailers, motor vehicles, pushcarts, and kiosks. The temporary food program ensures the food safety of all temporary event booths that serve food or beverages at thousands of special events every year. The farmers' market program ensures the food safety of food booths participating at a certified farmers' market.

The Compliance and Enforcement Program monitors the various regulatory activities of the Unit's programs and, where necessary, files complaints in the appropriate courts in Austin and Travis County for criminal violations of City ordinance, County Rules or State statutes.



Environmental Health Services Division Fiscal Year 2016 Report

Our Environmental and Vector Control Program staff enforce public health and environmental laws and regulations, which include, but are not limited to pool and spa inspections, recreational water sampling, mosquito and rodent control, environmental nuisance issues and surveillance.

Our Customer Service staff are an integral part of our Division operations. They are responsible for application intake, permitting, licensing, cash handling, and records management. Programs coordination, process Public Information Request, on-line applications, and conduct Integrity-Audits.

The EHSD Building Plan Review and One-Time Inspections staff review and approve food establishment and public swimming pool plans for new construction, remodels, revisions to approved permits, change of uses and certificate of occupancy/compliance.

Our accomplishments have been the result of dedicated staff and continued support from the Department in achieving our mission statement of promoting health and well-being to the citizens of Travis County.



2. EXECUTIVE SUMMARY

As the public health regulatory and enforcement Division, Environmental Health Services operates under the direct authority of the City of Austin/Travis County Health Authority and Medical Director, Dr. Philip Huang, M.D. and under the direction of Assistant Director, David Lopez, R.S. The cross-jurisdictional programs of the EHSD provide public health services in Austin, Travis County, and many smaller municipalities in and around the greater Austin area.

The dedicated staff of Environmental Health Officers and Customer Service Representatives provides permitting and inspection for all types of food establishments, mobile food vending, temporary food events and farmers markets. In addition, we provide public safety permitting and inspection for public and semi-public pools and spas. Our Vector Control Program provides disease surveillance and educational consultations to property owners to reduce the threat of diseases transmitted by mosquitos and rodents. EHSD provides annual general environmental inspections for all state licensed day cares and investigates hundreds of citizen complaints every year related to public health hazards and foodborne illness.

Fiscal Year 2016 has seen some significant issues addressed and achievements made by the Environmental Health Services Division.

- The long awaited changes to the Department of State Health Services' Texas Food Establishment Rules became official in October of 2015. These changes significantly changed the food safety inspection process effecting all food establishments in Texas.
- Additional changes to food safety regulations by the City of Austin Council and the Travis County Commissioners provided changes to local ordinances improving the standards for public health protection.
- Environmental Health Services provided emergency response and ongoing recovery assistance during the flood event in October-November 2015.
- The national concern over Zika virus has increased the number of citizen questions and complaints of mosquitos, and media requests for mosquito prevention and outbreak updates.
- The Division has successfully navigated our high demand annual events such as the F1 race at the Circuit of the Americas in November and the city wide SXSW festival in March.

The Environmental Health Services Division implemented a significant re-organization of staff and re-classification of select positions to provide better public health response and improved customer service. A Senior Research Analyst position was created to provide needed gap and trend analysis of compliance and enforcement measures. A Customer Solutions Coordinator position was also created for a dedicated response to the high number of public information requests received by the Division.

We continue to make strides forward in improving our use of technology and communications to provide better customer service and increase efficiencies. Our City webpages have been redesigned with the addition of fillable forms and revised applications to better serve our customers. This year saw the first use of mass email communications to provide important changes in regulations and information through a quarterly newsletter and topic specific emails to our over 10,000 customers. In the near future we plan to



Environmental Health Services Division Fiscal Year 2016 Report

complete our project to provide an on-line payment portal for our permitted customers to renew and apply for their permits without leaving home or office.

The Environmental Health Services Division will continue to provide public health and safety protection for the citizens of Austin and Travis County, whether that is through investigating a foodborne illness outbreak or responding to a sewage spill; reducing mosquito breeding areas or preventing an accidental drowning, and we look forward to meeting the challenges of a new year.

MISSION STATEMENT

The purpose of the Environmental Health Services Division (EHSD) is to protect public health and the environment through regulation and inspection of a variety of facilities, educational consultations, surveillance, investigations, and enforcement of state laws and local regulations.



3. STRATEGIC PLANNING AND PUBLIC HEALTH ACCREDITATION

Environmental Health Services is continuously striving to improve our services and reduce the exposure to public health risks for our community. Our Division has been involved with the establishing and implementing the Department's Strategic Plan and in achieving Public Health Accreditation from the national Public Health Accreditation Board (PHAB).



The Department's Strategic Planning priorities for the FY16-18 Business Plan.

Priority 1: Health Equity – Work with key stakeholders to identify and address issues of inequity and health outcomes focused on access to services and social determinates of health.

Priority 2: Community Engagement – Engage the community and partners to ensure a collaborative approach to public health and social services.

Priority 3: Best/Promising Practices – Serve as a model of innovation and sustainable best/promising practices.

Priority 4: Resource Stewardship – Foster a culture that promotes exceptional stewardship of resources (both human and material).

Priority 5: Heightened Visibility – To promote and raise the visibility of public health and social services locally, regionally and nationally.

Environmental Health Division's goal and key performance indicators for the FY16-18 Business Plan.

Goal – To minimize the public's exposure to environmental and public health hazards.

Key Performance Indicators:

- Conduct 2.0 inspections per fixed food establishments annually.
- Provide routine food safety inspections for at least 60% of temporary establishments permitted.

In May of 2016, Austin Public Health achieved national Public Health Accreditation for meeting the rigorous public health standards established by the non-profit, non-governmental Public Health Accreditation Board. Currently, Austin Public Health is one of only five local public health departments to earn accreditation in the State of Texas.

The Environmental Health Services Division played a significant role in achieving this accreditation by meeting the standards for investigations of public health hazards and enforcement of public health laws.

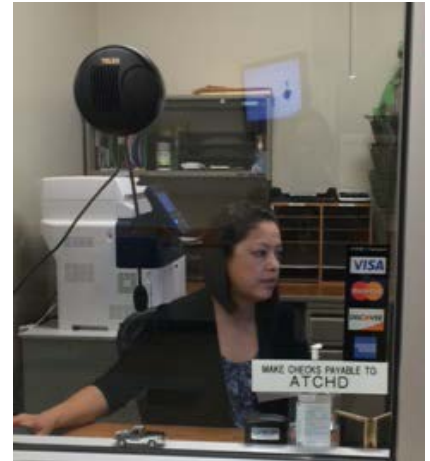


Environmental Health Services Division Fiscal Year 2016 Report

4. BUDGET REPORT

The 2016 Fiscal Year (FY) Adopted Budget for Environmental Health Services Division is \$5,388,875 for expenditures and \$5,285,731 from revenues. Amended revenue of \$4,402,865 was submitted to Budget office for Current Year Estimate.

Revenue collected for FY16 was \$4,696,329 an 88.8% of the Projected Revenue or 106.7% of the Amended Current Year Estimate. The reason for the significant difference in the estimates was due to State Legislature action in 2015 that ended the Food Handlers Program. A strong performance in the Food Establishment Certificate of Occupancy (CO) inspections and Pool/Spa various inspections contributed towards the slight increase in revenue collected. Overall, FY 2016 expenditures were within the budgeted amount.



Alma Rumfield, Customer Service Representative Senior, processing payments at the cashier window

Table 4.1. FY16 Environmental Health Services Expenditure Report for City of Austin

Unit or Program	Budget	Year-End Expenditures	Balance	Percent of Budget	Current Year Estimate
Consumer Protection	\$1,970,465	\$1,936,166	\$34,299	98.3%	\$1,976,965
Environmental Health Administration	\$1,013,232	\$1,146,210	(\$132,978)	113.1%	\$1,027,482
Environmental Health Compliance	\$124,756	\$102,864	\$21,822	82.5%	\$124,756
Travis County/ILA Environmental Health	\$811,700	\$710,801	\$100,899	87.6%	\$803,200
Environmental Health Research Analysis	\$155,870	\$151,610	\$4,260	97.3%	\$155,870
Environmental and Vector Control	\$471,901	\$527,929	(\$56,028)	111.9%	\$459,651
Special Food Permitting	\$594,444	\$622,303	(\$27,859)	104.7%	\$594,444
Building Plan Review	\$123,253	\$97,628	\$25,625	79.2%	\$123,253
One-Time Inspection	\$123,254	\$89,842	\$33,412	72.9%	\$123,254
Totals	\$5,388,875	\$5,385,353	\$3,452	99.9%	\$5,388,875



Environmental Health Services Division Fiscal Year 2016 Report

Table 4.2 FY16 Environmental Services Revenue Report for City of Austin

Unit or Program	Revenue Projections	Current Year Estimate Adjustments	Collected Year To Date	Percent of Projection	Percent of Current Fiscal Year Estimate
Consumer Protection	\$3,814,581	\$3,549,475	\$3,756,150	98.5%	105.8%
Food Re-inspection Clearances	\$94,500	\$126,060	\$133,700	141.5%	106.1%
Environmental Health Customer Service	\$255,150	\$211,855	\$236,133	92.5%	111.5%
Swimming Pool Permits	\$366,475	\$382,000	\$367,969	100.4%	96.3%
Swimming Pool Re-inspection	\$23,625	\$32,675	\$101,272	428.7%	309.9%
Special Food Permitting	\$731,400	\$100,800	\$101,105	13.8%	100.3%
Totals	\$5,285,731	\$4,402,865	\$4,696,329	88.8%	106.7%



5. PROGRAM SUMMARIES

CONSUMER HEALTH

The Environmental Health Services Division's Consumer Health Program performs food enterprise inspections and investigates citizen complaints, foodborne illness investigations, and smoking in public places violations in the City of Austin. These inspections and investigations are based upon the 2015 Texas Food Establishment Rules (TFER) and the City of Austin's Code of Ordinances, Title 10. Environmental Health Officers (EHO) inspect approximately 4,800 food enterprises, including but not limited to: restaurants, grocery stores, convenience stores, food manufacturers, daycare centers, retirement homes, and hospitals. In addition, this program in partnership with the Texas Department of Family and Protective Services, performs annual environmental health inspections of daycare centers and a one-time "Health and Safety" inspection of homes applying for foster or adoptive care children.

The City of Austin is divided into 20 inspection districts, and our goal is to perform a minimum of two unannounced, routine inspections of each establishment annually. EHSD perform investigations of all citizen complaints within three days. All reports of foodborne illness are investigated and can vary from an immediate response to 72 hours based on the situation. Immediate 24/7 investigations are done on all reports of fires or sewage spills at a food establishment.

The most significant event to occur this year was the adoption of the 2015 Texas Food Establishment Rules. The TFER is the governing regulations used by Consumer Health Program to inspect all retail food and food service establishments. The TFER was updated from the 2005 Food and Drug Administration (FDA) food rules to the new 2013 FDA rules. The new rules were approved by the Texas Department of State Health Services in October of 2015. EHSD implemented the new regulations and inspection protocols in November 2015.

Additionally, EHSD partnered with the Texas Department of State Health Services in hosting two Texas Food Establishment Rules Industry Trainings for our stakeholders. This offered a great opportunity for Industry to gain insight on the new regulatory requirements. The classes were well received with approximately 90 people registered for each of the trainings.

In an effort to ensure food inspection consistency, the Consumer Health Program is standardizing all Environmental Health Officers. The Standardization program promotes knowledge and expertise in their understanding, application, and interpretation of the TFER.

