

**Environmental Health Services
Division Director Staff Report
Board Meeting Date: October 23, 2025**

DATE: October 16, 2025

TO: District Board of Health

FROM: Robert Fyda, Director
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SUBJECT: **Environmental Health Services Program Activities for: Consumer Protection** (Food Safety Plan Review & Operations, Commercial Plan Review, Foodborne Illness, Special Events, Permitted Facilities); **Environmental Protection** (Land Development, Safe Drinking Water, Vector-borne Disease Surveillance, Waste Management / Underground Storage Tanks).

Environmental Health Program Activities:

Consumer Protection Programs

Food Safety Plan Review & Operations

Special Processes & Program Standards Team

- Food safety inspectors Lauren Clapham, Brenda Rambossek, and Giavonna Bethea successfully completed Food Safety Inspection Officer Standardization exercises, which helps with uniformity and consistency in regulation application.
- Staff hosted two Active Managerial Control (AMC) Program courses in August, with a combined attendance of 31 food establishments.
- Staff hosted a representative from the Whatcom County Health and Community Services through the NACCHO Mentorship Program which facilitates interjurisdictional collaboration within the food safety field. NNPH mentors Whatcom County and Walla Walla County, both out of Washington state, to facilitate adherence to the FDA Retail Food Voluntary Program Standards.
- Staff presented at the University of Nevada, Reno PBH320 class which informs students about career paths and possibilities in public health. The presentation was entitled “Stories from the Field: Environmental Health in Practice”.

Food Safety Plan Review

- The program has seen a steady increase in operators utilizing in-person office hours on Tuesdays, reflecting strong engagement and a continued need for direct support and consultation. The team is coordinating with the other Food Safety teams to ensure consistent and comprehensive coverage during the Tuesday office hours and are developing a scheduling system to streamline the process.
- The team is reviewing and refining procedures for risk category assignments to ensure establishments are consistently and accurately assigned to appropriate risk categories when new establishments open.

Temp Foods / Special Events / Mobile Foods

- In September, the team worked several large events including The Great Reno Ballon Race and Street Vibrations.
- The team is working with Washoe County Technology Services (TS) to improve the online application process for temporary food establishment permits and event promoter permit applications.

Foodborne Disease Program

Epidemiology	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023	2022
Foodborne Disease Complaints	9	7	4	6	5	11	3	10	8	63	202	107	51
Foodborne Disease Interviews	6	4	3	3	5	3	3	7	5	39	115	102	47
Foodborne Disease Investigations	0	0	1	0	0	1	1	0	0	3	10	7	4
CD Referrals Reviewed	6	6	5	3	5	8	18	15	13	79	61	45	81
Product Recalls Reviewed	9	14	13	22	9	27	27	19	24	164	253	268	250

Food Operations Enforcement and Investigations:

Permit Suspensions / Fails

A. Sophia's Kitchen Temporary Food Permits, H25-FDEVT-0940 & 0941, California

These permits were suspended and the booths shut down on Saturday morning during the Street Vibrations Fall Festival. One booth had repeat violations for the third day in a row, the other for two days, the operations failed to meet any standard of food safety. The event promoter, Street Vibrations, assisted and ensured the booths were closed for the remainder of the event.

B. Millenium Concert Venue H18-1109FOOD, 2100 Victorian Ave, Sparks, NV

Staff conducted a follow-up inspection on 9/3/2025 to confirm the installation of a sink and menu change (no consumable ice). Staff found an unapproved menu and the only hand sink clogged which resulted in a permit suspension due to inability to wash hands. The facility called for a reinspection on 9/5/25 where staff found unpermitted work done to install an ice bin and dump sink. The plan review senior reviewed the construction and provided approval of the installation, and the permit was reinstated.

C. Guerrerense's Mexican Food, H22-0574FOOD, 6340 Mae Anne Ave, Reno, NV

At the time of the routine inspection on 9/4/2025, the mobile unit was found operating without running water as the water pump was burned out. The permit was suspended pending a reinspection verifying the repair of the water. The facility was reopened on their reinspection on 9/9/2025.

D. Smith's Food & Drug (Meat Market), H20-0682FOOD, 750 S Meadows Pkwy, Reno, NV

During a routine inspection on 9/4/2025, the inspector found five (5) repeat violations and a critical violation including lack of managerial control and potential cross contamination issues. The operator was required to attend an Office Hearing regarding managerial control of the facility to eliminate the ongoing repeat violations. After the hearing, a reinspection was conducted on 9/17/2025 where the facility received a passing inspection.

