

CUSTOMER SERVICE ASSESSMENT
OF THE
FOOD SAFETY PROGRAM
FOR THE
TRI-COUNTY ENVIRONMENTAL
HEALTH CONSORTIUM
2009

Green Lake, Marquette, and Waushara Counties

January 4, 2010

Customer Service Assessment of the Food Safety Program of the
Tri-County Environmental Health Consortium

PURPOSE

In 2009, the Tri-County Environmental Health Consortium mailed out a customer service assessment to evaluate the effectiveness of our food safety program and to determine how we could better serve our customers. This report presents the results of that assessment.

METHOD

The Tri-County Environmental Health Consortium (TCEH) developed a survey instrument to gauge customer satisfaction with services involving food facilities and to elicit comments and/or suggestions. A copy of the survey can be found in Appendix A. The TCEH sent a survey form to food facilities inspected and billed by TCEH. As a cost saving measure, surveys were sent with the annual licensing billing statement.

Of the approximately 244 survey forms distributed, 91 forms were returned with some information for a return rate of 37%. Of these, 91 (100%) answered the nine questions where the Food Safety Program could be rated by checking a box. The data from these ratings is contained in Appendix B. Of the 91 surveys returned, 51 (56%) provided additional information through narrative answers to some or all of the open-ended questions. These comments are compiled in Appendix C. The comments are reproduced verbatim except that where names of specific restaurants or Environmental Health Specialists (EHSs) were mentioned. These have been redacted and the words "our restaurant" or "our operation" or "our EHS" have been substituted. In Appendix D these same comments are reorganized under topic headings so that similar comments from different individuals might be compared.

The top of each survey indicated the county of the EHS who has been assigned to that food service facility for the last two years. The data from the survey is incorporated into staff performance evaluations and where specific problems are identified, these problems are addressed. It should be noted that all of the field EHSs working for TCEH's food safety program overall received very favorable ratings of their work.

AUTHORSHIP

The data for this report was compiled by Susan Lederer of the Tri-County Environmental Health Consortium. The data was analyzed by and this report written by Christopher Hinz, Environmental Health Specialist/Program Manager and Susan Lederer.

CONCLUSIONS
2009 CUSTOMER SERVICE ASSESSMENT
TRI-COUNTY ENVIRONMENTAL HEALTH CONSORTIUM

Areas for Improvement in Food Safety Program

1. Timing and frequency of inspections

Five respondents made comments about the timing and frequency of the inspections conducted by the EH Consortium. All of them stated that the inspections should not occur during their busiest periods. This response indicated that TCEH must do a better job educating operators on the purpose of an evaluation of their food safety systems. Inspectors should work towards providing operators with a sense of importance when evaluating their systems during food preparation, especially when busy. Educating operators that mistakes leading to outbreaks don't typically occur when the facility is slow or when the operation is not under stress is paramount in the understanding of why inspections are important during these times.

2. Consistency of food safety evaluation

Four respondents noted that there is sometimes a lack of consistency in how Environmental Health Specialists (EHSs) interpret and enforce the Food Code. In an effort to improve consistency, the entire EH staff working in the food safety program was FDA standardized in the Food Code in 2008 and maintained in 2009. In 2009, the program received a routine audit by State FDA Standardized officials and passed the Standardization Maintenance Field Evaluation. Inspections have never been more in line with the FDA inspection standard. Previous State inspectors were not FDA Standardized for inspections and did not perform risk based inspections at facilities. This fact has made it difficult for some operators to understand changes in services. Inspectors will continue to work towards educating operators in the value of a FDA risk based inspection vs. facility and maintenance issues.

3. Education/training/resources

One respondent asked for a local food safety seminar. Others requested updates or manuals. TCEH is currently working on several areas to improve communication and offer training including a bi-annual newsletter and offering the food safety managers Serv Safe Course locally. Each TCEH standardized inspector has become proctor certified to offer the course. TCEH anticipates that the bi-annual newsletter would help to inform managers/workers of any changes or updates to the Food Code as well as provide information about classes or trainings that may be of interest to the managers or food workers.

4. Inspection methods and treatment by EHS

Two respondents made comments about inspector attire. Three suggested understanding and working together. One noted that they feel as if they are treated as an adversary. While inspectors are encouraged to dress appropriately, operators also need to take into account the fact that at times, staff will be on the floor, under equipment, exposed to damaging chemicals, grease, and in other unclean environments. Proper attire will be discussed and inspectors will be reminded to dress appropriately for the job they are performing. A goal of the inspector is to be working together and not be adversaries. Ideally, having operators and inspectors sharing an attitude that the evaluation is of the operator's food safety system and not an "I got you" approach will improve communication. Inspectors should understand that there is a 50/50 balance of expectation for both the consumer and the operator. When an inspector doesn't do their job properly, they are not protecting the consumer. When they are not understanding and working with the operator for reasonable solutions relating to food safety, they are not helping the operator. Inspectors should clearly communicate to operators the need for this balance and the purpose of the evaluations.