Food service establishment operators and chefs are looking to increase the creativity of cooking through the use of new techniques. Some of these specialized processes also increase the risk of foodborne illness if not properly utilized. To make sure that these food establishments use the proper methods, they may be required to submit Hazard Analysis Critical Control Points (HACCP) plans for approval.

Consumer Health also played a vital role in the response to flooding that occurred within the city. Our role was to ensure public health and safety with food service inspections at both the Dittmar Shelter and Southern Baptist Church and Red Cross collaboration shelter. Staff inspected the Dittmar shelter and the Oak Meadow Baptist Church for food safety and general environmental conditions. These locations were inspected at least once daily until the operations ceased shelter operations.



Environmental Health Services Division Fiscal Year 2016 Report

The division works closely with the Epidemiology Unit in conducting Foodborne Illness (FBI) inspections based on a tier ranking system. These FBI inspections can include a suspected or confirmed outbreak in a facility with multiple ill or it could be a complaint of a food establishment with a single person ill. In Fiscal Year 2016, there were 7 immediate response (emergency) investigations, 18 Tier 1 investigations which has a 48 hour response time, and 57 Tier 2 investigations which allows a 72 hour response time. In addition to the tiered responses, there were an additional 10 outbreak investigations. EHO staff participated in all of the tiered and outbreak FBI response.

The Environmental Health Services has several performance measures (see Table 5.1.) that are tracked throughout the year to help assure the Division is able to meet its goal of protecting public health.

One performance measure is the number of re-inspections due to non-compliance at food establishments. Examples of re-inspections for non-compliance are failing to have a City of Austin Certified Food Manager Certificate, no hot water at handwashing sinks, sewage backing up in the establishment and refrigeration units not working properly. The proposed target for FY16 is 1,400. The final year to date number of reinspections due to noncompliance at food establishments is 1,551 re-inspections.

Another performance measure is the total number of routine inspections conducted for fixed food establishments. The proposed target for FY16 was adjusted mid-year to 9,400 due to ongoing vacancies and training of new employees. In FY16, a total of 9,296 routine inspections were completed.

A third performance measure is the total number of food establishment permits issued. The proposed target for FY16 is 12,500 and at year end the total number of permits issued are 13,227.

The last performance measure is the percent of fixed food establishment routine inspections resulting in a score of 80% or greater. The proposed target for FY16 is 90%. By the end of the FY16, 91.9% of the establishments inspected have scored 80% or above.

Table 5.1. Consumer Health Program Performance Measures for FY16

Performance Measure	FY16	Goal	Percent Accomplished
Routine Inspections	9,296	9,400	99
Reinspections	1,551	1,400	>100
Number of inspections per Fixed Food Establishment	1.82	2.0	91
Number of Food permits issued	13,227	12,500	>100
Routine inspections with a score of 80% or greater	91.9	90	>100

Data Source: MicroStrategy



Environmental Health Services Division Fiscal Year 2016 Report



Veronica Saldate, R.S. and Anthony Sandoval, R.S. taking the temperature of a time/temperature control for safety food (TCS) during an inspection.

Moving forward, the Consumer Health Program will continue to strive to achieve standardization of all food inspection staff.

The Program is also currently working to comply with the FDA Voluntary National Retail Food Regulatory Program Standards. Complying with the nine standards of this program will help achieve national uniformity among regulatory programs. The ultimate goal of retail food regulatory programs is to reduce or eliminate the occurrence of illnesses and deaths from food produced at the retail level.

The Environmental Health Services Division continues to work toward establishing sustainability and efficiencies through the use of new technologies in inspections and data reporting.



SPECIAL FOOD PERMITTING



Olympia Ellison, R.S. reviewing mobile food vendor applications.

The Special Permitting Unit (SPU) of EHSD is tasked with inspecting mobile food units, temporary food or special events, and farmer's market booths. The mobile food vending program ensures the food safety of mobile food establishments such as food trailers, motor vehicles, pushcarts, and kiosks. Mobile food units of all shapes and sizes can be seen lined at the Rutherford Lane Campus on Tuesday and Thursday mornings. The temporary food program ensures the food safety of all temporary event booths that serve food or beverages. The farmer's market program ensures the food safety of food booths participating at certified farmer's markets. The SPU is composed of six senior environmental health officers and covers the entire Austin/Travis

County area. All six staff members are dedicated to inspecting both temporary food events and mobile food units. They are cross-trained to be able to handle the influx of demands depending on the season.

One major responsibility of SPU is to attend weekly meeting with the Austin Center for Events (ACE). ACE is comprised of the Austin Police Department, Austin Fire Department, Austin Transportation Department, Austin/Travis County EMS, Parks and Recreation Department, Austin Resource and Recovery, Music and Entertainment Division and Austin Code. Third-party affiliations include Capital Metro, Texas Alcoholic Beverage Commission, Texas Department of Public Safety, Texas Comptroller's Office and the University of Texas Police Department. The primary role of ACE is to coordinate major events and allow event organizers a central location to present information and receive information from these various agencies including EHSD.

During fiscal year 2015-2016, the SPU covered the Austin City Limits Festival, Formula 1 Grand Prix, Star of Texas Rodeo, SXSW, Moto GP, the X Games and various other events. As a part of these major events, the SPU participated with the Public Assembly Code Enforcement (PACE) team. PACE is comprised of Austin Police Department, Austin Fire Department, Austin Transportation Department and Austin Code.

The mobile vending program introduced a new service by incorporating a registration program for central preparation facilities (CPF) which went into effect on April 1, 2016. CPFs serve as the base of operation for all mobile food units in the Austin and Travis County areas per state code. As the CPF registration program expands, this will ensure proper oversight of CPF use by mobile food vendors.



The farmer's market inspection program continued its success and currently inspects 10 separate farmers markets in the cities of Austin, Sunset Valley and Bee Cave.

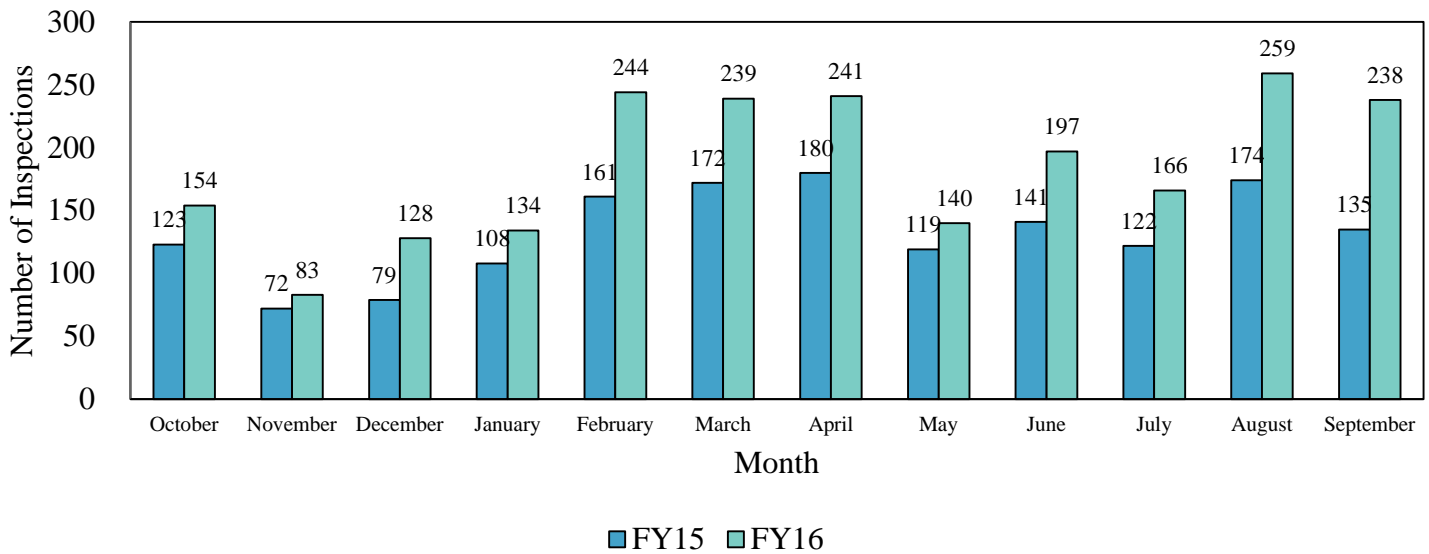


Environmental Health Services Division Fiscal Year 2016 Report

The SPU has a performance measure that 60% of all temporary food booths must be inspected throughout the fiscal year. Additionally, the SPU must conduct 2,000 mobile food unit inspection activities per fiscal year. For FY16, the SPU achieved a temporary food booth inspection percentage of 56.5%. The loss of staff resulted in the lower percentage for this year. The SPU has conducted 2,223 mobile food unit inspection activities.

The figures and charts below detail the accomplishments of SPU for FY2016 as well as program totals from the last fiscal year (FY15).

Figure 5.1. Number of Mobile Food Unit Activities by Fiscal Year



Data Source: MicroStrategy

February and March tend to be busier times of the year since most of our vendors renew their permits at this time. Additionally, many vendors normally not observed through the year are inspected during SXSW.

Table 5.2. Percent of Total Temporary Booths Inspected by Fiscal Year

FY	October	November	December	January	February	March	April	May	June	July	August	September
2015	44.0	44.1	53.7	56.0	63.0	74.6	64.2	74.4	70.9	55.3	82.9	58.3
2016	68.8	37.3	58.7	50.9	68.2	70.6	51.4	61.1	70.0	38.9	53.3	39.1

Data Source: MicroStrategy

Many large-scale events occur in February, March, and October. This allows field staff a greater opportunity of conducting more inspections around smaller geographic areas.

Due to increasing demands in the specialized food market in the City of Austin and Travis County, EHSD will request additional resources in order to adequately ensure food safety in our community.



TRAVIS COUNTY AND OTHER INTERLOCAL AGREEMENTS



Ashok Tamby, S.I.T. writing up a scored inspection report at an ILA facility.

In 1988 the City of Austin contracted with Travis County to conduct health and safety services in the unincorporated areas of Travis County. These services include permitting and inspections for food safety, investigations of environmental hazards, permitting and inspections of public pools, in addition to custodial care inspections. The inspections are conducted based on State Laws and County Ordinances. In 2002 the A/TCHHSD expanded services into other jurisdictions by contracting with eight local municipalities in Travis County. The inspectors conduct inspections in the County and the Interlocal Agreement (ILA) municipalities with the same passion as they do in the City of Austin.

Since 1988 portions of Travis County have been annexed into the City of Austin as well as into some of the other municipalities. Despite the annexations, Travis County continues to grow in population and business.

This growth has increased the number of overall food and pool permits and inspections in the County. Travis County has also seen an annual increase in large special events (mass gatherings). EHS works with the Travis County Sheriff and Fire Marshall to permit and monitor these events for public health and safety. The first Formula 1 race in the United States was held in Travis County.

To investigate and resolve complaints of environmental hazards in Travis County, the staff work with many different agencies such as Travis County Transportation and Natural Resources, Texas Commission on Environmental Quality, Lower Colorado River Authority, Capital Area Council of Governments and the Regional Environmental Task Force.

Performance measurement is the ongoing reporting of accomplishments, particularly progress toward strategic objectives. Performance measures are used to implement annual operating plans, yearly reviews, as well as evaluations of programs and employees. This program includes four staff assigned to Travis County and one assigned to the ILAs. Performance measures are adjusted to meet business needs.



