

**Environmental Health Services
Division Director Staff Report
Board Meeting Date: March 27, 2025**

DATE: March 20, 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

- Staff attended the Western Regional Integrated Foodborne Outbreak Response Meeting (InFORM) in San Francisco February 19th -20th. This meeting provided attendees with the valuable opportunity to share and learn alongside other local jurisdictions about foodborne disease outbreak response, environmental sampling, and environmental investigation protocol.
- On February 12, 2025, staff hosted the inaugural Food Safety Inspection Bootcamp to instruct operators on inspection methods that can be implemented in their own food establishments as a method to control food safety risk factors. The event was highly successful and was attended by over 55 individuals representing over 27 local food establishments. The Food Safety Inspection Bootcamp provided operators with the resources and tools necessary to feel empowered and confident to self-inspect their own food establishments to ensure adherence to food safety regulations.
- In February, staff led two successful Active Managerial Control (AMC) Program courses and Food Safety Overview Courses, which instructed attendees on safe food handling in their establishments and effective policy creation for food safety practices. Collectively, these courses were attended by 19 local food establishments.

Food Safety Plan Review

- Staff have been working with Washoe County School District Incline High School on new construction for a commercial kitchen in which they will be serving the public. Staff are in the process of helping Washoe County School District get the health permit for Incline High School and will eventually be opened by the end of March. All construction on the commercial kitchen has been approved.

Temp Foods / Special Events / Mobile Foods

- Staff have been working on the development of materials and methods to reduce the number of violations when inspecting mobiles and special events, such as the creation of educational handouts for our mobile food operators to ensure safer food handling and a better understanding of what is required to safely operate.

Foodborne Disease Program

Epidemiology	JAN 2025	FEB 2025	YTD 2025	2024	2023	2022
Foodborne Disease Complaints	9	7	9	202	107	51
Foodborne Disease Interviews	6	4	6	115	102	47
Foodborne Disease Investigations	0	0	0	10	7	4
CD Referrals Reviewed	6	6	6	61	45	81
Product Recalls Reviewed	9	14	9	253	268	250

Food Operations Enforcement and Investigations:

A. 40 Mile Saloon, 1495 S. Virginia Street

Permit was suspended and the bar closed on 2/18/2025 for nonfunctioning dishwasher which was not dispensing sanitizer. The bar was reopened on 2/19/2025 when the dishwasher was fully functional.

B. Asia Reno Market Deli, 2152 Prater Way

Deli failed the inspection with six (6) critical violations and the deli was found making kimchi without an approved HACCP plan, The deli was required to attend the AMC class, submit HACCP plans, and obtain a CFPM prior to reinspection.

C. La Cocina De Ana, 5400 Sun Valley Blvd

Portable unit was found to be operating with no water, operators could not wash hands and therefore the permit was immediately suspended pending repairs and reinspection. Unit was reinspected on 03/07/2025 once repairs were completed and the permit was reinstated.

D. Pinches Tacos, Portable Unit, 2900 Clearacre Ln

Portable unit was operating without water or a functioning hand sink. Permit was suspended for lack of water, handwashing and managerial control of the facility. The inspection resulted in 10 critical violations including improper cooling, cold and hot holding, lack of a certified food protection manager, no date marking system, improper food labeling and storage, improper wiping cloth storage and no ability to sanitize work areas during operation. Facility is required to attend an office hearing prior to any reopening reinspection.

E. Ice Age Meals, 13945 Mt. Bismark, Reno

The health permit was suspended on December 17, 2024, for operating outside the scope of the Health Permit to Operate and failure to address building plan corrections. The permit was reinstated on December 18, 2024, with the operator addressing the building plan issues and agreeing to operate within the scope of the permit and submitted operations plan.

F. 7-Eleven Store #1838D, 901 Tahoe Blvd

The deli had been inspected on 01/15/2025 and a reinspection was conducted on 02/27/2025. Repeat critical violations were seen at the inspection and reinspection related to handwashing, hot holding temperatures, sanitation issues and lack of managerial control. The permit to operate was suspended pending an office hearing for continued lack of food safety management. The office hearing was held on 03/05/2025 and the reinspection was conducted on 3/10/2025 and the facility received a passing score and the permit was reinstated.

G. Got Pho, 6340 Mae Anne, Reno

On January 15, this restaurant was found operating with no valid Health Permits to Operate as the facility has changed ownership and a name change. A cease and desist was issued and the applicant was told to apply for health permits. The applicant has applied for permits.

H. Mochinut, 5150 Mae Anne Ave

Permit was suspended for 4 critical violations and an overall lack of managerial control. Violations included failure to wash hands, improper glove use, improper ware washing procedures, improper food storage, no date marking system in place and improper food service item storage. The inspection was initiated because of a citizen complaint which was found valid at the time of the inspection. Facility was required to obtain a certified food protection manager (CFPM) and attend the NNPH Active Managerial Control (AMC) class. Operator obtained a CFPM. Operator was enrolled in the March 3, 2025, AMC class and permit was reinstated.