E. La Cucina Italian Deli & Restaurant, H20-0430FOOD, 3600 Lakeside Dr, Reno, NV

During a routine inspection on 9/10/2025, the inspector found five (5) repeat violations and three (3) critical violations including lack of parasite destruction records for the service of raw or undercooked fish, improper use of date marking, and inadequate sanitization. The operator was referred to the AMC course for further education.

F. Crawfish Asian Bistro, H19-0971FOOD, 1296 E Plumb Ln, Reno, NV

During a routine reinspection following an office hearing on 9/17/2025, the inspector found five (5) critical violations and multiple repeat violations including improper thawing and cold holding temperatures. The permit was suspended due to multiple repeat and critical violations and required another office hearing prior to permit reinstatement. Permit was reinstated on 9/23/2025.

G. Art of Spice, H25-0212FOOD, 299 E Plumb Ln, Reno, NV

During a routine inspection on 9/25/2025, the inspector found five (5) critical violations including lack of proper cold holding, hot holding, improper cooling, date marking, and warewashing. The permit was suspended pending an office hearing as the facility had multiple critical violations and risk level increased due to changes in the operation. The facility had their permit reinstated on 9/30/25 following the office hearing with staff.

H. Siam Thai Cuisine, H22-0512FOOD, 4786 Caughlin Pkwy 303, Reno, NV

Staff responded to a complaint and conducted an inspection of the facility. The inspector found four (4) critical violations including handwashing and potential cross contamination issues. The permit was suspended pending deep cleaning of all food and non-food contact surfaces and a reinspection to verify that surfaces have been cleaned. The permit was reopened the same day with required follow-up actions due.

I. El Taco Express & Wings and Beer, H24-0442 & H24-0443FOOD, 1771 Valley Rd, Reno, NV

Staff were notified of a water outage on 9/30/25 impacting the area and conducted a survey. The facility was found open and operating without water. The permit was suspended pending a reinspection to verify water service was restored. The facility was reopened 10/2/2025 after passing a reinspection.

Permitted Facilities

Commercial Plans & Development Reviews		JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023
Development Reviews		32	38	24	37	32	22	35	20	29	269	202	449
Commercial Plan Review Submittals		128	108	111	146	125	133	149	141	173	1,214	115	1,814
Total Reviews Conducted		217	168	160	236	183	191	180	200	246	1,781	10	2,270
Revision Resubmittal Rate		59%	55%	36%	51%	50%	44%	43%	48%	53%	49%	61	
# Plan Reviews exceeding 14 calendar days		14	8	6	9	20	18	20	15	8	118	253	
% Plan Review meeting Regional Goal		89%	93%	95%	94%	84%	86%	87%	89%	95%	90%	202	
Review Type Breakdown	Engineering	104	74	83	122	98	108	122	107	133	951	115	1,568
	Food	25	34	28	23	27	25	25	30	38	255	10	400
	Pool/Spa	7	2	2	6	3	2	3	3	8	36	61	84
	Vector	74	53	41	80	51	49	26	47	50	471	253	278
	Hotel/Motel	0	3	1	2	1	5	2	7	7	28	202	19
	Environmental	2	2	4	2	2	0	0	6	10	28	115	78
	UST / WM	5	0	1	1	1	2	2	0	0	12	10	7

Commercial Plan Review Detail	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024
New Reviews Submitted (1st Review)	53	50	71	69	63	74	85	74	81	620	826
Reno	36	33	51	47	44	48	50	53	61	423	519
Sparks	9	6	9	14	9	18	20	10	10	105	171
Washoe	8	11	11	8	10	8	15	11	10	92	136
Average days in review (1st Reviews)	6	6	6	5	8	11	8	5	4	7	10
Revisions Submitted (2nd Review +)	75	59	40	75	62	59	64	67	92	593	903
Reno	53	39	27	57	46	39	46	41	61	409	619
Sparks	14	10	6	7	9	12	11	18	14	101	192
Washoe County	8	10	7	11	7	8	7	8	17	83	92
Average days in review (Revisions)	7	6	5	3	7	13	8	5	4	6	12

Program Highlights

- Staff are seeing an increase in the popularity of cold plunges in wellness spas, gyms, and tanning salons, and the challenges related to permitting them as they typically do not meet NSF standards and verification of sanitization is difficult.
- Staff met with local tattoo shop owners to discuss a new tattoo expo to be held at the Reno Sparks Convention Center in the Fall of 2026
- Staff inspected a temporary tattoo vendor at the Fall Street Vibrations Event
- Staff met with community partners to discuss an interagency instruction guide for starting a licensed childcare business in Reno

Vector-Borne Disease Program

- EVS trapping for mosquitoes has concluded for the 2025 season.
- Staff continue to monitor adult mosquito population numbers through the New Jersey trap program.
- Declining average daily temperatures have resulted in an overall reduction in adult population numbers.
- Staff fielded an increase in bat related service calls through September.