Matt Koenig, R.S. posting a notice of violation sign for tall weeds and grass in Travis County.



Duane Robinson, R.S. reviewing blue prints for a Travis County plan review.

Performance Measures monitored in Travis County and ILAs include both outputs and outcomes. Outputs measure the number of food permits issued, number of mobile vending permit renewal and routine inspections conducted, number of field services conducted in the Rodent and Vector Program, and the number of general environmental complaint investigations. Outcomes measure the percent of public pools and spas in compliance, the percent of food establishment inspections resulting in a score of 80 or greater, the percent of field services conducted that result in control measures being applied in the Rodent and Vector Program and the rate of routine inspections conducted on fixed food establishment per the number of fixed food



Environmental Health Services Division Fiscal Year 2016 Report

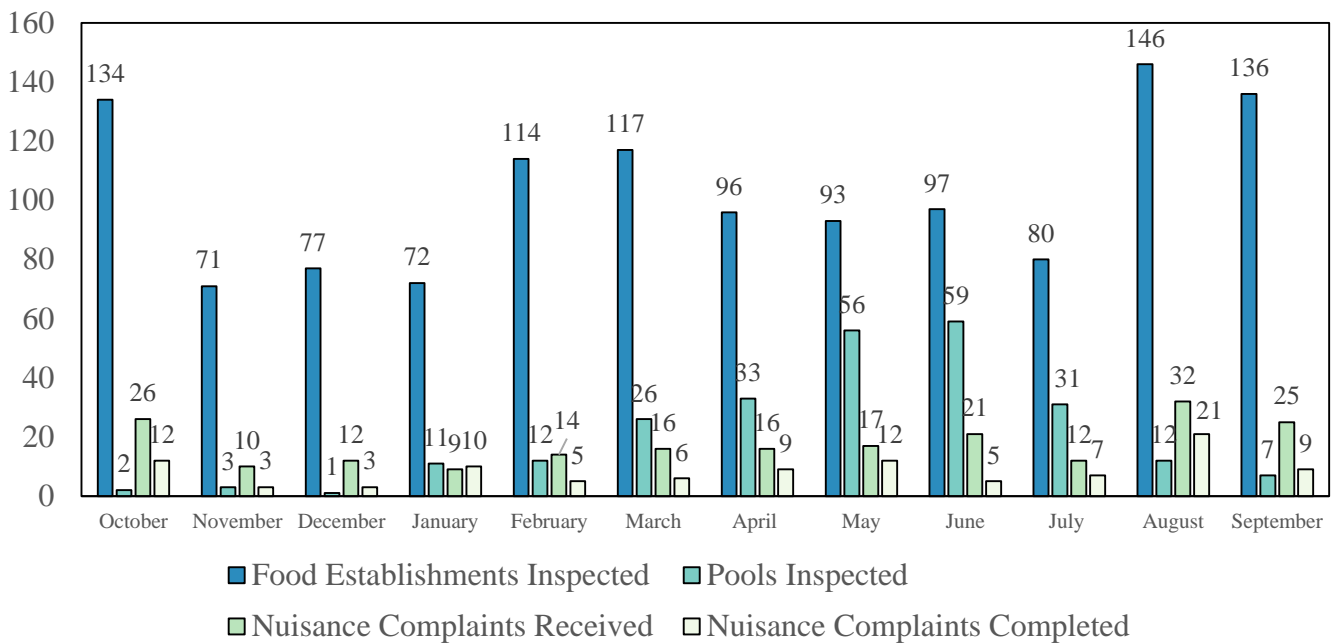
establishments in the county.

The following shows the number of inspections completed for food establishments, pools, public nuisance complaints received and complaints investigated and completed in Travis County. There are four Environmental Health Officers that conduct food and pool inspections and complete public nuisance investigations.



Arlene Johnson, S.I.T. photographing a public nuisance complaint in Travis County.

Figure 5.2. Travis County Fiscal Year 2016 Number of Food Establishment Inspections, Pool Inspections, Complaints Received, and Complaints Completed



Data Source: MicroStrategy



ENVIRONMENTAL VECTOR CONTROL

The Environmental Health Services Division (EHSD) Environmental Vector Control (EVC) Program Environmental Health Officers (EHO) are responsible for routine inspections of semi-public and public pools within the City of Austin, conducting mosquito site assessments and applying control as needed, conducting rodent site assessments, investigating complaints regarding general environmental issues, and coordinating outreach activities for the Division. The EVC program is comprised of six full-time inspectors and seasonal employees during peak mosquito season from May through October.

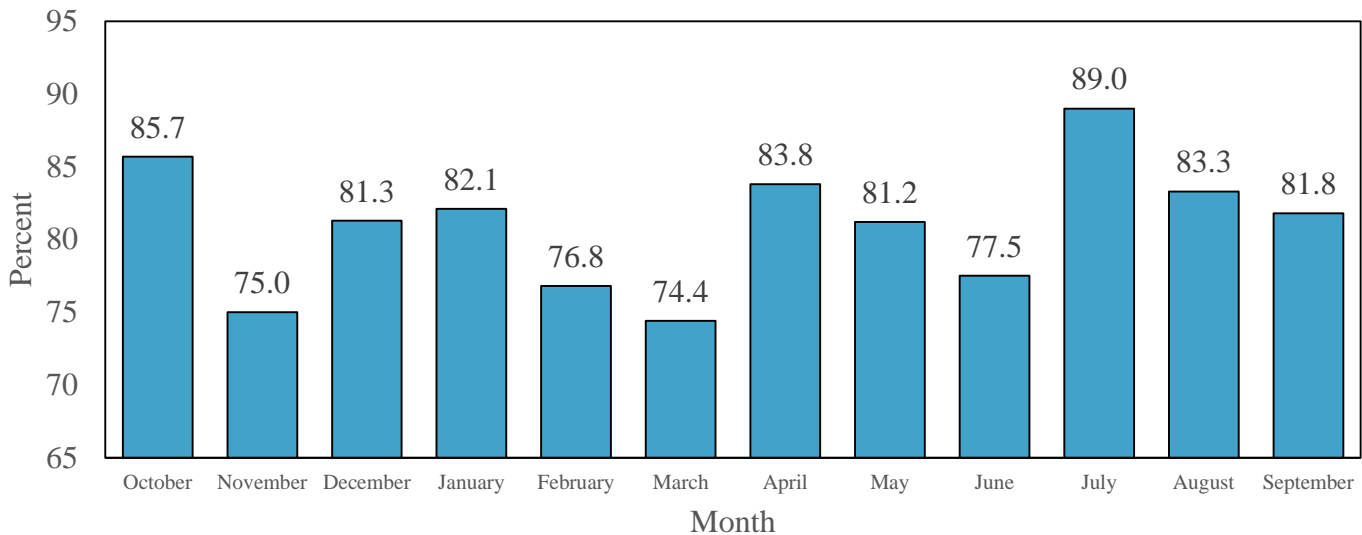


Daniel Gonzalez, R.S. and Khanh Le, R.S. monitoring testing equipment during a routine Public Interactive Water Feature and Fountain (PIWFF) inspection.

Semi-public and public pools are required to be permitted for use by Chapter 10-7 of City of Austin Code. The City of Austin has adopted Texas Chapter 757 and Texas Administrative Code 265 which provide the laws and rules in which inspections are based upon. Examples of the types of facilities with pools requiring to be permitted are HOA's, Apartments, Hotels, Community Pools and Splash Pads. EHSD has a goal of inspecting all 1,735 permitted pools in the City at least once per year.

Pool inspections have been recently reassigned to the EVC staff. This new arrangement has allowed for this group to attend Certified Pool Operator training. This training allows for a more in-depth and standardized pool inspection to occur. The performance measure for pool inspections is a calculation of what percent of permitted pools are in compliance; the calculation is determined by the number of pools closed by EHSD / number of pools inspected by EHSD. Pools may be closed by EHSD for various critical violations of pool regulations to ensure public health and safety. EHSD performance measure goal for FY16 is to have 90% of public pools to maintain substantial compliance with the regulations in order to remain in operation.

Figure 5.3. Percent of Pools in Compliance in the City of Austin



Data Source: AMANDA Ad-Hoc



Environmental Health Services Division Fiscal Year 2016 Report

The Mosquito surveillance program follows an integrated mosquito management (IMM) approach. The IMM focuses on conducting site assessments, mosquito surveillance, public education, application of control measure and rating evaluation of control measure effectiveness, and includes an ability to change the program as needed. The IMM is used in the City of Austin by having EHO's conducting site assessments of properties to identify areas on property to be addressed to reduce mosquito breeding sites upon request. Mosquito breeding and activity are dependent upon weather (rain, flooding, drought, and wind), drainage, vegetation, and an accumulation of debris.



Glenn Buchhorn, R.S. using a dipper to look for mosquito larva during a site assessment.

EHOs regularly drive assigned areas looking for stagnate water that qualifies to be larvicided. Larvicide is a pesticide put in water to kill mosquito larvae. In order for larvicide to be applied, the body of water must be stagnant and not have the presence of natural predators, such as fish, frogs, and turtles. Mosquito traps are set for surveillance for arbovirus presence annually between May and November.

The use of adulticide, a pesticide sprayed into the air used to kill adult mosquitoes, is not part of the routine IMM since it has been found that best control of mosquito exposure is to reduce mosquito breeding sites. However, when the Health Authority deems necessary adulticiding may be applied. All live mosquitoes trapped are delivered to the Texas Department of State Health Services-Laboratory Services Section-Arbovirus-Entomology Lab for mosquito species identification and arbovirus testing.

The performance measure for mosquito surveillance is based on the number of site assessments conducted and the amount of control, either larvicide or adulticiding, applied throughout the year; this number also includes the number of requested rodent site assessments and amount of controls applied (rodenticide or glue boards and/or snap traps). The weather has a large effect on this performance measure. In times of drought, there tends to be localized mosquito breeding sites as opposed to times of heavy rainfall there tends to be widespread mosquito breeding sites.

The program is constantly evolving; as are the number of possible diseases transmitted by mosquitoes in the United States. In the last few years, new diseases circulating among mosquitos, Zika Virus and Chikungunya, has the program exploring the use of different type of control measures and surveillance techniques.

Rodent site assessments are designed to assist owner-occupied properties in locating rodent entry points. EHO's provide tips on how to identify and eliminate rodent entry points, hands out glue boards and snap traps with instructions for use, and may bait for rodents.



Environmental Health Services Division Fiscal Year 2016 Report



Charles Crow, R.S. vacuuming adult mosquitoes out of a previously set trap. These mosquitoes will be sent to the state lab for identification and testing.

The performance measure for rodent site assessments is based on the number of requested rodent site assessments and amount of control applied, either rodenticide or glue boards/snap traps given to the customer; this number also includes mosquito surveillance site assessments conducted and the amount of control, either larvicide or adulticiding, is applied throughout the year.

