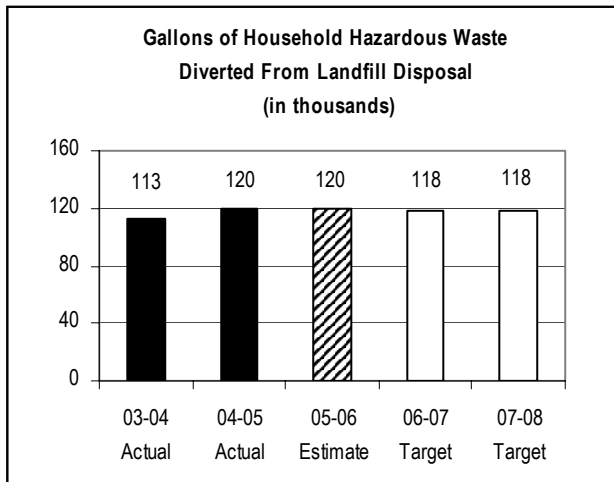
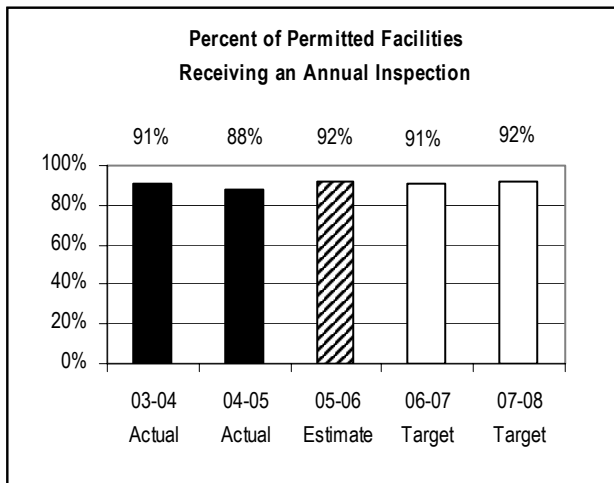


## Environmental Health Services (5900B)

### Program Locator

County  
Health  
Health Department  
▷ Environmental Health Services

### Headline Measures



### Program Outcome Statement

Environmental Health Services provides regulatory oversight, enforcement, hazardous materials emergency response, and educational services for businesses, public agencies, and residents of San Mateo County in order to protect public health and the environment against hazardous chemicals and environmental pollution, food borne illnesses, substandard housing, disease transmitting organisms, and communicable disease from water contamination, solid waste, and sewage disposal.

### Services and Accomplishments

Environmental Health Services (EHS) contributes to the goals of the Shared Vision 2010 commitment to Ensure Basic Health and Safety for All by providing regulatory oversight through inspection, education and outreach, enforcement, hazardous materials emergency response, permit issuance, and information and advisory services. EHS manages programs that provide services to businesses, public agencies, and residents of San Mateo County. Programs include Retail Food Inspection, Housing and Vector Control, Hazardous Waste, and Water/Land Use. These programs ensure that the public has access to safe food and water, that all wastes are properly disposed of in a safe manner, and that vectors which may carry disease are monitored and controlled.

The following are major accomplishments in the current year:

- Continued a training initiative to capture and retain the EHS knowledge base
- Completed construction of the new Household Hazardous Waste (HHW) Facility at Tower Road
- Implemented an Administrative Enforcement Order program to quickly address businesses in violation of hazardous waste/materials regulations
- Completed the pilot Field Inspection System (FIS)
- Electronically scanned closed/leaking underground storage tank case files
- Implemented an ordinance requiring food facilities to post their latest routine inspection report
- Began inspection and enforcement of the body art ordinance

### Story Behind Performance

Regulation and inspection of businesses remain the top overall priority, with inspection frequency varying among programs from a minimum of one inspection per year to one inspection every four years. A valuable measure of how well inspection objectives are being achieved is the percentage of permitted facilities in the County being inspected on an annualized basis, as shown in Headline Measure 1. The inspection rate achieved for FY 2004-05 was 88%. The growth of regulations, additional State mandates, staff vacancies, and data management needs have hindered the ability to complete all annualized inspection requirements. However, firm commitment to standardization of inspection protocol in all programs, plus an experienced and dedicated staff, have helped to meet and often exceed the target in individual programs.

The success at diverting household hazardous waste from landfill disposal demonstrates commitment to protecting public health and the environment against hazardous chemicals and environmental pollution. The HHW program continues to increase its collection at 11 locations throughout the County, with 119,933 gallons of hazardous waste being diverted in FY 2004-05. The program's success, as seen in Headline Measure 2, is attributable to increased disposal opportunities for the public, development of additional

collection facilities, and an active public education and outreach campaign. Disposal costs and the list of materials considered to be hazardous continue to rise.

Trends over the past few years indicate a decline in the number of emergency response calls. This is likely due to increased outreach and opportunities for the public to easily dispose of used motor oil, antifreeze, pesticides, and paint. In addition, increased inspection and education with businesses has raised the level of compliance and resulted in fewer spills, a safer workplace, and a cleaner environment. However, the types of calls have become increasingly more dangerous due to heightened awareness and concerns about chemical and/or biological terrorism.