5. EH Staff doing good job

Various comments were made on good/great work, helpfulness, professionalism, knowledge, etc. Some of these comments are under different headings, such as “Knowledgeable, professional and fair EH staff in food safety program”, or “Helpful attitude of EH food safety staff”. These have been divided out so that strengths and weaknesses can be assessed. In all, thirty favorable comments were made about the EH staff. This represents 59% of all surveys returned with narrative answers. Our staff will be using the information gleaned from this survey to improve and change practices. Since this information is directly from the respondents, this should improve our favorable impression.

6. Make exceptions

One comment made was that small businesses should be put on a more extended schedule of inspection. Currently, the frequency of inspection is determined by the State, of which the Tri-County Consortia is an agent. Staff should work with operators to further understand the purpose of the evaluations and the risks associated with food handling and service regardless of size. Many “mom and pop” facilities don’t have the food safety systems in place a large chain would. Operators need to be educated that their liability is not lessened any by the size of their business or amount of food served, but by proper storage/handling

Three other respondents requested some type of exception, such as leniency with service groups conducting fundraisers, allowances for equipment due to financial issues, or separate laws for groups that may not have access to use of certain equipment. While it may seem to be feasible to make exceptions or exclusions, the law is not so flexible. The reason being, that every individual has a different situation to present and consistency and fairness would have to be forfeited in order to make exceptions and exclusions. The law was written with food safety in mind, and it is the enforcement of that law that will help to ensure the safety of the public. Our agency has started a program in which fees are reduced for fundraising, non-profit organizations and people in exchange for attendance to a food safety class. This concession was made so that groups would be able to use more of the funds raised, and at the same time, to increase the attendance and knowledge of people supervising the handling the food at these functions. The Food Code requires NSF approved equipment for purposes of durability, cleaning and maintaining temperature in some cases. TCEH Staff should continue to evaluate the critical nature of the equipment in the process and make replacement/repair judgments based on a reasonable timeline for compliance and impact on food safety. Inspectors are charged with the daunting task of weighing the public health safety against the financial restrictions of the operator. This is not always an easy task.

7. Other comments

One respondent requested that fundraisers be monitored more closely. Fundraisers are monitored and inspected with the same food safety issues in mind. As stated above, courses have been offered to non-profit groups to help them improve their internal operations. A certificate of completion is issued to those groups and a licensing discount is given for certificate holders. TCEH Staff have noticed increased compliance with requirements for temporary events since the courses have been offered. Other comments included a request to replace their EHS, a request for longer time to replace equipment, and a statement that although a small business, they felt it was good for customer’s safety and health. Requests are always handled on an individual basis with attention given to food safety, consistency, fairness, and propriety of the request.

Strengths of Food Safety Program

1. Knowledgeable, professional and fair EH staff in food safety program

Fifty-one respondents rated the food safety evaluation services provided to them by the TCEH Consortium as excellent, and thirty-one respondents as good. Comments made were that the inspector's knowledge and professionalism was extremely valuable, the EHS is fair, unbiased and even-handed, and that they seemed to treat you fairly. More than ninety-three percent of the survey respondents said the EH staff always or usually treated them fairly and with respect.

2. Education, training, resources available to customers

On the whole, respondents expressed their satisfaction with the education, explanations, and information provided by their EHS. There were some requests for more education and updates. As stated earlier, TCEH is currently working on a bi-annual newsletter, which would inform managers of any changes or updates to the Food Code as well as provide information about classes or trainings that may be of interest to the managers or food workers. TCEH staff have become certified Serve Safe proctors and will be offering Certified Food Manager courses in the near future.

3. Helpful attitude of EHS food safety staff

Five respondents specifically commended the TCEH staff for being helpful and cooperative. The twelve comments under this heading commented on availability, promptness, ability to answer all questions, thoroughness, and timeliness of their EHS. More than ninety-three percent of the survey respondents said that the TCEH staff did well or very well at explaining the purpose and results of their food safety inspections.

4. Negative impressions

Ten respondents had negative comments about their EHS. Two of those were specifically directed to office issues. Of the remaining eight respondents, five made negative comments, without specified reasons. The three remaining comments addressed a specific EHS, and their interpretation of the food code, along with a personal vendetta discourse on one specific EHS.

5. EH staff helps food service managers identify problems and correct them

Encouragingly, three respondents commented on the fact that at times the inspections may pick up on factors of food safety that would otherwise be missed by a manager busy with other duties.

6. Protecting the public from unsafe food

There were four comments made regarding the effectiveness of the inspections keeping food safe for the public. TCEH staff should stress that only operators can improve the effectiveness of food safety in their operation.