Outreach activities conducted by the Division are coordinated thru the Environmental Vector Control program. The outreach's attended are requested from organizers submitting a formal

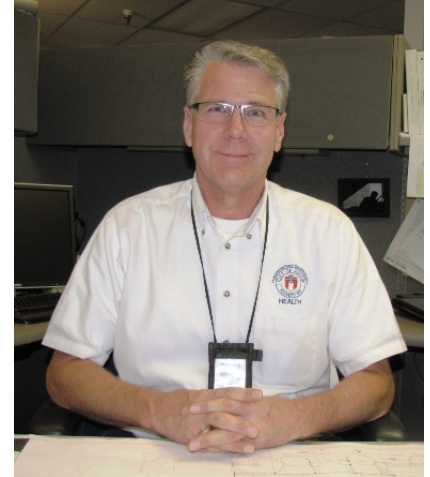
request via the ATCHHSD Health Fair/Community Event Request. At each outreach event a member of EHSD field staff will be in attendance to provide educational information on food permits, animal enclosures, mosquito & rodent control. EHSD has a performance measure of attending 20 outreach events a year. In Fiscal Year 2016, EHSD attended 22 outreach events.



ONE STOP SHOP

The Environmental Health Services (EHSD) One Stop Shop (OSS) Program, operating out of 505 Barton Springs Road, is comprised of three dedicated full time Environmental Health Officers whose supervisor is located at Rutherford Lane Campus. OSS staff play a crucial role in protecting public health and safety by ensuring all structural aspects of Food Establishments and Swimming Pool/Spa/Public Interactive Water Features (PIWF) Facilities are in full compliance with Local and State Health Codes. OSS staff conduct the following activities involving Food Establishments and Swimming Pool/Spa/PIWF Facilities strictly in the City of Austin (COA):

Plan Reviews – A plan review is required for all new Food Enterprises and Swimming Pool/Spa/PIWF construction and remodels to ensure the establishment or facility is compliant with Local and State Code. OSS staff work collaboratively with other COA Departments during the plan review process, as some areas of regulation may overlap or impact other areas. OSS staff must also identify deficiencies and problems where a Variance Request may be the only feasible solution and review such variances subject to supervisor approval.



Mark Churilla, R.S. reviewing plans at the City of Austin's One Stop Shop.

Certificate of Occupancy (CO) Inspections - This inspection is required after new or remodel construction to ensure the construction followed the approved plans. The establishment or facility must pass this inspection before an EHSD issued Operating Permit can be issued. This activity involves communicating and working with several other COA Departments at One-Stop Shop throughout the CO approval process, such as Commercial Building and Plumbing plan review and inspection staff. CO Inspections are often times requested to be performed after-hours.

Change of Ownership (CHOW) Inspections - This inspection is required before the ownership of a permitted Food Enterprise or Swimming Pool/Spa/PIWF Facility transfers to another entity or individual. This inspection is performed to ensure existing establishments are in complete compliance with applicable Local and State Code and often times results in upgrades to existing equipment or facilities.

OSS Customer Service – One OSS staff is scheduled to cover the OSS office for customer walk-ins, phone calls and emails from 8:00 am to 12 noon each day. OSS staff provide information regarding the EHSD plan review and inspection process and meet with designers or contractors regarding proposed solutions to problems encountered during planning and construction of new or remodeled establishments or facilities.

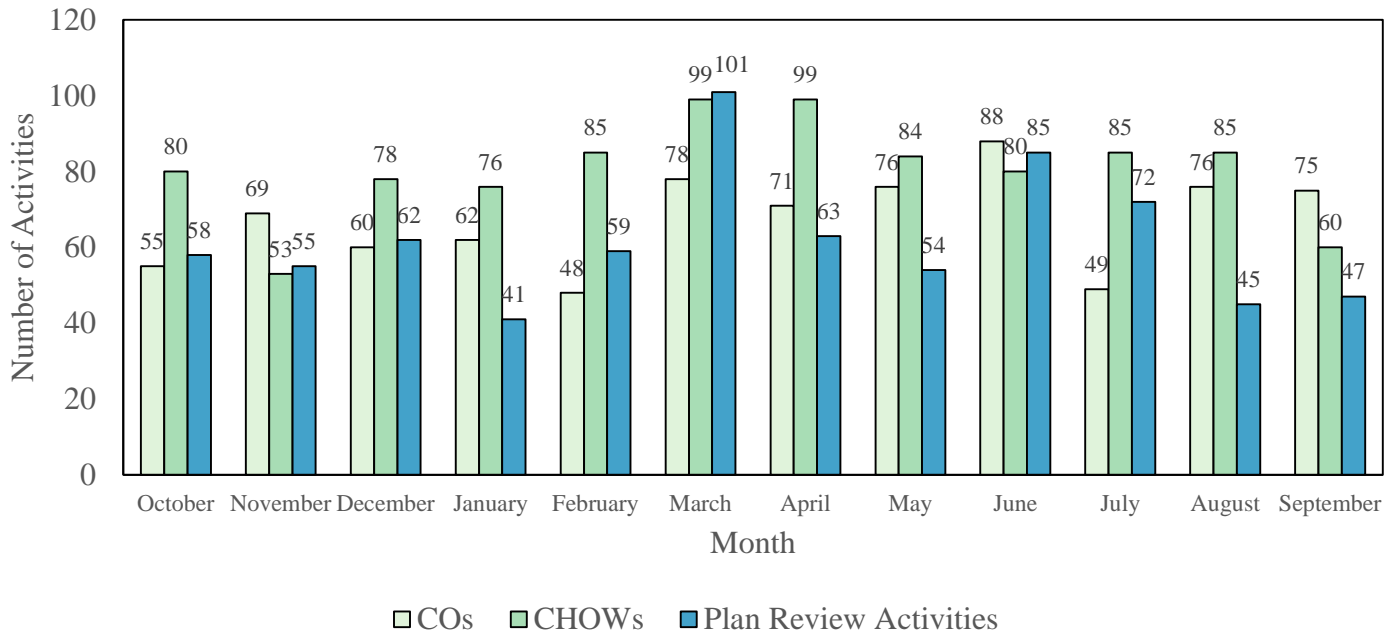
OSS staff conduct plan review “sprints” on weekends two or three times a year when the number of pending plan reviews exceeds 25 days in order to meet required plan review turnaround times. If Development in the City of Austin continues at the rate it has in the past few years, plan review sprints are anticipated to be required on a continued basis or an additional full-time employee at OSS is needed.

Other activities conducted by OSS staff involve taking compliance action to ensure operators correct deficiencies, consisting of the issuance of written Notices of Violation (NOV) with a timeframe in which to

Environmental Health Services Division Fiscal Year 2016 Report

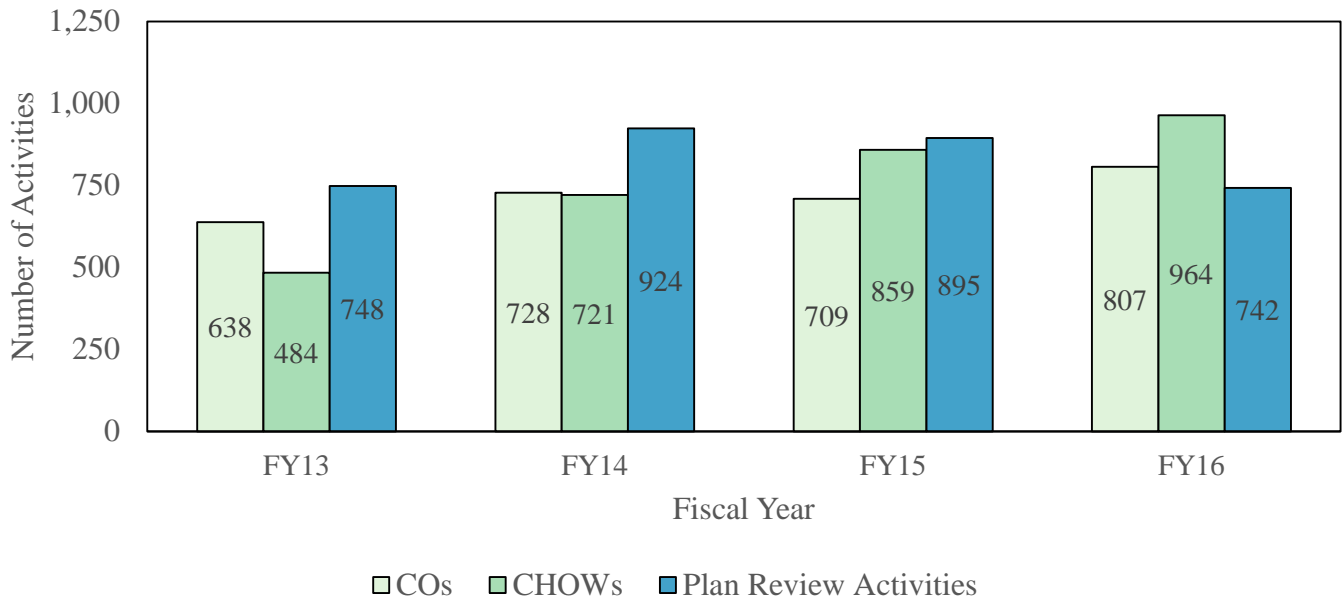
comply and filing legal charges in Municipal Court where staff must serve as an expert witness during court proceedings.

Figure 5.5. One Stop Shop Activities for FY16



Data Source: AMANDA Ad-Hoc

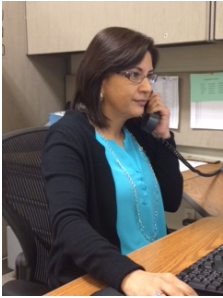
Figure 5.6. One Stop Shop Activities by Fiscal Year



Data Source: AMANDA Ad-Hoc



CUSTOMER SERVICE

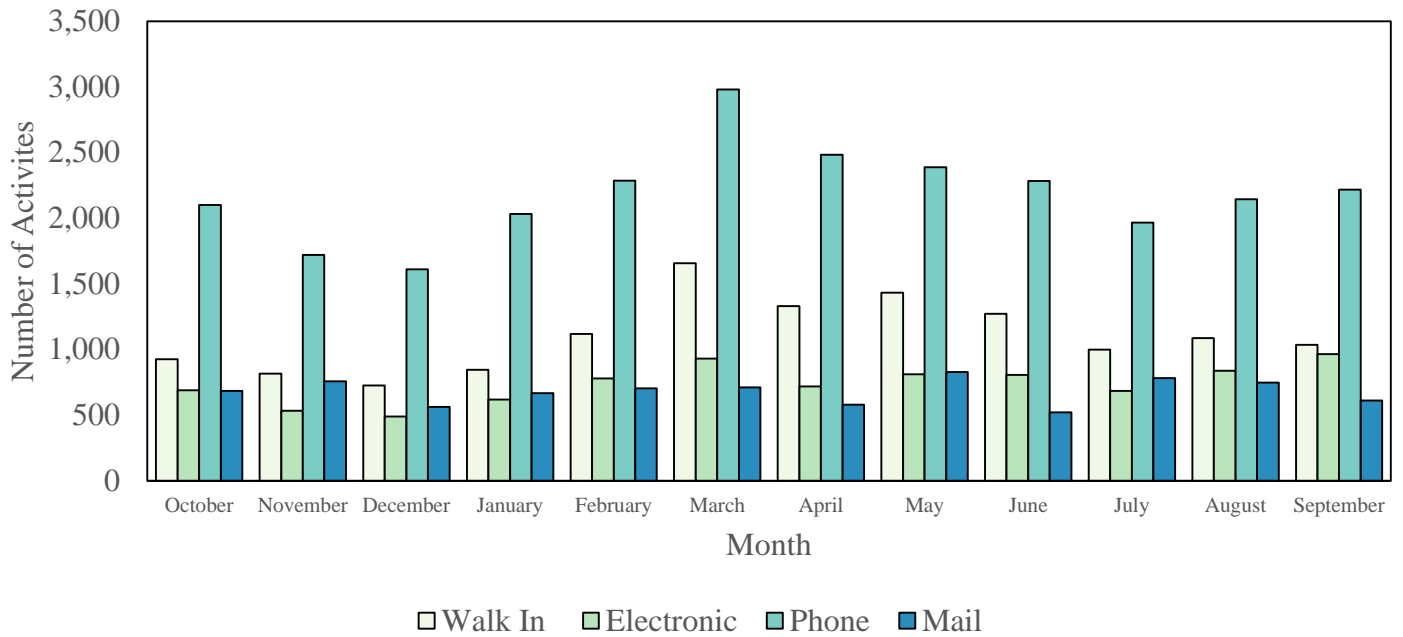


Amelia Brown, Customer Service Representative, answering phone calls while covering the front desk.