EHS continues to develop and implement a Field Inspection System (FIS) that will allow staff to capture field inspection information electronically, with completion of an initial pilot project this year. It is expected that FIS will improve program efficiency and performance measurement collection techniques. EHS is working on system upgrades and a staff training program prior to implementing FIS throughout the entire Retail Food Inspection program.

#### **Major challenges over the next two years will be:**

- To maintain staffing and service levels in programs not directly funded by permit fees—such as Groundwater Protection, Vector Control, Solid Waste, HHW, and Geographical Information System (GIS)
- To implement the new State Food Code provisions and ensure adequate training for food inspectors
- To maintain a proactive Land Use program within the limitations of an unstable funding base
- To retain EHS' base of knowledge in the face of pending retirements and budget constraints
- To develop jointly with industry a product stewardship program for collection of fluorescent light tubes, batteries, and other electronic devices
- To implement new State regulations requiring that 100% of back-flow prevention devices be tested annually
- To open the new HHW facility at Tower Road to the public
- To incorporate scanned and electronic files into staff workflows

#### **Program Objectives**

Environmental Health Services will meet performance targets by doing the following:

##### Increase the Inspection of Permitted Facilities to 91% Annually

- Continue to assess workload to determine if increasing levels of regulation have affected the ability to conduct annual inspections
- Continue program auditing to ensure inspection standardization
- Implement annual inspections of businesses that perform tattoo, body piercing, or permanent cosmetics (body art)

##### Divert at least 118,000 Gallons of Household Hazardous Waste from the Landfill

- Increase public disposal opportunities by opening the new collection facility at Tower Road

- Evaluate disposal and reuse options to maximize program efficiencies
- Begin developing a product stewardship program, partnering with local businesses

##### Maintain an Overall Customer Satisfaction Rating of at least 90%

- Evaluate and respond to each survey
- Establish sufficient office coverage to ensure timely response to public calls and visits
- Continue to evaluate the EHS website to ensure accurate and useful information is readily available to both businesses and the public

##### Respond to 90% of Complaints Within the Required Time Period

- Audit complaint database monthly
- Standardize staff procedures for correct and timely maintenance of the complaint database

##### Expand the Electronic Field Inspection System (FIS)

- Implement FIS throughout the entire Retail Food Inspection program
- Begin working with other programs to prepare for future FIS implementations

##### Implement Science-Based Inspection Criteria in the Retail Food Inspection Program

- Evaluate training needs for food inspection staff in preparation for new State Food Code implementation

**Performance Measures Summary Table**

Performance Measures	FY 2003-04 Actual	FY 2004-05 Actual	FY 2005-06 Estimate	FY 2006-07 Target	FY 2007-08 Target
<b>What/How Much We Do</b>					
Number of permitted facilities regulated	16,481	16,092	16,990	17,100	17,100
Number of emergency response calls	45	36	35	45	45
Number of complaints received	1,970	1,998	1,410	1,400	1,400
<b>How Well We Do It (Quality)</b>					
Percent of permitted facilities receiving an annual inspection	91%	88%	90%	91%	92%
Percent of complaints responded to within the required time period	85%	80%	85%	90%	92%
Percent of customers rating services good or better <sup>(1)</sup>	90%	94%	90%	90%	90%
<b>Is Anyone Better Off? (Outcome)</b>					
Number of households served by Household Hazardous Waste Program / gallons of household hazardous waste diverted from landfill disposal	13,400 / 112,540	12,480 / 119,933	13,400 / 118,000	14,000 / 118,000	14,000 / 118,000
Percent of total days that ocean beaches were open for use	92%	94%	95%	96%	96%

<sup>(1)</sup> A Countywide customer satisfaction performance standard of 90% was established in FY 2005-06.

### **Environmental Health Services (5900B) Resource Allocation Summary**

	Actual 2003-04	Actual 2004-05	Revised 2005-06	Recommended 2006-07	Change 2006-07	Recommended 2007-08
<b>Salary Resolution</b>	76.0	75.0	75.0	75.0		75.0
<b>Funded FTE</b>	75.8	74.8	74.2	74.7	0.5	74.7
<b>Total Requirements</b>	10,056,118	10,710,722	11,839,284	12,641,144	801,860	12,567,479
<b>Total Sources</b>	10,221,331	10,606,283	11,074,051	11,892,311	818,260	11,738,060
<b>Net County Cost</b>	(165,213)	104,440	765,233	748,833	(16,400)	829,419
<b><u>NCC Breakdown</u></b>						
<b>Mandated Services</b>			765,233	748,833	(16,400)	829,419

## Program Net County Cost

The portion of this program's FY 2006-07 Recommended Budget which is funded by the General Fund or Net County Cost (NCC) is \$748,833 or 5.9%, of which 100% is discretionary. This discretionary amount includes Mandated Services currently provided with no maintenance-of-effort or local match requirements and Discretionary Services that include Solid Waste, Vector Control, Household Hazardous Waste, and Emergency Response Programs.