7. Other comments

There was a request made for stamped envelopes. Any cost incurred by the department would need to be passed onto the customers, as this is a self-funded program. A respondent stated that they "have to sell a lot of hamburgers to pay for license". Another respondent requested that we "catch" more people operating without a license as they hurt business. TCEH does attempt to locate non-licensed food service and appreciate consumer/operator tips in this endeavor as the food safety issues are probably not a high priority for these people.

APPENDIX A

TRI-COUNTY ENVIRONMENTAL HEALTH CONSORTIUM
Environmental Health/Food Safety and Recreational Licensing Program
 Waushara, Green Lake, Marquette County Health Departments
CENTRAL OFFICE

WAUSHARA COUNTY HEALTH DEPARTMENT
 230 W. Park Street, PO Box 837, Wautoma, WI 54982
 1(920)787-6590/ Fax 1(920)787-6511

Dear Operator,

In order to improve the quality of the inspection services within the Tri-County Environmental Health Consortium, we are conducting a survey. Please consider taking the time to fill out this survey and returning it to the Waushara County address provided above. You need not provide your facility name.

COUNTY: _____

CHECK BOXES PLEASE

1. How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?	Excellent	Good	Fair	Poor
2. If any, how would you rate the complaint investigation services provided to you by the Environmental Health Specialist?	Excellent	Good	Fair	Poor
3. Were you treated respectfully by the Environmental Health Specialist?	Always	Usually	Sometimes	Never
4. Were you treated fairly by the Environmental Health Specialist?	Always	Usually	Sometimes	Never
5. How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?	Very Well	Well	Ok	Poorly
6. How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?	Very Well	Well	Ok	Poorly
7. How well does your Environmental Health Specialist do at educating you in good food safety practices?	Very Well	Well	Ok	Poorly
8. How well do you understand the public health reasons and principles of prevention that guide our services?	Very Well	Well	Ok	Poorly
9. How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?	Very Important	Important	Not Very Important	Not Important

- 1) If you could suggest one thing for improvement of the Environmental Health Division's Food Safety Program, what would that suggestion be?

- 2) What, if anything has been most helpful about the food safety program services provided to you by the Environmental Health Division?

- 3) Please make any comments you wish to bring to our attention in the space below or on the back of this form.

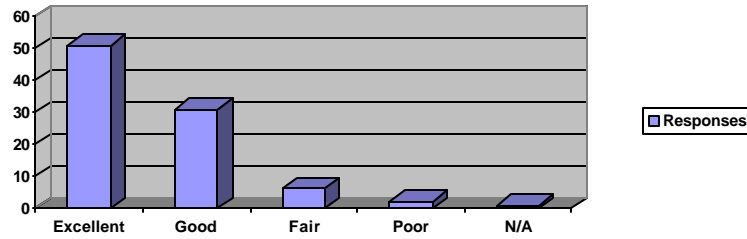
APPENDIX B

Rating Question Responses

Rating Question #1: How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?

	Excellent	Good	Fair	Poor	N/A
2009 Survey	51 (56.0%)	31 (34.1%)	6 (6.6%)	2 (2.2%)	1 (1.1%)

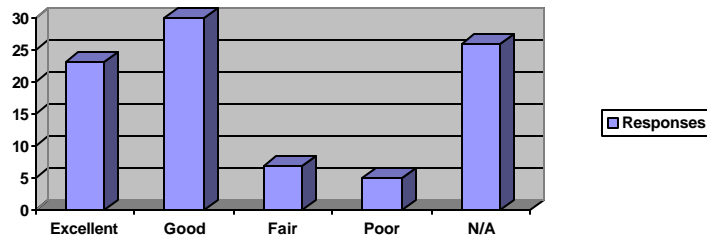
How would you rate the food safety evaluation (inspection) services provided to you by the Environmental Health Specialist?



Rating Question #2: If any, how would you rate the complaint investigation services provided to you by the Environmental Health Specialist?

	Excellent	Good	Fair	Poor	N/A
2009 Survey	23 (25.3%)	30 (33.0%)	7 (7.7%)	5 (5.4%)	26 (28.6%)

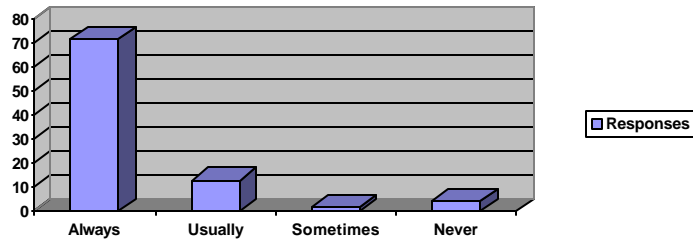
If any, how would you rate the complaint investigation services provided to you by the Environmental Health Specialist?



Rating Question #3: Were you treated respectfully by the Environmental Health Specialist?

