

**Environmental Health Services
Division Director Staff Report
Board Meeting Date: June 26, 2025**

DATE: June 6, 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 is planning the first Special Processes Fair to be held on June 23rd from 9am-11am. The Special Processes Fair will provide information and resources to food establishment operators that already have or wish to implement a HACCP or Operational Plan at their facilities.
- Staff hosted two Active Managerial Control (AMC) Program courses in May, with a combined total of 31 food establishments in attendance.
- The Food Safety Team is kicking off inspection standardization exercises for food safety inspection staff to ensure staff are properly trained and consistent. This is part of Standard 2 of the FDA Retail Food Regulatory Program Standards.

Food Safety Plan Review

- The team is working with the owners of Nourish & Flourish, a commissary kitchen for mobile & portable. This facility is also installing a dump station that will be strictly for the mobile/ portable unit waste and filling for potable water. The owners had to stop work on this construction project and were directed to submit revised plans to reflect the construction that was not approved on the plan. The owners were advised to meet with staff during office hours on Tuesday from 10-12pm if they need assistance

Temp Foods / Special Events / Mobile Foods

- In May, staff worked with event organizers and food vendors to ensure events had the necessary health permits and infrastructure in place and conducted inspections at Cinco de Mayo at Victorian Square, Andelin's Baby Animal Days, the start of the Incline Village Farmers Market, a Motocross event at the Reno Livestock Events Center, The Tahoe Teddy Bear Picnic in Incline

Village, a Basketball tournament at the Reno Sparks Convention Center, Mariachi and Folklore Festival, a Car Show at Rancho San Rafael Park, Riverfest at Idlewild Park, Reno Tahoe Odyssey and more! The busy special events season is here!

- J Resort opened their new festival grounds and held their first event, a 2-day music festival, over Mother's Day weekend. This proved to be a big undertaking for our team. Staff spent many hours working with the event organizers, food promoter and J Resort staff on pre-event meetings and inspections, as well as inspections during the event and post-event meetings to address issues that occurred during the event. J Resort also held a concert at their Glow Plaza location the same weekend where EHS staff conducted pre-event and operational inspections.
- Staff are preparing for the start of Food Truck Events that will be held in Washoe County this year that have expanded, including 2 new recurring events as part of the Food Truck Friday series that will be held on Wednesdays in South Reno and Thursdays in North Reno.
- Staff were informed by our partners, the City of Reno special events team, that special events are up approximately 36% over last year—and that's just in the City of Reno.
- Staff assisted with the 2nd Annual Food Business Resource Fair held at the Neil Road Recreation Center. The goal of the fair was to provide local food businesses and potential entrepreneurs that wish to open a food business with a one-stop-shop of local permitting/licensing/regulatory agencies all in one place so they can get all the needed information.
 - This year's event was successful as it surpassed attendance expectations with approximately 109 attendees. Staff also provided 10 free mobile advisory inspections, a \$518 value, for food trucks that aren't permitted yet so that they can make any necessary changes to their mobile to ensure a smoother health permitting process.
 - Partners at the event included: Reno, Sparks and Truckee Meadows Fire Depts, Reno, Sparks and Washoe Business License, Reno Parks and Recreation, Reno and Sparks Environmental Control, NV Secretary of State, NV Dept of Taxation, Make the Road NV, NV Small Business Administration and more!

Foodborne Disease Program

Epidemiology	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023	2022
Foodborne Disease Complaints	9	7	4	6	5	31	202	107	51
Foodborne Disease Interviews	6	4	3	3	5	21	115	102	47
Foodborne Disease Investigations	0	0	1	0	0	1	10	7	4
CD Referrals Reviewed	6	6	5	3	5	25	61	45	81
Product Recalls Reviewed	9	14	13	22	9	67	253	268	250

Food Operations Enforcement and Investigations:

With the start of spring and the warmer weather, complaints have increased dramatically in April and May for unpermitted food vendor operations. Complaints have been generated and investigated across unincorporated Washoe County, Reno and Sparks. This includes multiple ice cream trucks which when found would meet the requirements for proper permitting. Staff recently conducted joint investigations with Washoe County School District Police, Washoe County Sheriff's Office and/or Reno Business License. None of the operators encountered have applied for permits at this time.