## FY 2006-07 Program Funding Adjustments

The following are significant changes from the FY 2005-06 Revised to the FY 2006-07 Recommended Budget:

### 1. Adjustments to Provide Current Level of Services

Budget adjustments have been made to meet performance targets: inclusion of merit increases; and increases in charges for services, licenses, and other miscellaneous revenue. Appropriations are included for implementation of the field inspection system throughout the Retail Food Inspection program, continuation of the scanning and training initiatives, and improvements at the Pine Street warehouse through a Capital Improvement Project. Increase in Fund Balance is being set aside in Reserves for information technology projects in support of the program priority to expand the electronic field inspection system.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
818,260	434,148	0	360,860	(23,252)	0

### 2. Staffing Adjustments

Staffing adjustments support meeting performance targets by addressing operational requirements. A vacant Environmental Health Technician position is deleted and a Lead Environmental Health Technician is added to address increased service demands in the Household Hazardous Waste (HHW) program.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
0	6,852	0	0	6,852	0

### TOTAL FY 2006-07 PROGRAM FUNDING ADJUSTMENTS

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
818,260	441,000	0	360,860	(16,400)	0

## FY 2007-08 Program Funding Adjustments

The following are significant changes from the FY 2006-07 to the FY 2007-08 Recommended Budget:

### 3. Adjustments to Provide Current Level of Services

Budget adjustments have been made to meet performance targets: inclusion of merit increases and higher benefits costs; decreased operating expenses due to deletion of prior one-time costs for Household Hazardous Waste outreach and improvements to the Pine Street warehouse; increased revenue from user fees; and decreased grant funding. A fee amendment will be prepared adjusting fees to cover negotiated labor costs increases.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
(154,251)	(73,665)	0	0	80,586	0

## Environmental Health Services (5900B) General Fund

### FY 2006-07 and 2007-08 Budget Unit Summary

	Actual 2003-04	Actual 2004-05	Revised 2005-06	Recommended 2006-07	Change 2006-07	Recommended 2007-08
<b>SOURCES</b>						
Licenses, Permits and Franchises	872,079	847,539	762,220	825,143	62,923	827,223
Fines, Forfeitures and Penalties	78,405	91,753	89,999	97,290	7,291	97,290
Intergovernmental Revenues	1,438,426	1,398,855	1,759,508	2,015,888	256,380	1,756,588
Charges for Services	6,664,906	6,905,077	6,966,273	7,251,219	284,946	7,354,188
Miscellaneous Revenue	269,441	363,748	225,560	274,389	48,829	274,389
Other Financing Sources	76,795	76,795	76,795	76,795		76,795
<b>Total Revenue</b>	<b>9,400,052</b>	<b>9,683,767</b>	<b>9,880,355</b>	<b>10,540,724</b>	<b>660,369</b>	<b>10,386,473</b>
Fund Balance	821,279	922,516	1,193,696	1,351,587	157,891	1,351,587
<b>TOTAL SOURCES</b>	<b>10,221,331</b>	<b>10,606,283</b>	<b>11,074,051</b>	<b>11,892,311</b>	<b>818,260</b>	<b>11,738,060</b>
<b>REQUIREMENTS</b>						
Salaries and Benefits	7,085,557	7,513,365	8,108,959	8,156,820	47,861	8,257,552
Services and Supplies	2,257,039	1,740,540	2,046,325	2,434,020	387,695	2,314,020
Other Charges	515,403	541,234	567,966	644,320	76,354	644,320
Fixed Assets	7,294	28,497	36,000		(36,000)	
Other Financing Uses	379,078	180,857	89,307	54,397	(34,910)	
<b>Gross Appropriations</b>	<b>10,244,372</b>	<b>10,004,492</b>	<b>10,848,557</b>	<b>11,289,557</b>	<b>441,000</b>	<b>11,215,892</b>
Intrafund Transfers	(863,188)	(394)				
<b>Net Appropriations</b>	<b>9,381,184</b>	<b>10,004,098</b>	<b>10,848,557</b>	<b>11,289,557</b>	<b>441,000</b>	<b>11,215,892</b>
Contingencies/Dept Reserves	674,934	706,624	990,727	1,351,587	360,860	1,351,587
<b>TOTAL REQUIREMENTS</b>	<b>10,056,118</b>	<b>10,710,722</b>	<b>11,839,284</b>	<b>12,641,144</b>	<b>801,860</b>	<b>12,567,479</b>
<b>NET COUNTY COST</b>	<b>(165,213)</b>	<b>104,440</b>	<b>765,233</b>	<b>748,833</b>	<b>(16,400)</b>	<b>829,419</b>
<b>AUTHORIZED POSITIONS</b>						
<b>Salary Resolution</b>	76.0	75.0	75.0	75.0		75.0
<b>Funded FTE</b>	75.8	74.8	74.2	74.7	0.5	74.7