I. Sun Valley, NV

On Friday February 28, 2025, multiple staff, including interpreters, conducted inspections in Sun Valley, NV due to multiple complaints and news stories regarding unpermitted food operations in the area. 12 food mobile or portable units were inspected that evening resulting in three (3) units being closed, three (3) receiving conditional passes, and five (5) receiving passing inspections. Additionally, one portable food unit, Tacos Sanchez was issued a cease and desist for operating without a health permit to operate and two unpermitted street food vendors were issued cease and desist orders. Those units which received cease and desist orders had all their food confiscated and were provided with education and materials to navigate the permitting and business license requirements of our community.

Multi-Agency Responses:

A. Liberty Food and Wine, 100 N Sierra St

On February 19, 2025, the USDA requested EHS staff support in conducting a joint inspection. It was found the facility was conducting reduced oxygen packaging (ROP), curing, and drying without approved plans from NNPH. The facility was not able to provide documentation (logs / batch numbers) for inspector evaluation. The food was voluntarily discarded by the owner.

Permitted Facilities

Commercial Plans / Development Reviews

- Commercial Plans have decreased 23% year over year for this same time period.
- EHS received 108 Commercial Plans to review and conducted 168 different reviews during the month of February.

- 94% of all plans in February 2025 were reviewed within the regional goal of 14 days.
 - 7 plans of the 108 that were submitted in February did not meet the regional goal for review.

Commercial Plans & Development Reviews		JAN 2025	FEB 2025	YTD 2025	2024	2023
Development Reviews		32	38	70	202	449
Commercial Plan Review Submittals		128	108	236	115	1,814
Total Reviews Conducted		217	168	385	10	2,270
Revision Resubmittal Rate		59%	54%	57%	61	
# Plan Reviews exceeding 14 calendar days		10	7	17	253	
% Plan Review meeting Regional Goal		92%	94%	93%	202	
Review Type Breakdown	Engineering	104	74	178	115	1,568
	Food	25	34	59	10	400
	Pool/Spa	7	2	9	61	84
	Vector	74	53	127	253	278
	Hotel/Motel	0	3	3	202	19
	Environmental	2	2	4	115	78
	UST / WM	5	0	5	10	7

Commercial Plan Review Detail	JAN 2025	FEB 2025	YTD 2025	2024
New Reviews Submitted (1st Review)	53	50	103	826
Reno	36	33	69	519
Sparks	9	6	15	171
Washoe	8	11	19	136
Average days in review (1st Reviews)	6	6	6	10
Revisions Submitted (2nd Review +)	75	58	134	903
Reno	53	39	92	619
Sparks	14	10	24	192
Washoe County	8	10	18	92
Average days in review (Revisions)	7	6	7	12

Program Highlights

- The team is drafting a new set of Child Care Regulations to govern child care centers, in-home and group home child care facilities.
- Staff have identified child care centers previously permitted by the State of NV DPBH that will now be permitted through NNPH.
- Staff closed an Invasive Body Design shop operating without a health permit and are working with the operator to complete the permitting process and meet applicable plan review and operational requirements.
- Staff continue to assist EPHP with the ongoing monitoring and investigation of school illness outbreaks throughout Washoe County.

Vector-Borne Disease Program

- A contract is being established with Frey Spray Helicopter for potential wide area mosquito abatement services.

Vector	JAN 2025	FEB 2025	YTD 2025	2024	2023	2022	2021
Total Service Requests	2	2	4	51	99	65	59
Mosquito Pools Tested	0	0	0	403	948	506	385
Mosquito Surveys and Treatments	0	0	0	151	242	791	821

Compliance and Enforcement Activities

A. *A Toda Madre Tattoo, 425 Gentry Wy*

An Invasive Body Decoration (IBD) facility had relocated to another location for which NNPH was receiving complaints for operating without permits. An inspection was conducted on 02/28/2025 where the business was found fully set up and an open sign on, but no patrons. A cease and desist was issued and the operator was required to attend an office hearing prior to applying for a health permit to operate. The office hearing was held on 03/06/2025 and the operator applied for a health permit.

Environmental Protection

Residential Septic & Well Plan Reviews

- Online well permitting through the Accela Citizen’s Access portal went live during February. Staff have been updating the applicable SOP’s, forms, and guidance documents to reflect this change. As of the writing of this update there have not been any permits applied for via the portal but staff have communicated the option to all local well drillers and will work with them to process applications.
- Staff advised on and processed a variance application for a property served by septic with high groundwater levels where the property owner is requesting to install alternative technology in lieu of an engineered sand filter. The variance request will be heard by the Sewage, Wastewater, and Sanitation Board March 6, 2025, and their decision will be referred to the District Board of Health for the March 2025 meeting.