	Always	Usually	Sometimes	Never
2009 Survey	72 (79.1%)	13 (14.3%)	2 (2.2%)	4 (4.4%)

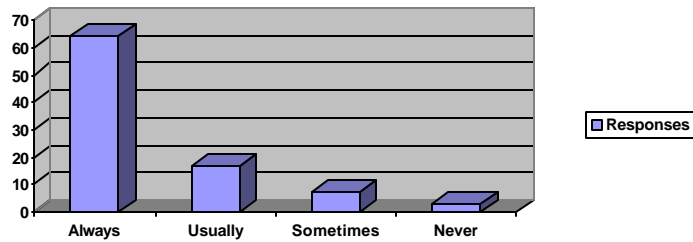
Were you treated respectfully by the Environmental Health Specialist?



Rating Question #4: Were you treated fairly by the Environmental Health Specialist?

	Always	Usually	Sometimes	Never
2009 Survey	64 (70.3%)	17 (18.7%)	7 (7.7%)	3 (3.3%)

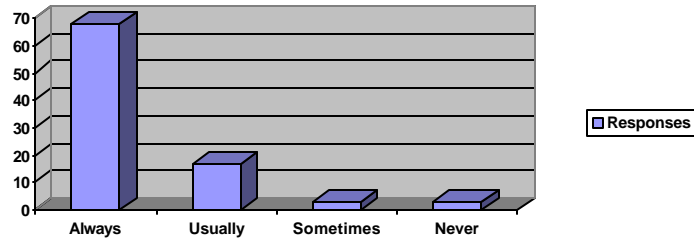
Were you treated fairly by the Environmental Health Specialist?



Rating Question #5: How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?

	Very Well	Well	Okay	Poorly
2009 Survey	68 (74.7%)	17 (18.7%)	3 (3.3%)	3 (3.3%)

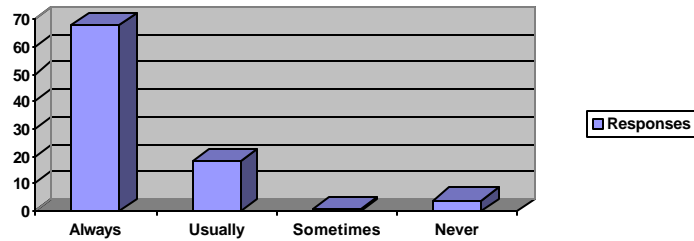
How clearly did the Environmental Health Specialist explain the purpose of the food safety evaluations to you?



Rating Question #6: How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?

	Very Well	Well	Okay	Poorly
2009 Survey	68 (74.7%)	18 (19.8%)	1 (1.1%)	4 (4.4%)

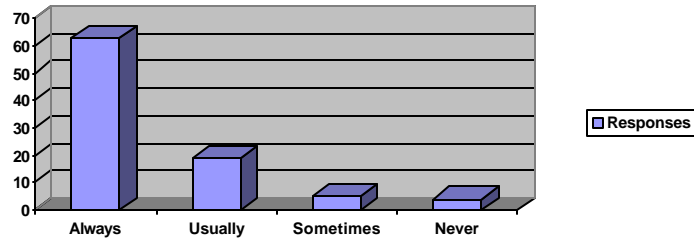
How clearly did the Environmental Health Specialist explain the results of the food safety evaluations to you?



Rating Question #7: How well does your Environmental Health Specialist do at educating you in good food safety practices?

	Very Well	Well	Okay	Poorly
2009 Survey	63 (69.2%)	19 (20.9%)	5 (5.5%)	4 (4.4%)

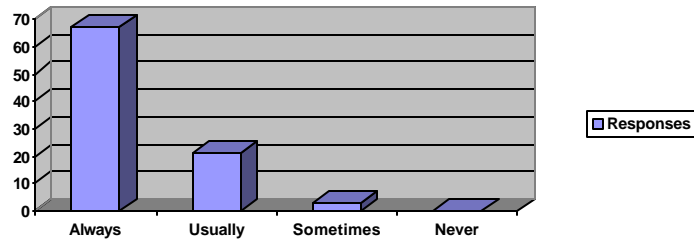
How well does your Environmental Health Specialist do at educating you in good food safety practices?



Rating Question #8: How well do you understand the public health reasons and principles of prevention that guide our services?

	Very Well	Well	Okay	Poorly
2009 Survey	67 (73.6%)	21 (23.1%)	3 (3.3%)	0 (0.0%)

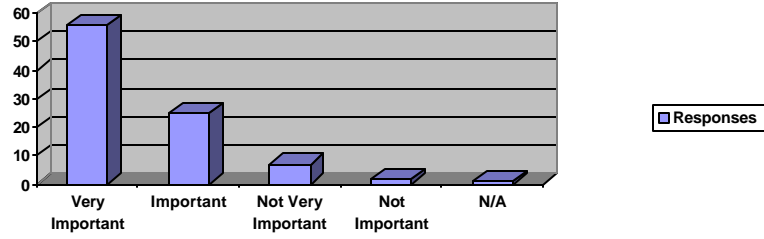
How well do you understand the public health reasons and principles of prevention that guide our services?



