



PINAL COUNTY
wide open opportunity

STRATEGIC BUSINESS PLAN ENVIRONMENTAL HEALTH SERVICES FY 2011/2012

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 foodborne 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 will, 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”
- Increase and continuing inefficiencies

Issue 3 – Specialized Services

The increasing trend of public demand for expanded and specialized services will, if not addressed, result in:

- Increased potential for customer complaints & dissatisfaction
- Cause potential public confidence & credibility to decrease
- Inability to respond to environmental public health issues in a timely manner

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 with no critical violations at the time of routine inspection
- 90% of food establishment inspections that are conducted on time
- 70% of public nuisance complaints resolved in 60 days
- 80% of out-of-compliance on-site wastewater treatment facilities corrected within 30 days

Strategic Goal 2: E-Business

By 2012 customers will experience a greater ability to conduct e-business electronically as evidenced by:

- 100% of permits/approvals issued by EHS will have online information including, the permit application; a list of all steps the applicant must take to obtain the permit; the applicable timeframe associated with the permit; and information on how the applicant can electronically communicate with EHS regarding the permit.

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
- On-line application submittals
- On-line Public Records Request submittals
- Fillable forms with e-signature capabilities
- Digital site plan reviews

ANNUAL PERFORMANCE MEASURES:

	Prior Year Actuals			FY 11-12 Target
	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Target/Actual	
EH & Food Protection				
Measure				
Result:				
Percent of food establishments with no critical violations at the time of Inspection	73%	76%	80% / 81.13%	85%
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	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%
Output:				
Number of permits issued (All)	N/A	N/A	N/A	2000
Number of field activities (All)	N/A	N/A	N/A	4500
Number of permitted fixed food establishments	935	956	981 / 987	1000
Number of routine inspections for fixed food establishment	1275	1358	1700 / 1531	1700

	FY 08-09 Actual	FY 09-10 Actual	FY 10-11 Target/Actual	FY 11-12 Target
Number of temporary food establishment inspections	459	646	600 / 299	400
Wastewater & Solid Waste				
Measure				
Result:				
Percent of on-site system plan reviews completed within 10 days	100%	100%	100% / 99%	100%
Percent of out-of-compliance on-site wastewater systems corrected within 30 days	N/A	N/A	N/A	50%
Percent of solid/liquid waste nuisance complaints resolved within 60 days	N/A	N/A	N/A	60%
Output:				
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 (All)	N/A	N/A	N/A	750
Vector Control & Surveillance				
Measure				
Result:				
Percent of field services conducted that result in control measures	N/A	N/A	/ 17%	20%
Output:				
Number of vector field services conducted	N/A	N/A	/ 1676	1700
Number of vector-related complaints	561	438	500 / 474	500
Administration				
Measure				
Result:				
Percent of customers satisfied with Environmental Health Services	98%	99%	75% /	80%
Percent of specific information detailed in Strategic Goal #2 that is found on the EH Website for each available permit/license	N/A	N/A	N/A	100%

REVENUE BY FUND:

Programs/Activities	Cost Center	Total Budget
General Fund		
	3150210	\$0
	3150310	\$255,300
	3150410	\$77,000
General Fund Total		\$332,300
Fund 259		
	3150330	\$132,356
Fund Total		\$132,356

EXPENDITURES BY FUND:

Programs/Activities	# of Full Time Employees	# of Part Time Employees	Cost Center	Total Budget
General Fund				
Vector Control	2	0	3150210	\$98,331
EH & Food Protection	7	0	3150310	\$426,546
Aquifer Protection	6	0	3150410	\$350,756
General Fund Total				\$875,633
Fund 259 (Special Revenue)				
Smoke-Free Arizona	0	0	3150330	\$132,356
Fund 259 Total				\$132,356

SUPPLEMENTAL FUNDING

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