Land Development	JAN 2025	FEB 2025	YTD 2025	2024	2023	2022	2021
Plans Received (Residential/Septic)	58	48	106	885	828	999	918
Residential Septic/Well Inspections	79	53	132	1001	1,004	1,436	1,282
Well Permits	8	14	22	115	90	141	150

Safe Drinking Water

- Eighteen surveys and six water haulers remain to be inspected before the end of 2025.
- The Davis Creek Park Public Water System was inactivated during the month of February. The park and water system were heavily damaged during the Davis Fire and do not expect to reopen until 2026. The system can be reactivated once repairs are made, and the water system is disinfected. Staff have been in communication with the Washoe County Parks Department.
- Four precautionary boil water orders were monitored by staff during the month of February due to pressure losses. Pressure losses typically occur after large power outages during winter storms.
- The team made a concentrated effort during the month of February to resolve and document progress on all outstanding violations and deficiencies in preparation for a data upload to the EPA. Deficiencies are items observed during sanitary surveys and if not corrected within 120 days the water system must have an approved Corrective Action Plan on file with NNPH. Violations are a result of missed monitoring or exceeding standards. Violations for missed monitoring are resolved by completing the missed monitoring. Resolution for violations where water quality standards vary depending on the issue and often require the approval of a Corrective Action Plan with specific action items and milestones.
- The team continued to assist the Bureau of Safe Drinking Water with the development of an Administrative Order on Consent for the Rosemount Water Company. This water system has been issued numerous monitoring and Maximum Contaminant Limit (MCL) Violations, as well as a Treatment Technique Violation for not correcting items identified on their sanitary surveys.

Safe Drinking Water	JAN 2025	FEB 2025	YTD 2025	2024
Sanitary Survey	1	0	1	23
Level 1 Assessments	1	0	1	6
Level 2 Assessments	1	0	1	2
Water Projects Received	0	0	0	23

Waste Management / Underground Storage Tanks (USTs)

- UST staff inspected 17 fuel sites in the month of February and 21 re-inspections.
- No new construction permits were received for the month. Staff witnessed a closure in place of a single tank at a fuel site and also witnessed repairs of a transition sump at a separate fuel station that was previously in a temporary closed status, but is now in operation.
- WM staff inspected 24 permitted waste facilities and 17 pump trucks. Staff conducted 5 re-inspections and issued a permit on a new pump truck. The pump truck also had corrections required so a reinspection was conducted as well.
- Waste Management Staff issued a new permit for a mobile waste tire hauler and conducted an opening inspection at a biohazardous waste transfer station and an accompanying biohazardous waste hauling operation, but permits were not able to be issued because vehicle requirements were not met and the company still has some operational requirements to correct as well.
- Staff received 14 complaints in February. Seven were confirmed and seven were closed because the complaints were either duplicates for existing complaints or the violations were corrected.

Inspections:

EHS Inspections	JAN 2025	FEB 2025	YTD 2025	2024	2023	2022
Child Care	16	14	30	119	133	128
Food/Exempt Food	285	323	608	3803	3,576	4,419
Schools/Institutions	25	45	70	276	300	292
Tattoo/Permanent Make-Up (IBD)	32	14	46	285	110	130
Temporary IBD Events	0	0	2	147	36	5
Liquid Waste Trucks	24	18	42	161	113	111
Mobile Home/RV Parks	32	4	36	97	108	121
Public Accommodations	21	18	39	126	68	139
Aquatic Facilities/Spas	3	49	52	847	739	712
RV Dump Station	2	0	2	2	14	21
Underground Storage Tanks	19	18	37	210	202	161
Waste Management	13	30	43	139	166	132
Temporary Foods/Special Events	22	24	46	1342	1,358	1,174
Complaints	40	55	95	654	760	613
TOTAL	536	612	1,148	8,208	7,683	8,158
EHS Public Record Requests	165	166	331	3,361	4,962	5,707

Complaints:

Complaint Breakdown	JAN 2025	FEB 2025	YTD 2025	2024	2023	2022
EHS - Invasive Body Decoration	0	0	0	4	1	
EHS - Food	21	24	45	276	248	
EHS - General	1	1	2	4	4	
EHS - Hotels/Motels	1	3	4	23	20	
EHS - Liquid Waste	5	4	9	64	62	
EHS - Mobile Home/RV Park	0	1	1	6	9	
EHS - Pools/Spas	1	0	1	16	3	
EHS - Schools	1	1	2	33	3	
EHS - Solid Waste	10	13	23	157	177	
EHS - Vector	0	6	6	59	98	
EHS - Waste Mgt	0	1	1	12	3	
EHS - Wells	0	1	1	4	0	

New Permits/Change of Ownership Inspections:

New Openings*	JAN 2025	FEB 2025	YTD 2025	2024	2023	2022	2021
Child Care	1	0	1	10	8	8	8
Food/Exempt Food	33	41	74	428	524	486	479
Schools/Institutions	0	0	0	3	3	6	3
Tattoo/Permanent Make-Up (IBD)	6	2	8	32	38	32	50
Liquid Waste Trucks	3	1	4	41	21	17	11
Mobile Home/RV Parks	4	0	4	6	42	8	5
Public Accommodations	0	0	0	4	19	9	9
Aquatic Facilities/Pool/Spas	0	0	0	26	48	28	41
RV Dump Station	1	0	1	0	0	3	2
Waste Management	1	3	4	9	13	8	6
TOTAL	49	47	96	559	716	605	614

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