The EHSD Customer Service Representatives (CSRs) are the foundation of the division’s permitting processes and serve as the initial contact and continued guidance for the general public, applicants, industry and other agencies regarding Environmental Health program information for jurisdictions of City of Austin, Travis County, and ILA municipalities. CSRs provide complex customer service support to ensure customers receive necessary information while providing quality customer service and responses that are in compliance with the specific jurisdiction rules and regulations.

EHSD Customer Service Representatives resolve internal and external customer inquiries and complaints, and offers solutions through the many avenues of customer contact. The Customer Service Representatives promote emphasis on customer satisfaction and importance of responding courteously and promptly to all internal and external customers.

Figure 5.6. FY16 Number of Customer Activity by Type for All Jurisdictions Served



Data Source: Monthly Manual Spreadsheet and AVAYA Phone Report
 Note: Phone activity is strictly incoming phone calls from the community.

Application Intake

CSRs perform application intake for all EHSD programs for walk-in customers, mail and electronic applications. Customer Service Representatives maintain a high degree of knowledge of all division applications including the initial and renewal of Food Service, Pool/Spa, Mobile Food Vendor, and Farmer’s Market Permitting in addition to Food, Pool and Custodial Care Inspections, Temporary Food Event Permitting, Food Manager Certification Registration, and Plan Reviews.



Noemi Rodriguez, Customer Service Representative Senior, reviewing permit applications and renewals.



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Table 5.3. EHSD Customer Service Activities FY16

Customer Service Activity by Area	Number
Food Service Permits in COA and ILA	5,294
Food Service Permits in Travis County	452
Pool and Spa Permits in COA and ILA	1,810
Pool and Spa Permits in Travis County	180
All Food and Pool Re-inspections that Incur a Charge in COA and ILA	3,344
Mobile Vending Permits in COA and ILA	976
Mobile Vending Permits in Travis County	288
Temporary Event Permits in COA, ILA, and Travis County	6,251
Farmers Market Permits in COA and ILA	217
Food Manager Registrations in COA	3,420
Custodial Care Inspections in COA, ILA, and Travis County	543

Data Source: MicroStrategy

Finance

The cash handling functions of EHSD is a complex operation involving several fiscal aspects for the Division to balance and prepare daily reports of monetary receipts totaling over \$4,700,000 a year from all funds received from a high volume of business operators for the City of Austin, Travis County and ILA municipalities. A vast undertaking for EHSD cashier responsibilities is to ensure all daily receivables are posted accurately to customer accounts the day of receipt. The FY16 included 8,147 total incoming mail pieces. Cashier transactions for COA and ILAs \$4,696,329 and for Travis County \$109,565.



Robert Acosta, Customer Service Representative Senior, processing mobile food vendor applications.

Records Management

The CSRs process, sort, and file documents for most of the EHSD programs according to policy and procedure on a daily basis. Records management functions were updated to include a daily purging process that eliminated the need for an overtime budget at the end of the fiscal year. This change ensures compliance with the City of Austin’s records management retention schedule and that records are readily available for customer inquiries and legal cases. It is an ongoing initiative to become 100% paperless and our process includes scanning all incoming applications and ensuring the documents are saved electronically in the AMANDA system. EHSD Customer Service staff plan to reach the goal of being completely paperless in 2017.



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General Administrative Support

Customer Service provides information and consultation to a staff of 50 professional Environmental Health Officers (EHOs) and Supervisors. To support EHOs and Program Supervisors so they can gather pertinent information needed for minimizing and correcting environmental health and safety hazards. Support assignments include Code Review Analyst (Compliance Coordinator) administrative support, Banner

Timekeeping for Division, Public Information Requests (PIR), Citizen Assistant Form (CAF), Council Initiative Update Request (CIUR) and Purchasing. Integrity Review audits are conducted on processes of permitting enterprise applications to determine compliance and required refresher and training on current processes. Fiscal Year 2016 Mid-Year, the division has received 645 PIR requests.

Customer Service Survey

In order to better serve our customers and improve access to the EHSD Survey Monkey, a QR Code to the survey was created to allow immediate feedback. Scanning the code with a mobile device will take the customer directly to EHSD Survey Monkey website creating easier way for our customers to let us know how we are doing.



6. ENFORCEMENT ACTION SUMMARY

The roles and responsibilities of the Code Review Analyst are as follow: Filing legal criminal charges by drafting Probable Cause Affidavits for health code violations based on the:

- City of Austin, Code of Ordinances Title 10, Chapter 3 Food and Food Handlers
- City of Austin, Code of Ordinances Title 10, Chapter 7 Pools and Spas
- City of Austin, Code of Ordinances Title 3, Chapter 3 Subchapters 2-11 through 2-17 – Animal Enclosure Requirements
- Travis County, Policy, Procedure and Regulations Manual Title V Subtitle A Chapter 47 – Food Establishment Permits
- Travis County Policy, Procedure and Regulations Manual Title V Subtitle A Chapter 61 – Travis County Rules for Abatement of Public Nuisances, Junked Vehicles, Litter and for Regulation and Permitting of Public Swimming Pools
- Travis County, Policy, Procedure and Regulations Manual Title V Subtitle A Chapter 61A- Travis County Rules for Regulation and Permitting of Public Swimming Pools within Unincorporated Areas of Travis County
- Texas Administrative Code, Title 25 Part 1 Chapter 228 - Texas Food Establishment Rules
- Texas Administrative Code, Title 25 Part 1 Chapter 265 Subchapter L-Standards for Public Pools and Spas
- Texas Administrative Code, Title 25 Part 1 Chapter 229 Subchapter N Current Good Manufacturing Practice and Good Warehousing Practice in Manufacturing, Packing, or Holding Human Food
- Texas Administrative Code, Title 25 Part 1 Chapter 265 Subchapter M-Interactive Water Features and Fountains
- Texas Health and Safety Code, Title 9 Subtitle A Chapter 757- Pool Yard Enclosures
- Texas Health and Safety Code, Title 6, Subtitle A Chapter 431- Texas Food, Drug, and Cosmetic Act
- Texas Health and Safety Code, Title 5, Subtitle A Chapter 341- Sanitation/Health Protection Measures
- Texas Health and Safety Code, Title 5, Subtitle A Chapter 343- Abatement of Public Nuisances
- Texas Health and Safety Code, Title 5, Subtitle B Chapter 365.011 through 365.012- Litter
- Various health and public nuisance codes as applicable.



Karina Moore, Code Review Analyst, in the courtroom waiting for the docket to be called.

Each Probable Cause Affidavit is created by researching the case information such as inspection reports, permit applications/renewals, photographs and other relevant information to the legal case being submitted by the Environmental Health Officers. Once the affidavits are completed, the Code Review Analyst files each one with the City of Austin Municipal Court or the Travis County Justice of the Peace Precincts, in a timely manner and swears under oath to the accuracy of the affidavit being submitted.



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Karina Moore filing health charges at Magistrate Services.

If a case is set on the Environmental Docket in Municipal Court or a Pretrial Hearing in the County courts, the Code Review Analyst attends the court appointments in each court. The Code Review Analyst will provide the courts prosecutor with feedback and recommendations to achieve compliance for each health case. Each defendant is given the options of: (1) pleading guilty to their case and paying a court fine. (2) Jury or Bench trial to be heard by a judge or citizens of their peers and (3) a deferred disposition or informal probation where certain conditions must be met in order for the criminal charges to be dismissed. If the defendant selects the deferred disposition, the Code Review Analyst drafts the legal deferred document based on the cases that are eligible for deferral and meets the deferral guidelines. In all instances, the Code Review Analyst is involved in the judicial process by working with the prosecutors.

In order for the Code Review Analyst to carry out the required job duties and responsibilities they must be knowledgeable in the Municipal Court's Judicial Enforcement Management System; be able to maintain, retrieve records and run reports of enforcement through the OMNIS database. And they must respond to inquiries and request from defendants, prosecutors, defense attorneys and court clerks for information regarding health code cases.

Table 6.1. Filed Cases and Court Fines Fiscal Year 2016

Jurisdictional Court	Number	Fines
COA Municipal Court	108	\$19,985.00
Travis County Precincts	56	\$2,316.00*
Total	164	\$22,301.00

*County cases typically take longer for a conviction and or a resolution due to the courts processing times and responses from the defendants.

Data Source: OMNIS

Table 6.2. Disposition of Cases for COA Municipal and Travis county Precincts Fiscal Year 2016

Outcome	Number
Pending*	40
Deferrals	35
Dismissed	34
Failure to Appear and Warrant Ordered	16
Guilty and No Contest	31
Reset*	8
Total	164

*County cases typically take longer for a conviction and or a resolution due to the courts processing times and responses from the defendants.

Data Source: OMNIS



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All court cases are handled by the corresponding jurisdictional court and EHSD is present to provide guidance for possible outcomes however EHSD has no identified component for final court outcome.

Table 6.3. COA Municipal Court: Type of Cases Filed Fiscal Year 2016

Type	COA	Travis County
No Food Permit	46	13
No Food Manager	17	Not Applicable
Unsafe Foods	25	6
SIPPO	5	Not Applicable
Pools	5	0
Hold Order- Equipment	6	2
Animal Pens	3	Not Applicable
Public Nuisance	Not Applicable	33
Includes: rubbish, refuse, junked vehicles, tall weeds/grass, etc.		
No Hot Water	Not Applicable	2
Total	108	56

*County cases typically take longer for a conviction or a resolution due to the courts processing times and responses from the defendants.

Data Source: OMNIS



7. TREND ANALYSIS AND SUMMARY

FOOD ESTABLISHMENTS

In October of 2015, the State of Texas adopted new Food Establishment Rules (TFER), basing the changes in guidance from the US Food and Drug Administration (FDA). The City of Austin and Travis County updated local code to adopt the new rules. Since these changes, new inspection forms were created to reflect the new rules. Prior inspection reports had 27 violations and the new inspection report has 47. Items that did not used to be marked against an establishment are now counted against the total score. A lot of change has followed and it has been a learning experience for Environmental Health Officers (EHOs) and food establishment operators alike.

The new deficiencies are categorized into three sections however the deficiencies can be linked together to reflect an increasing concern for public health and food safety. Points are deducted as the risk of the violation increases.

Priority Item— (Items 1-20—Three point violation) Application of a provision from this chapter (TFER) that contributes directly to the elimination, prevention, or reduction of hazards associated with foodborne illness or injury to an acceptable level. There is no other provision that more directly controls the hazard. Includes items with a quantifiable measure to show control of hazards such as cooking, reheating, cooling, and handwashing.