A. *Star Village Coffee, 560 Mill St, Reno, NV*

Staff completed a reinspection on 04/28/2025 which resulted in a permit suspension for cold holding violations and other repeat violations. The permit was reinstated on 04/29/2025 and again suspended on 05/13/2025 for unapproved sources, cold holding violations and lack of managerial control. An office hearing was held on 05/15/2025 and the permit was reinstated on 05/16/2025 but it should be noted the facility can no longer use coffee which is not from a commercial supplier or sell unpackaged baked goods as source of the coffee and pastries and cakes could not be verified at this time. Staff are working with the Reno-Sparks Indian Colony to determine foods that are coming from their permitted facilities.

B. *Pepperjack Steve's BBQ, Temporary Food Vendor, Sparks NV*

Staff found the operator serving food without approved sources, hot holding violations and improper handwashing at the Memorial Day Basketball Tournament. All food was discarded and the operator was required to have a reinspection, with a fee assessed, on the following day. It should be noted, two weeks prior the operator was required to attend an office hearing regarding food handling.

C. *Chepos Tacos, 814 S Wells Ave, Reno, NV*

This mobile permit had 8 critical violations including handwashing, temperature, and bare hand contact with ready to eat food violations, but the permit was suspended due to the leaking greywater tank that could not be corrected on site. The manager was required to attend the AMC course and repair the tank prior to reinspection. Staff are still awaiting reinspection.

D. *Thai Chili LLC, 1030 S Virginia St, Reno, NV*

This facility had 2 critical violations; however, the permit was suspended due to lack of refrigeration that could not be corrected on site – the walk-in cooler and make table could not hold temperature below 41°F. The manager was required to attend the AMC course due to the suspension. The facility was reopened the following day

E. *Petro Stopping Centers, 1950 E Greg St, Sparks, NV*

Facility was discovered to have no mechanism to wash rinse and sanitize dishes as the mechanical dishwasher was not working and the 3-compartment sink was under repairs on 5/19/2025. The permit was suspended until such time as the dishwasher and 3-compartment sink was repaired. The permit was reinstated on 05/23/2025.

F. *Nevada Taco Grill, 2740 S Virginia St, Reno NV*

Facility permit was suspended for failure of cold holding equipment. The manager was required to attend the AMC course and repair the units. The operator did not attend AMC, but the units were repaired the permit reinstated on 05/12/2025.

G. *International Food Creations, 18144 Wedge Pkwy, Reno, NV*

The facility was closed on 05/09/2025 with seven critical violations, as a result of a citizen complaint. Violations included but were not limited to lack of managerial control, failure to have adequate certified food protection managers onsite, no parasite destruction letters for fish used for sushi, failure to properly wash, rinse and sanitize food utensils, improper hot and cold holding temperatures and failure to follow the facility's approved HACCP plan. The permit was reinstated on 05/13/2025.

Permitted Facilities

Commercial Plans / Development Reviews

- Commercial Plans have continued to decrease at 20.7% year over year for this same time period.
- EHS received 125 Commercial Plans to review and conducted 177 EHS specific environmental reviews on those plans during the month of May.
- 95% of all plans in May 2025 were reviewed within the regional goal of 14 days.
 - 6 plans of the 125 submitted in May did not meet the regional goal for review.
- The new submittal process for inspections has been in use since January 2025.
 - 171 inspection requests have been submitted to date.
 - 105 inspections have been for the Permitted Commercial plans program
 - 66 inspections have been for the Food Plan Review program.

Commercial Plans & Development Reviews		JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023
Development Reviews		32	38	24	37	32	163	202	449
Commercial Plan Review Submittals		128	108	111	146	125	618	115	1,814
Total Reviews Conducted		217	168	160	231	177	953	10	2,270
Revision Resubmittal Rate		59%	54%	36%	51%	50%	50%	61	
# Plan Reviews exceeding 14 calendar days		14	8	6	9	6	43	253	
% Plan Review meeting Regional Goal		89%	93%	95%	94%	95%	93%	202	
Review Type Breakdown	Engineering	104	74	83	121	95	477	115	1,568
	Food	25	34	28	22	26	135	10	400
	Pool/Spa	7	2	2	6	2	19	61	84
	Vector	74	53	41	78	50	296	253	278
	Hotel/Motel	0	3	1	1	1	6	202	19
	Environmental	2	2	4	2	2	12	115	78
	UST / WM	5	0	1	1	1	8	10	7

Commercial Plan Review Detail	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024
New Reviews Submitted (1st Review)	53	50	71	69	63	306	826
Reno	36	33	51	47	44	211	519
Sparks	9	6	9	14	9	47	171
Washoe	8	11	11	8	10	48	136
Average days in review (1st Reviews)	6	6	6	5	8	6	10
Revisions Submitted (2nd Review +)	75	58	40	75	62	311	903
Reno	53	39	27	57	46	222	619
Sparks	14	10	6	7	9	46	192
Washoe County	8	10	7	11	7	43	92
Average days in review (Revisions)	7	6	5	3	7	6	12