Vector	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023	2022	2021
Total Service Requests	1	2	5	6	7	24	25	18	13	101	51	99	65	59
Mosquito Pools Tested	0	0	0	0	8	29	124	146	232	539	403	948	506	385
Mosquito Surveys and Treatments	0	0	0	0	5	4	315	311	11	646	151	242	791	821

Environmental Protection

Residential Septic & Well Plan Reviews

- Plan intake for septic and wells picked up a bit in the last week of the month but numbers are still at reduced levels. Team members are taking the extra available time to plan and work on long delayed projects and are helping to refine processes associated with the new septic records in Accela.
- A modification to a previously approved variance request was heard by the Sewage, Wastewater and Sanitation Board on September 4th and that board recommended approval to DBOH. That variance request was heard at the September 24th DBOH meeting.
- The new septic record type went live on Accela for front desk staff data entry in mid-September, as expected. There have been a few minor tweaks and hiccups but overall, the front desk staff are appreciative of the new system as there are fewer steps for mistakes.
- Once the new record was live for back-office data entry, the team began testing the Accela Citizen Access side for the new record to allow for online permit applications. Many engineers and

contractors have requested online permit applications for these record types, and the goal is to have this part go live by mid-October.

- The team held a Realtor Presentation at NNPH offices on September 8th with 11 agents in attendance. One goal of the presentation was to provide educational material to realtors regarding commonly asked questions of EHS staff. Another goal is to help real estate professionals educate residents on what it means to own a home served by well or septic in Washoe County. Two additional presentations have been scheduled for January 12, 2026, and April 13, 2026.
- Thus far, no suitable replacement sand for sand filters has been found. Team leadership is continuing to work with local septic engineers and sand manufacturers to find a suitable alternative. Discussions with the engineering community have also included options for existing projects if no alternative is found. While not ideal, elevated standard systems such as what are used in Lighting W subdivision may be an option, though with a larger footprint, or a variance process with advanced treatment.
- The team continued the process to update the septic regulations. Public workshops are scheduled for October 13th and 20th and will be held at NNPH offices. Staff processed print requests for postcards notifying the owners of every property served by septic in Washoe County of the draft changes and the workshop dates. Staff also coordinated a press release announcing the proposed changes and workshops with the Communications team.
- Team leadership spent half a day with the EH program manager from Carson City Health and Human Services sharing processes and regulation information.

Land Development	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023	2022	2021
Plans Received (Residential/Septic)	58	48	65	77	65	75	71	64	69	592	885	828	999	918
Residential Septic/Well Inspections	79	53	86	90	75	86	67	56	70	662	1001	1,004	1,436	1,282
Well Permits	8	14	9	8	4	3	4	1	7	58	115	90	141	150

Safe Drinking Water

- Four sanitary surveys and two water hauler inspections were completed in the month of September. Five surveys and one water hauler inspection remain for the year. One water hauler requested inactivation of their permit during September.
- Rosemount Water Company filed for bankruptcy during September, so team leadership has been communicating with NDEP-BSDW and the PUC regarding the situation. Rosemount Water Company has been essentially nonresponsive regarding numerous significant deficiencies over the past 5-6 years and NNPH staff have referred them to NDEP-BSDW for enforcement. The water system has also attempted to sell numerous times. There is an assigned bankruptcy trustee and BSDW and PUC have both been communicating with the trustee regarding the regulatory requirements associated with a Public Water System to help ensure the customers continue to receive safe drinking water. A local water operator was hired by the PWS about 6 months ago and he states he will continue to collect water quality samples and respond to emergencies as needed.
- The team processed monitoring compliance for Quarter 2 2025. No monitoring violations were issued for the QTR 2 2025 monitoring period.