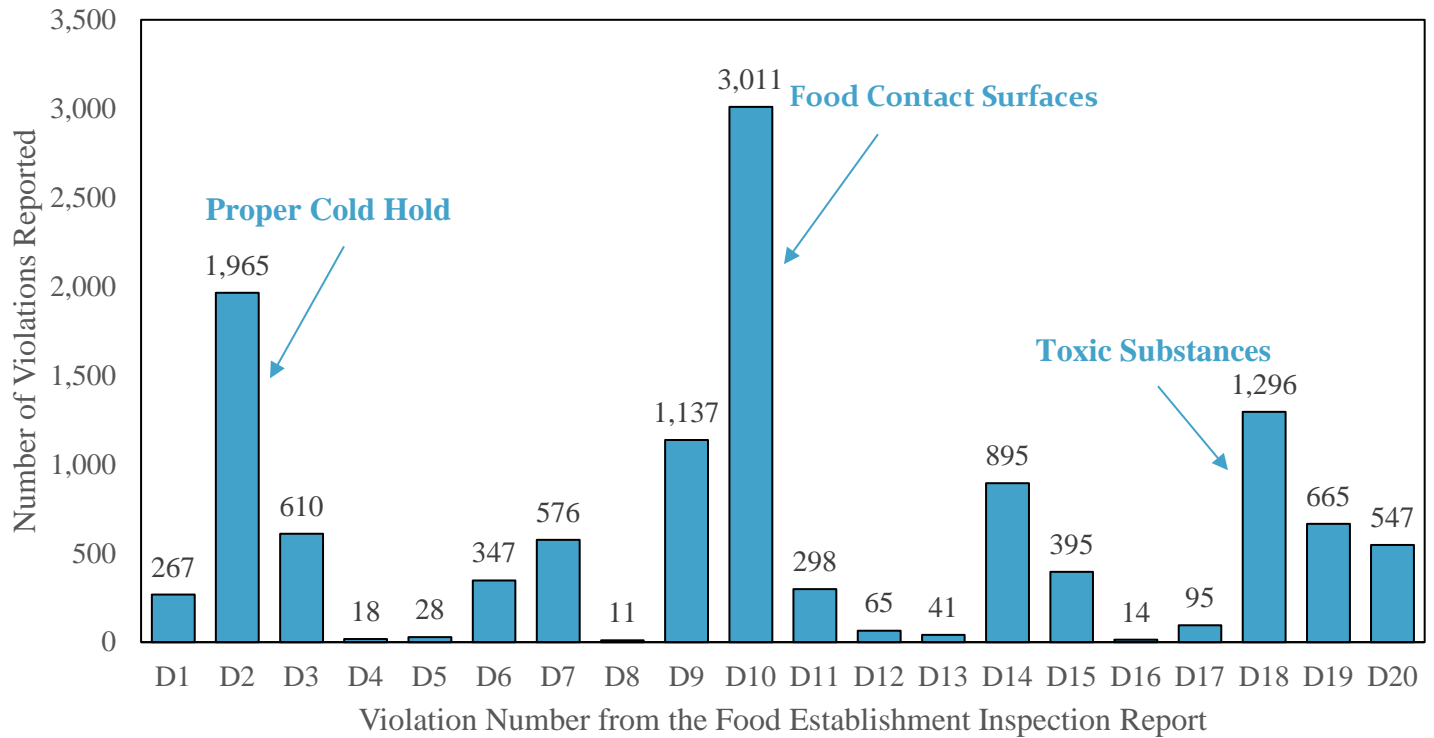
Priority Foundation Item— (Items 21-33—Two point violation) A provision in this chapter (TFER) whose application supports, facilitates, or enables one or more priority items. Includes an item that requires the purposeful incorporation of specific actions, equipment or procedures by industry management to attain control of risk factors that contribute to foodborne illness or injury, for example: personnel training, infrastructure or necessary equipment, HACCP plans, documentation or record keeping, and labeling.

Core Item— (Items 34-47A—One point violation) A provision in this chapter (TFER) that is not designated as a Priority item or a Priority Foundation item and includes an item that usually relates to general sanitation, operational controls, sanitation operating procedures (SSOPs) facilities or structure, equipment design, or general maintenance.

The data graphed demonstrates the preliminary number of violations reported with the new inspection from October 2015 until the end of March 2016, Fiscal Year 2016 mid-year. The most frequent overall violations, during this time frame, are Food Contact Surfaces (n=1,440), Physical Facilities (n=1,229), and Utensils, Equipment and Linens (n=1,222). Since many of these violations are new, it is hard to say whether these violations previously existed at this frequency. As a result of these changes, all deficiency data for food inspections cannot be analyzed over time. However, food contact surfaces have been consistently ranked the number one violation over time. During this time a total of 4,597 scored food inspections have been completed for an average score of 83.55.

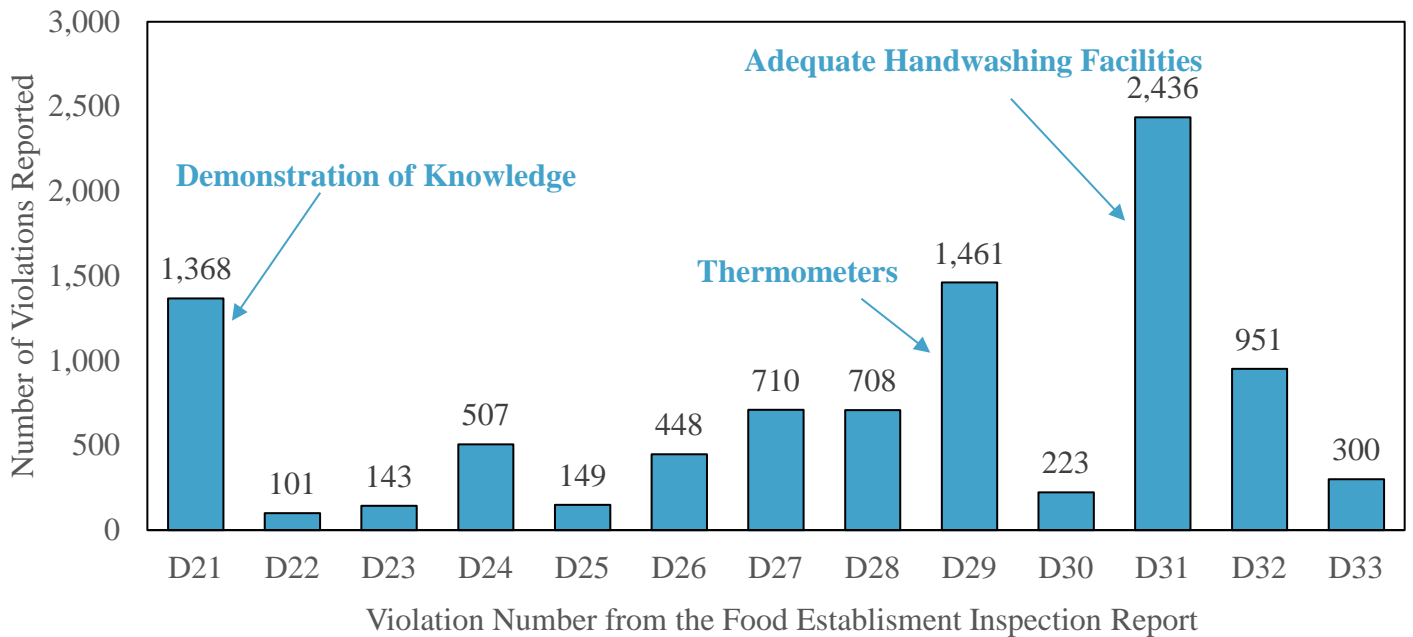


Figure 7.1 FY16 Priority Item Violations



Data Source: SQL Developer

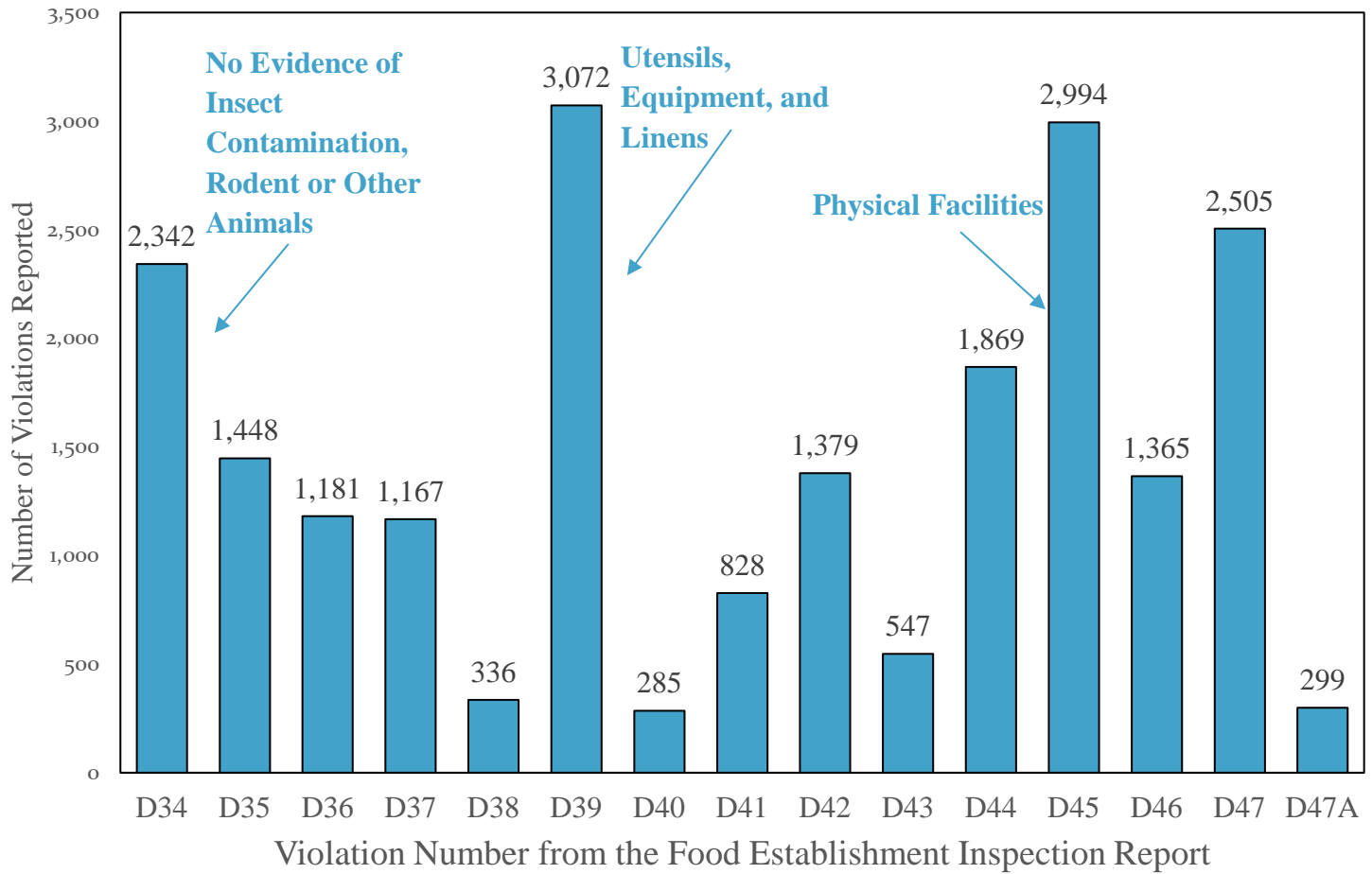
Figure 7.2. FY16 Priority Foundation Violations



Data Source: SQL Developer



Figure 7.3. FY16 Core Item Violations



Data Source: SQL Developer

For more information about what each deficiency represents, see the [TFER](#) or the [EHSD Food Establishment Inspection Report form](#).