Rating Question #9: How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?

	Very Important	Important	Not Very Important	Not Important	N/A
2009 Survey	56 (61.5%)	25 (27.5%)	7 (7.7%)	2 (2.2%)	1 (1.1%)

How important to your business are the food safety evaluation (inspection) services and follow-ups provided by the Environmental Health Division?



APPENDIX C

Narrative Answers to Customer Service Survey (Referenced to specific persons or facilities removed)

Question 1: If you could suggest one thing for improvement of the Environmental Health Division's Food Safety Program, what would that suggestion be?

- ❖ They always come when you are trying to do 10 things at once (If you were a manager you could stop & pay attention, maybe) I was trying to get the kitchen & bar ready to go & listen to her/him at the same time!
- ❖ Once a while, we would like you to send the Environmental Health Specialist to educate us new regulations for food safety.
- ❖ Give us more information for the food safety.
- ❖ Don't change – it seems to be working well.
- ❖ Don't be so quick to right up businesses, work together to correct problems.
- ❖ Be understanding if people do not understand all the rules.
- ❖ To not come during serving hours it's too hard to do the jobs that need to be done with someone in your way! I understand he/she want to see how we do things, but he/she is more of a hazard.
- ❖ Be more lenient on service groups & city functions for permits. This is going to hurt city weekend functions. Charging groups that are doing good to the community and then assessing a inspection fee if they choose to inspect you.
- ❖ To monitor all the "outside" food activities & fundraisers to make sure they have restaurant licenses & inspections & follow all the guidelines.
- ❖ Keep up the good work.
- ❖ Treat all business the same.
- ❖ Not to come when we are so busy – as owner I just can't break away to talk & have very tight schedule that I might need to be somewhere else.
- ❖ Treat us fairly and not as problem people. We are human!
- ❖ I would really just like more consistency. Each visit I have had has been drastically different in sensitivity to particular issues each time.
- ❖ Possibly to hold a food safety seminar locally.
- ❖ Have the young inspectors, fresh out of school, dress like inspectors, not college kids!
- ❖ Know products
- ❖ More consistency between inspectors.
- ❖ The schools that provide learning experiences need some allowances for equipment etc. because we are not an actual restaurant (because of financial issues).
- ❖ Nothing, our EHS is very good and does a great job.
- ❖ We understand the purpose in an "unscheduled" visit but our business comes first. He/she needs to step aside & wait instead of expecting our attention when it is lunch time.
- ❖ Not come in the middle of lunch hour.
- ❖ Remember, the inspector's role is to inform and educate – not punish!
- ❖ Give us a longer time span to replace the more expensive pieces of equipment.
- ❖ We do a very small percentage of juice bar business, and is borderline of the need for licensing, per an inspector, but I feel it is good for our customers safety & health.
- ❖ Some type of reference manual to refer to when we have questions on related topics.
- ❖ To alternate some laws for the Amish. We don't have electricity for cooling food.
- ❖ More help, less demands.
- ❖ Replace the inspector, our EHS.
- ❖ The inspector, our EHS, treats me as an adversary. I am literally frightened every time he/she arrives. He/she threatens to shut us down as he/she has done with other establishments.

Question 2: What, if anything has been most helpful about the food safety program services provided to you by the Environmental Health Division?

- ❖ The inspectors knowledge & professionalism was extremely valuable to us. Thank you.
- ❖ Keep mailing us the new regulations for food safety program.
- ❖ That he/she is fair, unbiased and even handed. Definitely not draconian. We feel she is willing to work with us in a fair and reasonable manner when problems arise. He/she has always been courteous and prompt in addressing issues. Able to show regulations upon request.
- ❖ Once a while the EHS should come to our facility to educate us for the new regulations.
- ❖ Educating the employees.
- ❖ He/she is available to ask questions & return phone calls.
- ❖ Just the guidance on some of the new rules.
- ❖ Making them aware of poor food handling is great.
- ❖ Taking time to answer all questions!
- ❖ Your willingness to keep doing a good job
- ❖ Rules on product labels.
- ❖ The inspectors seem to treat you fairly.
- ❖ Explaining procedures that are often forgotten or overlooked.
- ❖ How the food health inspector explains why things have to be done, example why food can't have bare hand contact.
- ❖ Our EHS is very helpful when we have any questions regarding our food program – always answers quickly and politely.
- ❖ Helps to keep us all in check & safe.
- ❖ Wish we had the state inspector they are much nicer to work with.
- ❖ The food safety inspection has been the best part of the inspection process and helps us remember and correct small things that may have come out of specification.
- ❖ Keeping me updated & reminders of general practices.
- ❖ It has been extremely educational.
- ❖ Food holding temps.
- ❖ Marking cooked food.
- ❖ We know specifically what we need to do to provide a safe environment.
- ❖ To stay on top of things.
- ❖ They are very helpful on explaining why & what to do. They understand working with us gets more done than working against us.
- ❖ Quite frankly – nothing!
- ❖ Informing me about guidelines on rules & regulations.
- ❖ Very clear in defining requirements.
- ❖ Everything!
- ❖ The inspections re-enforce the policies and programs we have in place.
- ❖ Keeping us up to date on sanitation.
- ❖ Appreciate the state program they were more helpful than county.
- ❖ Nothing helpful, our EHS says one thing and the next times comes in and denies ever saying it.
- ❖ He/she has been very helpful to our organization. He/she has been fair, explains the process clearly and has been an asset when needed.