Safe Drinking Water	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024
Sanitary Survey	1	0	2	2	0	4	2	2	5	18	23
Level 1 Assessments	1	0	0	0	0	0	1	0	0	2	6
Level 2 Assessments	1	0	1	0	0	0	1	1	0	4	2
Water Projects Received	0	0	2	0	0	0	0	0	0	2	23

Waste Management / Underground Storage Tanks (USTs)

- UST staff inspected 15 fuel sites and 9 compliance document review re-inspections in September.
- Staff conducted one (1) decommissioning inspection in September.
- Staff received 26 complaints for the month of September and conducted 33 on-site inspections.
- Solid Waste Management staff inspected 24 permitted waste facilities / liquid waste trucks and conducted one (1) re-inspection. The team conducted one (1) opening inspection and issued one (1) new liquid waste truck permit.
- The team received a variance request for a pilot composting program from the County Manager's Office - a first of its kind - which could potentially open up additional avenues for community composting operations. The variance request is under review by the team.
- Permission to recruit and fill the senior position overseeing the Solid Waste / UST program was granted and recruitment for the position to being in early October.

Inspections:

EHS Inspections	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023	2022
Child Care	16	14	12	5	5	7	11	9	35	114	119	133	128
Food/Exempt Food	286	322	349	351	351	300	380	470	459	3268	3,803	3,576	4,419
Schools/Institutions	25	45	25	45	12	0	0	8	50	210	276	300	292
Tattoo/Permanent Make-Up (IBD)	17	7	8	8	122	9	5	20	6	202	285	110	130
Temporary IBD Events	0	0	1	0	117	3	0	0	1	122	147	36	5
Liquid Waste Trucks	24	18	5	3	6	3	5	16	8	88	161	113	111
Mobile Home/RV Parks	16	2	12	2	4	1	2	11	15	65	97	108	121
Public Accommodations	7	6	7	4	1	2	5	6	5	43	126	68	139
Aquatic Facilities/Pool/Spas	3	49	60	105	246	145	92	56	9	765	847	739	712
RV Dump Station	2	0	5	0	1	0	4	8	1	21	2	14	21
Underground Storage Tanks	19	18	17	17	18	10	21	19	15	154	210	202	161
Waste Management	15	31	18	14	8	17	22	17	16	158	139	166	132
Temporary Foods/Special Events	23	24	29	119	147	265	179	304	114	1204	1,342	1,358	1,174
Complaints	41	59	53	69	78	68	133	78	83	662	654	760	613
TOTAL	494	595	601	742	1,116	830	859	1,022	817	7,076	8,208	7,683	8,158
EHS Public Record Requests	165	180	221	209	128	56	239	127	205	1,774	3,361	4,962	5,707

Complaints:

Complaint Breakdown	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023	2022
EHS - Invasive Body Decoration	0	0	0	0	0	2	0	1	1	4	4	1	
EHS - Food	22	26	32	35	32	30	48	27	40	292	276	248	
EHS - General	1	1	0	0	1	1	0	0	0	4	4	4	
EHS - Hotels/Motels	1	3	1	2	2	2	2	1	3	17	23	20	
EHS - Liquid Waste	5	5	1	10	6	6	7	4	5	49	64	62	
EHS - Mobile Home/RV Park	0	1	0	0	0	3	1	0	0	5	6	9	
EHS - Pools/Spas	1	0	0	1	0	4	10	4	3	23	16	3	
EHS - Schools	1	1	1	2	2	1	0	0	0	8	33	3	
EHS - Solid Waste	10	14	17	12	27	14	25	26	16	161	157	177	
EHS - Vector	0	6	1	5	8	5	37	13	12	87	59	98	
EHS - Waste Mgt	0	1	0	2	0	0	3	1	2	9	12	3	
EHS - Wells	0	1	0	0	0	0	0	1	1	3	4	0	

New Permits/Change of Ownership Inspections:

New Openings*	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	YTD 2025	2024	2023	2022	2021
Child Care	1	0	1	0	4	0	2	1	4	13	10	8	8	8
Food/Exempt Food	34	39	31	43	26	33	41	22	34	303	428	524	486	479
Schools/Institutions	0	0	1	0	0	0	0	2	1	4	3	3	6	3
Tattoo/Permanent Make-Up (IBD)	3	1	4	5	4	2	2	8	3	32	32	38	32	50
Liquid Waste Trucks	3	1	4	1	5	2	1	2	1	20	41	21	17	11
Mobile Home/RV Parks	2	0	0	1	0	0	0	0	0	3	6	42	8	5
Public Accommodations	0	0	0	1	0	1	0	0	1	3	4	19	9	9
Aquatic Facilities/Pool/Spas	0	0	0	6	30	14	8	5	0	63	26	48	28	41
RV Dump Station	1	0	0	0	0	0	1	1	0	3	0	0	3	2
Waste Management	1	3	0	1	2	1	0	2	0	10	9	13	8	6
TOTAL	45	44	41	58	71	53	55	43	44	454	559	716	605	614

*This table identifies new business opening inspections but does not include re-inspections during the opening process.