It is important to evaluate deficiency data over time. Monitoring various aspects of deficiency data is essential to the public health. Analyzing data allows the division to identify and investigate food safety issues and to provide education, ultimately all to prevent, mediate, and minimize the impact of disease in the community. Each item being evaluated during an inspection is tied to risk factors identified in the U.S. Food and Drug Administration FDA Model Food Code 2013.

According to the FDA there are over forty different kinds of bacteria, viruses, parasites and natural toxins that occur in food and cause a foodborne illness. Of these, six have been singled out and have been dubbed “The Big 6” because they are highly contagious and can cause severe illness. The Big 6 include: *Shigella*, *Salmonella Typhi*, nontyphoidal *Salmonella*, Shiga toxin-producing *Escherichia coli* (STEC) or E. coli, Hepatitis A and Norovirus. Deficiencies 12, 13, and 21 are all specific to the prevention of foodborne illness outbreaks in various aspects.



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SWIMMING POOLS AND SPAS

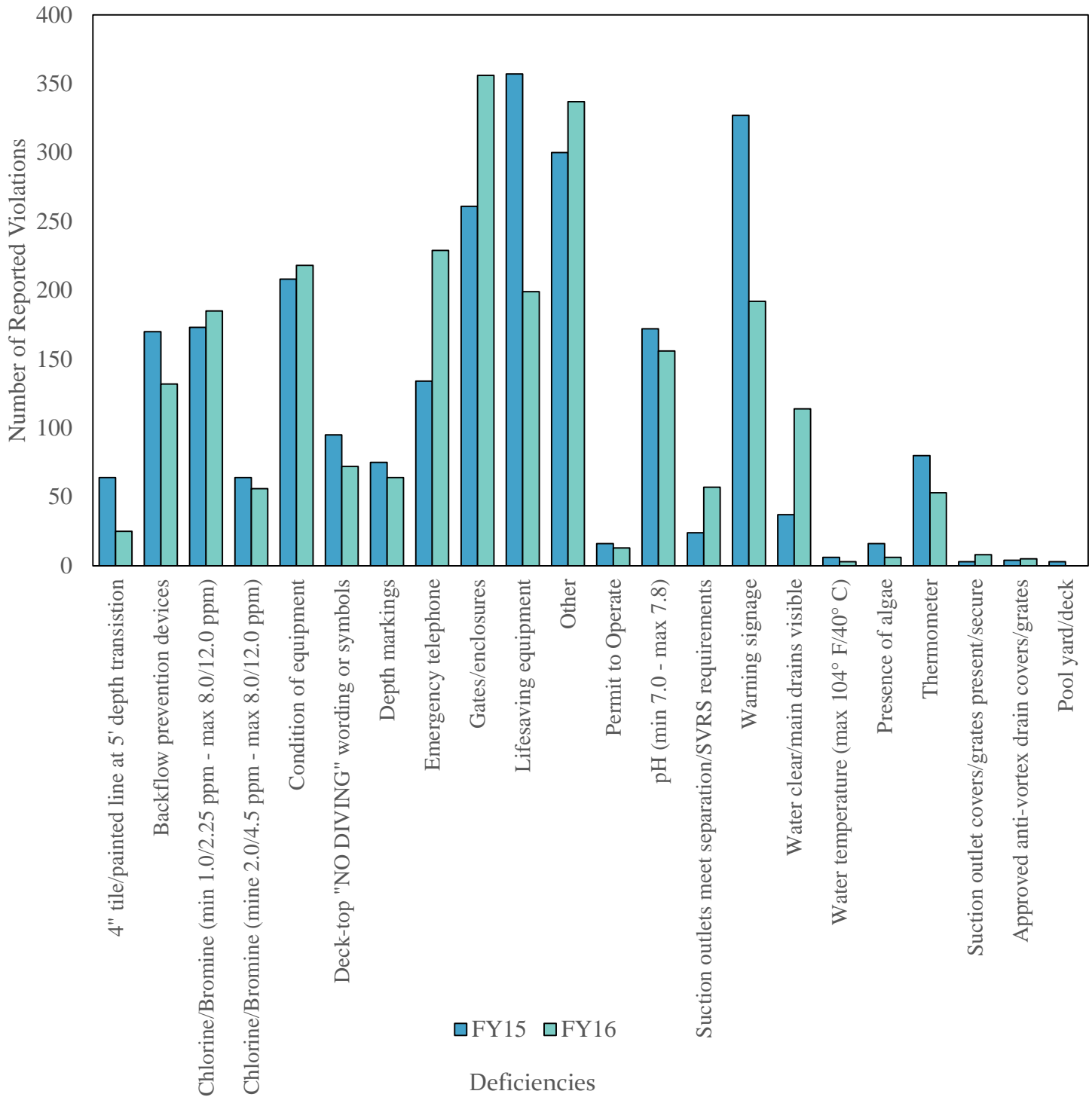
The EHSD permits and inspects swimming pools, spas, and public interactive water features and fountains (PIWFFs) in the City of Austin, Travis County and all ILA jurisdictions. In FY15, staff inspected a total of 3,128 pools, spas, and PIWFFs. Of these 542 were noted to have no deficiencies at all. The most frequently noted deficiency is lifesaving equipment. More recently, in FY16, staff inspected a total of 2,679 pools, spas, and PIWFFs including 197 that had no deficiencies reported. The most commonly reported violation marked in FY16 is gates and enclosures.

There have been changes over time to the pool inspection program. The pool inspection program now consists of EHOs who have successfully completed a certified pool operator (CPO) class offered by the National Swimming Pool Foundation. This program is also working towards providing standardized pool training for all EHOs who inspect pools, spas, and PWIFFs.

In addition to changes within the pool program, there were also changes with the inspection form, resulting in the database utilized does not mirror the current inspection form and has some antiquated questions that are no longer evaluated for current inspections. Over the past year staff are in the process of streamlining the inspection report form and updating the database to better allow for data analysis. These efforts will also align the pool program with the Center for Disease Prevention and Control's (CDC) new Model Aquatic Health Code. These changes will take effect in mid- year 2017.



Figure 7.4. Swimming Pool and Spa Deficiencies for All Jurisdictions by Fiscal Year



Data Source: SQL Developer



8. LEGISLATIVE AND REGULATORY CHANGES AND COUNCIL ACTIONS

In order to protect the health of the public, the Environmental Health Services Division enforces numerous City, County and State codes, rules and ordinances. These regulations are constantly changing to adapt to new research, innovations and cultural changes in our community. Several regulatory changes relating to food safety became effective during the 2016 fiscal year.

The Texas Department of State Health Services released the new Texas Food Establishment Rules (TFER) in October of 2015 and the City of Austin adopted these revised rules on October 30, 2015. These new rules significantly changed the food safety inspection processes and scoring protocols for all retail food establishments in Texas. Travis County adopted the new TFER on February 16, 2016.

Other food safety changes were made to the City of Austin Code of Ordinances relating to Mobile Food Vending and the Central Preparation Facilities which serve the mobile vending operators. Food establishments which wish to operate as a central preparation facility serving mobile vending units must now register the food establishment as such with Environmental Health Services.

Texas Senate Bill 582, which was approved during the 2015 legislature session, removed the local Food Handler registration process for individuals working in the food service industry. This change resulted in a significant reduction of the projected revenue for the 2016 fiscal year.

The EHSD looks forward to coming changes in the state's food manufacturing regulations to coincide with the FDA's Food Safety Modernization Act, and possible revisions to the state's aquatics code effecting public pools and spas.



9. INFORMATION TECHNOLOGIES AND COMMUNICATIONS

The Environmental Health Services Division does not include information technology roles in its staffing model. Instead the division leverages Austin Public Health's Health Information Technology (HIT) unit for technical business analysis and the city's Central Technology Management department (CTM) for infrastructure and support services. HIT dedicates the equivalent of one full time employee to assist EHSD in the planning and implementation of the technological endeavors for FY16 as listed below.

Project Listing Fiscal Year 2016

Application Restructure

All Environmental Health Services Division instructional packets, including applications, underwent a full redesign. The new design provides a better template for facilitating the flow of information. In addition language changes instruction for clarity and succinctness. In addition, the template provides uniform language across packets, which aids the effort for clarity and the multilingual support effort.



Richard Hinds, Business Systems Analyst Senior, and Brian Morris, Business Systems Analyst Senior, addressing the technological needs of the division.

Environmental Vector Control Automation

The Environmental Health Services Division engaged Central Technology Management (CTM), to develop an AMANDA workflow for the Environmental Vector Control (EVC) unit's Mosquito program. The new workflow automation streamlines the EVC's business processes and allows for better reporting of mosquitoes harboring diseases, such as the Zika virus or West Nile virus, and the control measures deployed against them.

Permitting Business Intelligence

The Environmental Health Services Division successfully pitched a proposal to complete the work on the AMANDA business intelligence initiative for the department. The project previously encountered issues due to lack of funding, but will now continue under funding provided by the Business Intelligence Governing Board (BIGB). The department will use this initiative to assess the data on hand and make decisions to better manage the division through the use of analytics.

Customer Wait

The Environmental Health Services Division engaged the department's Health Information Technology (HIT) unit to create a tool to track application intake and lobby traffic. The new tool streamlines front office processes, improves reporting and digitizes application processing. The digitizing of paper applications will

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free up staff resources and aid in the enforcement of the department's document retention policy. Development of this tool is currently pending resources.

AMANDA Version 6 Upgrade

The Environmental Health Services Division is aiding CTM in their efforts to upgrade from the legacy client/server version of AMANDA to the n-1 web version. Staff have spent numerous hours testing and training on the newer release of AMANDA while working with CTM to resolve issues.

Knowledge Transfer

The Environmental Health Services Division's staffing model changed this year with the addition of two new positions. One position is a dedicated research analyst while the other is a systems analyst shared with the department. Efforts are undergoing to cross train these individuals and create a structured repository for knowledge transfer documentation.

Website Restructure

The Environmental Health Services Division webpage, underwent a full site design. The new design provides a better navigation template for each line of business with a uniform flow of information. The new design introduces instructional language pertaining to application requirements and usage. Additionally the division, in conjunction with the corporate Public Information Office (PIO), developed online, fillable versions of various application forms for public usage.

Ongoing AMANDA Fixes

EHSD continues to work with CTM to address bug fixes and enhancements to the AMANDA system. This year the division compiled a master backlog of all items to be addressed totaling over 50 items and an estimated 3+ years to completion.

Portal II

EHSD is engaging with Unisys to develop a customer portal for the public. The portal allows customers to access their permit information, pay fees and initiate the permit renewal process online. The project is pending additional requirement gathering and analysis by Unisys and CTM.



Environmental Health Services Division Fiscal Year 2016 Report

10. STAFFING AND ORGANIZATIONAL CHANGES

The 2016 fiscal year saw some significant changes to the Division’s organizational structure. Changes were made to improve services to the public, create efficiencies, and to provide resources for better reporting and performance measurement.