Question 3: Please make any comments you wish to bring to our attention in the space below or on the back of this form.

- ❖ The only complaint I would have is the administration/bookkeeping end. We seem to have problems getting our license after we have made the payment. Need better tracking/record keeping?
- ❖ The Tri-County Consortia License, Permit or Registration doesn't look very professional. Last year was very professional – for the price of this certification the state should provide this type of service.
- ❖ He/she went over stuff that had just been said over & over in the class – a little goes a long way unless you are dense!
- ❖ You're very helpful for our business.
- ❖ I have to sell a lot of hamburger's to pay for license.
- ❖ Provide self-stamped envelopes for renewal apps and surveys.
- ❖ Our EHS is very professional.
- ❖ It would be wonderful if they could actually catch more of the people doing cakes without a license. They hurt our business a lot.
- ❖ Our EHS was very helpful in answering all questions concerning codes and tips on construction of my new kitchen area. He/she was very thorough and had answers. The calls to Madison I made about things were not any help at all. Thank you!
- ❖ Thank you!
- ❖ I think if an individual makes an effort they (inspectors) realize that. I believe this effort is the most important thing. It shows responsibility towards your business. This here is the most important...
- ❖ All I sell is pizzas.
- ❖ Our EHS is doing his/her job as he/she was trained to. As owner's who serve the public, I feel we should do what we train for and promise our customers. Clean and healthy service. By doing so, theres no reason for complaints.
- ❖ Have someone else besides our EHS train your new inspectors.
- ❖ My greatest complaints actually are not with the food safety end of the inspection. The lead inspector we had last year really had a strict interpretation of the health code which I appreciate, but I have since found his/her interpretation to be incorrect in several areas. Also, to be told it is our responsibility to look up old health code to see if older buildings would be grandfathered seems incorrect also. I was overall very disappointed with the work of our lead inspector.
- ❖ Have inspector were white jackets, not blue jeans, messed hair, men no ear rings! Check delivery trucks more for temps esp in summer!
- ❖ If there are any changes we need to know in between inspections, can we be sent an update so we can change procedures immediately rather than once another inspection is done.
- ❖ Spend more time at the places that need it. We run a clean, safe operation. I often wonder how some other food establishments can keep the doors open. The restrooms are filthy, the kitchen is not much better & the employees smoke & drink while making food. You should improve on these inspections! Nothing there ever improves so we don't go back.
- ❖ Great job!
- ❖ Our inspections have been very thorough and our inspector takes the time to explain any issues.
- ❖ The inspector feels compelled to find something wrong! He/she is a typical bureaucrat! The consistent application of the rules throughout his/her jurisdiction is highly suspect. The standard he/she holds us to is significantly higher than others in his/her service area. I have seen the other facilities first hand and they pass a minimum standards test for cleanliness or food safety.
- ❖ Perhaps put businesses with small activity on every other year or every 3rd year visit required. This would free inspectors up for more active licenses. Just a suggestion.
- ❖ Anything you can do to make our business better will be greatly appreciated. Thank you!
- ❖ Some inspectors come and give us instructions to do certain things. The next time they come they must have forgotten and tell us otherwise.

- ❖ I rate the inspector very poorly.
- ❖ Our EHS should be more helpful and professional providing assistance. With this serious financial economy he/she should be more compassionate instead of threats giving us an ultimatum or putting us out of business. Also, a government/county inspector, he/she should look professional in dress code, avoid wearing inappropriate/very questionable attire and jewelry while inspection of food establishments. Our employees do not choose apparel of this nature during regular business hours. Perhaps, he/she may be required to enroll in scholastic course work to substantially improve in her relations with food establishment operators. Possibly, he/she should be assigned to work with another outstanding inspector to further learn the importance of human relations. Simply stated, inspectors are like our judicial system, our judge's rule according to the law but many of them are compassionate, understanding and have a heart. Finally, consider having your supervisor management contact our EHS locations for more information. You have a serious issue here.

APPENDIX D

Narrative Answers to Customer Service Survey by Topic (Topic headings added for clarity; references to specific persons or facilities removed)

Areas for Improvement in Food Safety Program

1. Timing and frequency of inspections

- ❖ They always come when you are trying to do 10 things at once (If you were a manager you could stop & pay attention, maybe) I was trying to get the kitchen & bar ready to go & listen to her/him at the same time!
- ❖ To not come during serving hours its to hard to do the jobs that need to be done with someone in your way! I understand he/she want to see how we do things, but he/she is more of a hazard.
- ❖ Not to come when we are so busy – as owner I just can't break away to talk & have very tight schedule that I might need to be somewhere else.
- ❖ We understand the purpose in an “unscheduled” visit but our business comes first. He/she needs to step aside & wait instead of expecting our attention when it is lunch time.
- ❖ Not come in the middle of lunch hour.

2. Consistency of food safety evaluations

- ❖ Treat all business the same.
- ❖ I would really just like more consistency. Each visit I have had has been drastically different in sensitivity to particular issues each time.
- ❖ More consistency between inspectors.
- ❖ Some inspectors come and give us instructions to do certain things. The next time they come they must have forgotten and tell us otherwise.
- ❖ The inspector feels compelled to find something wrong! He/she is a typical bureaucrat! The consistent application of the rules throughout his/her jurisdiction is highly suspect. The standard he/she holds us to is significantly higher than others in his/her service area. I have seen the other facilities first hand and they pass a minimum standards test for cleanliness or food safety.

3. Education/training/resources

- ❖ Once a while, we would like you to send the Environmental Health Specialist to educate us new regulations for food safety.
- ❖ Give us more information for the food safety.
- ❖ Possibly to hold a food safety seminar locally.
- ❖ Know products
- ❖ Remember, the inspector's role is to inform and educate – not punish!
- ❖ Some type of reference manual to refer to when we have questions on related topics.
- ❖ More help, less demands.
- ❖ If there are any changes we need to know in between inspections, can we be sent an update so we can change procedures immediately rather than once another inspection is done.

4. Inspection methods and treatment by EHS

- ❖ Don't be so quick to right up businesses, work together to correct problems.
- ❖ Be understanding if people do not understand all the rules.
- ❖ Treat us fairly and not as problem people. We are human!
- ❖ Have the young inspectors, fresh out of school, dress like inspectors, not college kids!
- ❖ The inspector, our EHS, treats me as an adversary. I am literally frightened every time he/she arrives. He/she threatens to shut us down as he/she has done with other establishments.

- ❖ Have inspectors wear white jackets, not blue jeans, messy hair, men no ear rings! Check delivery trucks more for temps esp in summer!

5. EH staff doing good job

- ❖ Don't change – it seems to be working well.
- ❖ Keep up the good work.
- ❖ Nothing, our EHS is very good and does a great job.
- ❖ Great job!
- ❖ Anything you can do to make our business better will be greatly appreciated. Thank you!

6. Make exceptions

- ❖ Be more lenient on service groups & city functions for permits. This is going to hurt city weekend functions. Charging groups that are doing good to the community and then assessing an inspection fee if they choose to inspect you.
- ❖ The schools that provide learning experiences need some allowances for equipment etc. because we are not an actual restaurant (because of financial issues).
- ❖ To alternate some laws for the Amish. We don't have electricity for cooling food.
- ❖ Perhaps put businesses with small activity on every other year or every 3rd year visit required. This would free inspectors up for more active licenses. Just a suggestion.

7. Other comments

- ❖ To monitor all the "outside" food activities & fundraisers to make sure they have restaurant licenses & inspections & follow all the guidelines.
- ❖ Give us a longer time span to replace the more expensive pieces of equipment.
- ❖ We do a very small percentage of juice bar business, and is borderline of the need for licensing, per an inspector, but I feel it is good for our customers safety & health.
- ❖ Replace the inspector, our EHS.

Narrative Answers to Customer Service Survey by Topic
(Topic headings added for clarity; references to specific persons or facilities removed)

Strengths of Food Safety Program

1. Knowledgeable, professional and fair EH staff in food safety program
 - ❖ The inspectors knowledge & professionalism was extremely valuable to us. Thank you.
 - ❖ That he/she is fair, unbiased and even handed. Definitely not draconian. We feel he/she is willing to work with us in a fair and reasonable manner when problems arise. He/she has always been courteous and prompt in addressing issues. Able to show regulations upon request.
 - ❖ The inspectors seem to treat you fairly.
 - ❖ Our EHS is very professional.