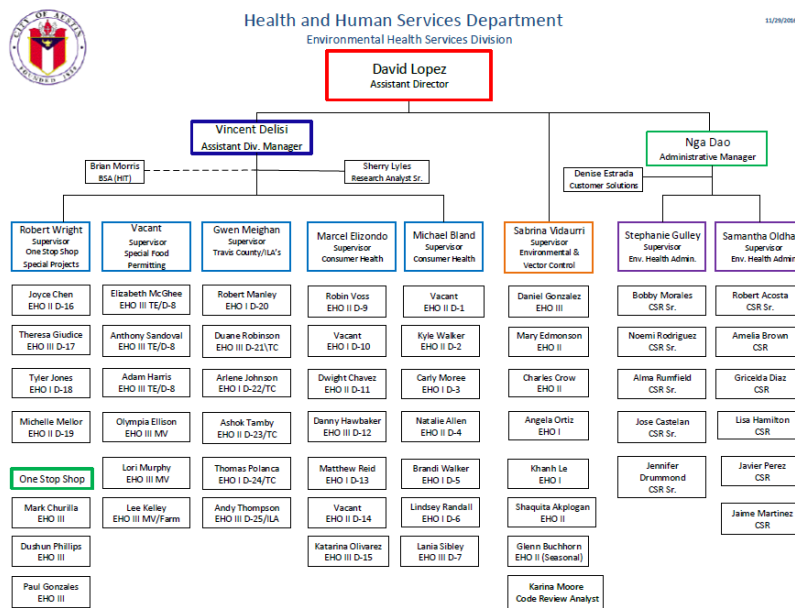
Two positions were re-classified leading up to and during 2016.

Administrative Manager – The re-classification of an existing position enabled EHSD to create a new managerial position to oversee the important Environmental Health Administrative Program, responsible for processing transactions of over \$4 million dollars of revenue annually, including issuance of over 15,000 various permits.

Research Analyst Senior – This position provides the Environmental Health Services Division the capability to evaluate data in determining the effectiveness of our public health programs in the areas of vector-borne disease, food borne illness, private sector compliance with both food safety regulations and pool/spa life and safety ordinances. Having the research analyst resource available enables the Division to conduct analysis of reports, identifying trends and gaps in compliance of critical violations.

The Environmental Health complaint response and compliance function was transferred with two FTE’s to the new Environmental and Vector Control Program. This change focuses the remaining Environmental Health Officers of the Consumer Health Program on food safety inspections and food borne illness investigations.

In addition, the recently published Zucker Report, which provided analysis of the City of Austin’s Development Services Department, recommended and the City Council approved, one additional Environmental Health Officer to provide Health Plan Review and Inspections services to the City’s One Stop Shop Permit Center.



11. CONTINUOUS QUALITY IMPROVEMENT PROJECTS

Environmental Health Services continuously seeks to improve our permitting and inspection processes and procedures. Being good stewards of the resources provided to the Division and creating new efficiencies where we are able is a top priority.

Several Continuous Quality Improvement (CQI) projects, improvements and initiatives have been undertaken by EHSD in recent months.

- EHSD continues to hold monthly policy meetings to review all Divisional Policies, SOPs, and Technical Guidance documents and revise as needed to maintain consistency and current best practices.
- A significant CQI project involved the re-structuring of our mobile vending application process to improve customer turnaround and inspection times. This project used CQI methods to prepare, implement, study and revise this process and feedback from customers has been positive.
- EHSD recently signed a Memorandum of Understanding (MOU) with the Austin Fire Department concerning the inspection and approval of mobile vending units in the City of Austin. The MOU clarifies the responsibilities and agreed upon processes for application review and inspection of the mobile units for permit approval.
- The Special Food Permitting Program Supervisor and the Research Analyst have initiated a CQI project to identify probable locations of mobile vending units in the City. This will improve the inspection frequency of mobile vending units and thereby, improve public health protection of consumers.

EHSD has maintained a representation on the Department CQI Committee for several years. Quarterly meetings are attended and the information reported to EHSD management. Continuous Quality Improvement training has been completed by all Supervisors and our Research Analyst, to provide the basic understanding of CQI processes and methods. EHSD also participates in weekly Cross-Surveillance meetings, led by the Health Authority, as a best practice for communicating public health issues affecting multiple areas of the Department.

QUALITY ASSURANCE

EHSD is working on becoming standardized with the FDA Voluntary National Retail Food Regulatory Program Standards. Part of this process is to formalize and build quality assurance (QA) into a program. CQI projects may also evolve into ongoing quality assurance activities that would be included in the QA program.

“Quality is not an act, it is a habit.”

- Aristotle

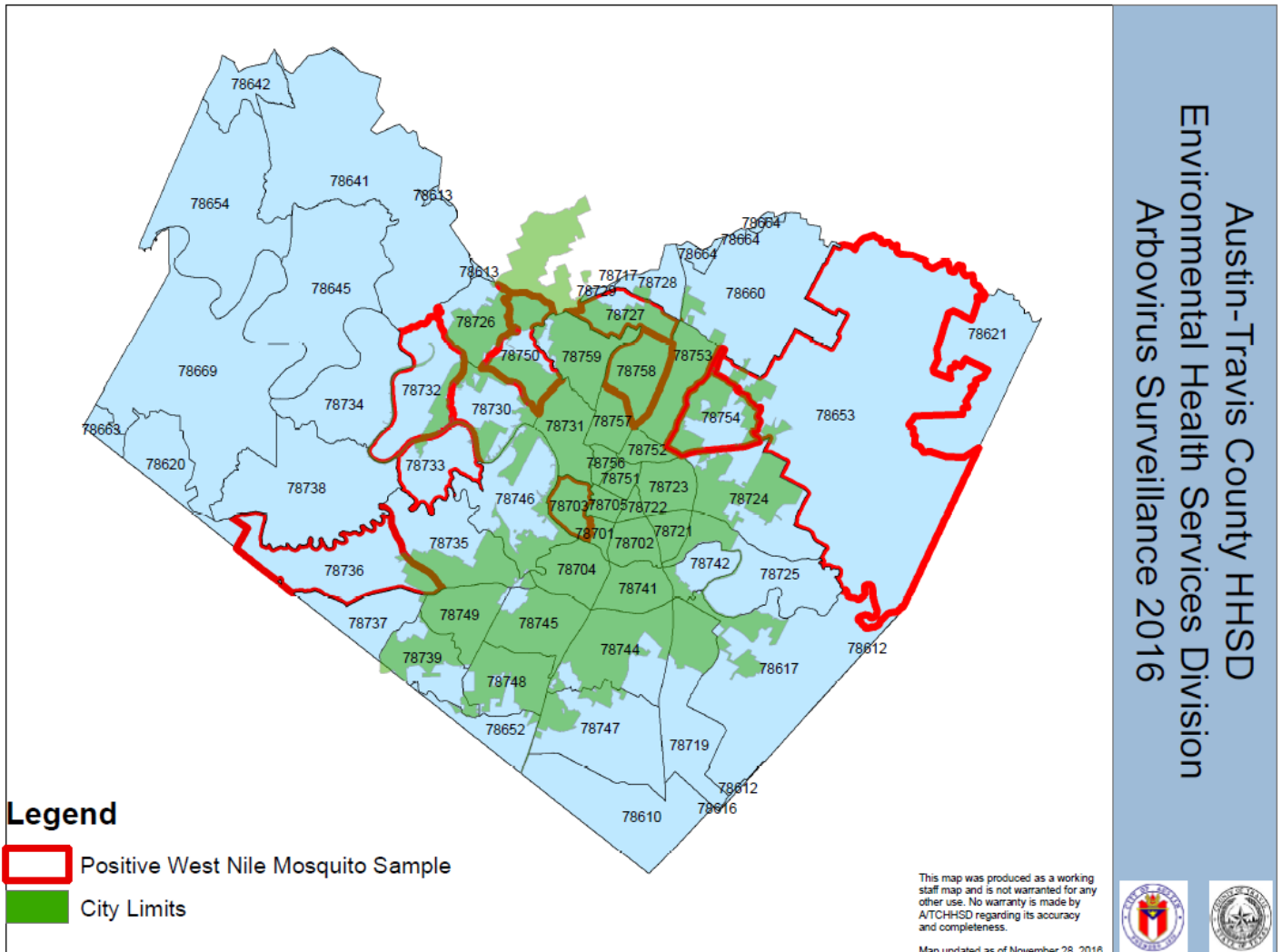


12.APPENDIX

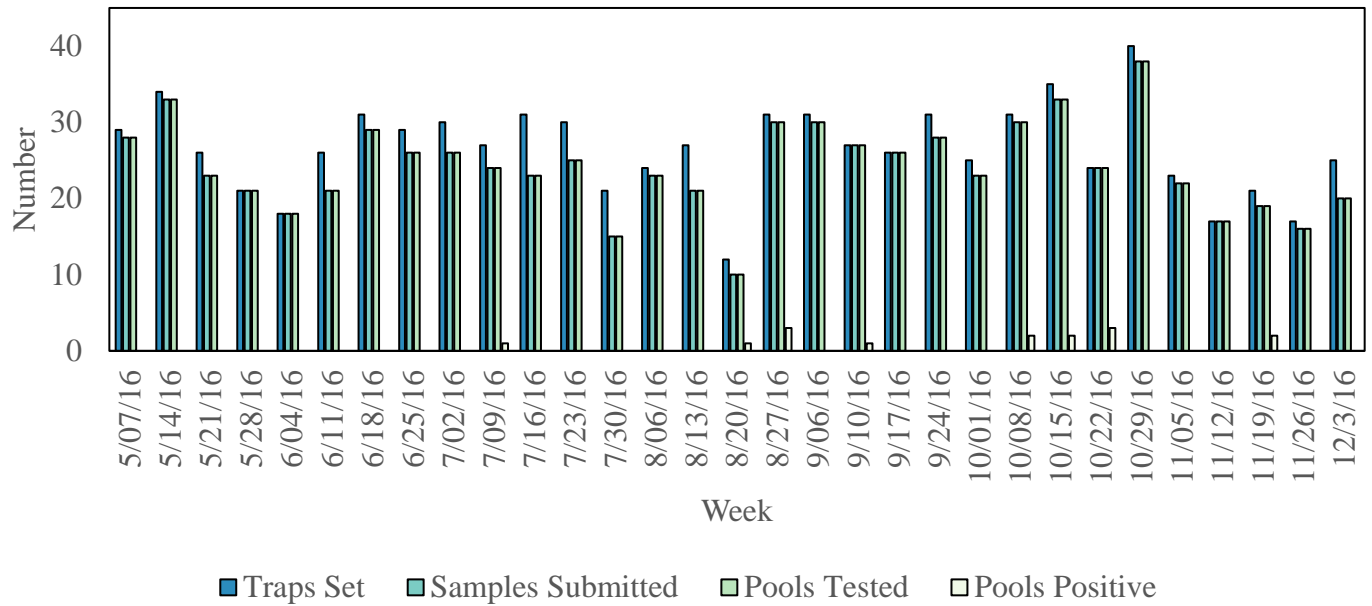


APPENDIX A: A/TCHHSD EHSD ARBOVIRUS SURVEILLANCE 2016 MAP

Austin-Travis County HHS
Environmental Health Services Division
Arbovirus Surveillance 2016



APPENDIX B: 2016 WEEKLY ADULT MOSQUITO SURVEILLANCE ACTIVITY
for the City of Austin and Travis County May 7 – December 3, 2016 (MMWR Weeks 18-48)*



* 791 Traps set; 721 Samples submitted; 721 Pools tested; 15 Pools positive

Data Source: EVC 2016 Surveillance Activity Workbook



Brought to you by the friendly staff at your
Environmental Health Services Division