2. Education, training, resources available to customers
 - ❖ Keep mailing us the new regulations for food safety program.
 - ❖ Once a while the EHS should come to our facility to educate us for the new regulations.
 - ❖ Educating the employees.
 - ❖ Just the guidance on some of the new rules.
 - ❖ Rules on product labels.
 - ❖ How the food health inspector explains why things have to be done, example why food can't have bare hand contact.
 - ❖ It has been extremely educational.
 - ❖ Food holding temps.
 - ❖ Marking cooked food.
 - ❖ Informing me about guidelines on rules & regulations.
 - ❖ Very clear in defining requirements.
 - ❖ Keeping us up to date on sanitation.
 - ❖ He/she went over stuff that had just been said over & over in the class – a little goes a long way unless you are dense!

3. Helpful attitude of EH food safety staff
 - ❖ He/she is available to ask questions & return phone calls.
 - ❖ Taking time to answer all questions!
 - ❖ Your willingness to keep doing a good job
 - ❖ Our EHS is very helpful when we have any questions regarding our food program – always answers quickly and politely.
 - ❖ Keeping me updated & reminders of general practices.
 - ❖ They are very helpful on explaining why & what to do. They understand working with us gets more done than working against us.
 - ❖ Everything!
 - ❖ The inspections re-enforce the policies and programs we have in place.
 - ❖ He/she has been very helpful to our organization. He/she has been fair, explains the process clearly and has been an asset when needed.
 - ❖ You're very helpful for our business. Our EHS was very helpful in answering all questions concerning codes and tips on construction of my new kitchen area. He/she was very thorough and had answers. The calls to Madison I made about things were not any help at all. Thank you!
 - ❖ Our EHS was very helpful in answering all questions concerning codes and tips on construction of my new kitchen area. He/she was very thorough and had answers. The calls to Madison I made about things were not any help at all. Thank you!
 - ❖ Our inspections have been very thorough and our inspector takes the time to explain any issues.

4. Negative impressions

- ❖ Wish we had the state inspector they are much nicer to work with.
- ❖ Quite frankly – nothing!
- ❖ Appreciate the state program they were more helpful than county.
- ❖ Nothing helpful, our EHS says one thing and the next times comes in and denies ever saying it.
- ❖ The only complaint I would have is the administration/bookkeeping end. We seem to have problems getting our license after we have made the payment. Need better tracking/record keeping?
- ❖ The Tri-County Consortia License, Permit or Registration doesn't look very professional. Last year was very professional – for the price of this certification the state should provide this type of service.
- ❖ Have someone else besides our EHS train your new inspectors.
- ❖ My greatest complaints actually are not with the food safety end of the inspection. The lead inspector we had last year really had a strict interpretation of the health code which I appreciate, but I have since found his/her interpretation to be incorrect in several areas. Also, to be told it is our responsibility to look up old health code to see if older buildings would be grandfathered seems incorrect also. I was overall very disappointed with the work of our lead inspector.
- ❖ I rate the inspector very poorly.
- ❖ Our EHS should be more helpful and professional providing assistance. With this serious financial economy he/she should be more compassionate instead of threats giving us an ultimatum or putting us out of business. Also, a government/county inspector, he/she should look professional in dress code, avoid wearing inappropriate/very questionable attire and jewelry while inspection of food establishments. Our employees do not choose apparel of this nature during regular business hours. Perhaps, he/she may be required to enroll in scholastic course work to substantially improve in her relations with food establishment operators. Possibly, he/she should be assigned to work with another outstanding inspector to further learn the importance of human relations. Simply stated, inspectors are like our judicial system, our judge's rule according to the law but many of them are compassionate, understanding and have a heart. Finally, consider having your supervisor management contact our EHS locations for more information. You have a serious issue here.

5. EH staff helps food service managers identify problems and correct them

- ❖ Making them aware of poor food handling is great.
- ❖ Explaining procedures that are often forgotten or overlooked.
- ❖ The food safety inspection has been the best part of the inspection process and helps us remember and correct small things that may have come out of specification.

6. Protecting the public from unsafe food

- ❖ Helps to keep us all in check & safe.
- ❖ We know specifically what we need to do to provide a safe environment.
- ❖ To stay on top of things.
- ❖ Our EHS is doing his/her job as he/she was trained to. As owner's who serve the public, I feel we should do what we train for and promise our customers. Clean and healthy service. By doing so, theres no reason for complaints.

7. Other Comments

- ❖ I have to sell a lot of hamburger's to pay for license.
- ❖ Provide self-stamped envelopes for renewal apps and surveys.
- ❖ It would be wonderful if they could actually catch more of the people doing cakes without a license. They hurt our business a lot.
- ❖ Thank you!

- ❖ I think if an individual makes an effort they (inspectors) realize that. I believe this effort is the most important thing. It shows responsibility towards your business. This here is the most important...
- ❖ All I sell is pizzas.
- ❖ Spend more time at the places that need it. We run a clean, safe operation. I often wonder how some other food establishments can keep the doors open. The restrooms are filthy, the kitchen is not much better & the employees smoke & drink while making food. You should improve on these inspections! Nothing there ever improves so we don't go back.