Program Highlights

- Staff permitted and inspected 58 tattoo exhibitor booths at the 19th Lady Luck Tattoo Expo held at the Silver Legacy on May 30th – June 1st.
- NNPH responded to a complaint of a citizen microblading clients at a personal residence, a non-permitted facility. Staff intervened and the artist is in the process of obtaining an Invasive Body Decoration permit and will be operating out of a compliant commercial facility.
- Staff continue to conduct opening inspections of seasonal pools. Permit holders are now utilizing NNPH's new self-service booking system.

- KRVN News4 published an article highlighting an increase in approval rates for seasonal pool openings (10% increase over the previous year).
- Staff continue to assist EPHP with environmental assessments and investigations of school illness outbreaks throughout Washoe County.
- All permitted school inspections have been completed for the spring semester.
- In an effort to bring all mobile home and RV parks into compliance with state law for proper backflow prevention of their domestic water service, these facilities were provided a letter explaining the requirement and the verification process during routine inspections for 2025.
- Staff are working with the Fire Marshals with City of Reno Fire and City of Sparks Fire to ensure Health and Life Safety concerns are addressed between the two different codes with respect to access and closure of pool and spa enclosures.

Vector-Borne Disease Program

- Adult mosquito surveillance has begun for the 2025 mosquito season.
- The recruitment process for Public Service Interns remains ongoing. One interview was conducted in May and an offer was extended. The applicant turned the position down. Additional interviews are planned for June.

Vector	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023	2022	2021
Total Service Requests	1	2	5	6	7	21	51	99	65	59
Mosquito Pools Tested	0	0	0	0	8	8	403	948	506	385
Mosquito Surveys and Treatments	0	0	0	0	5	5	151	242	791	821

Environmental Protection

Residential Septic & Well Plan Reviews

- Permit intake and inspection numbers continue to decline. Intake for septic and well permits are down approximately 25% both for the month of May and year over year.
- Staff continue to work with Technology Services on the new well permit process - the launch and move towards electronic intake for well permits appears successful and local well-drillers seem to appreciate the efficiency of being able to apply online. Staff are preparing to create record types for over-the-counter permits and get them into an online format - this will include applications for: Test Trenches, Advisory Inspections, Tank Abandonments, Tank Replacements and Repairs.
- Staff are exploring transitioning their outreach course for realtors into a recurring course for realtors and/or owners on the responsibilities and requirements for properties served by septic. The goal is to reduce the challenges and costs that many buyers/owners face when purchasing these properties without the necessary knowledge. The team is also applying to give realtor CEUs for the course – this should hopefully generate interest and increase attendees. The outreach in general is very well received and by making it a regularly scheduled class at NNPH, it will increase efficiency for staff.

Land Development	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023	2022	2021
Plans Received (Residential/Septic)	58	48	65	77	65	313	885	828	999	918
Residential Septic/Well Inspections	79	53	86	90	75	383	1001	1,004	1,436	1,282
Well Permits	8	14	9	8	4	43	115	90	141	150

Safe Drinking Water

- Zero sanitary surveys were completed in the month of May. 15 surveys remain for the year, and 6 water hauler inspections.
- The new contract with BSDW was processed and went before the Board of Health in May. The contract included monetary increases to offset inflationary pressures that had been building in the program. The signed contract is back with BSDW for presentation to the Board of Examiners and final signature. The primary scope of work change was shifting water project review from NNPH to BSDW, effective July 1. This will align the practice with SNHD and create consistency for all water systems submitting water projects.
- BSDW is still working on a scope of work for a PFAS sampling grant for NNPH.

Safe Drinking Water	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024
Sanitary Survey	1	0	2	2	0	5	23
Level 1 Assessments	1	0	0	0	0	1	6
Level 2 Assessments	1	0	1	0	0	2	2
Water Projects Received	0	0	2	0	0	2	23

Waste Management / Underground Storage Tanks (USTs)

- UST staff inspected 18 fuel sites in the month of May and 11 compliance document review re-inspections. Staff received an application and issued a permit for decommissioning a UST system. One construction inspection was conducted for the month of May but permitting was not required.
- Staff are working with NDEP to coordinate formal enforcement for an out-of-compliance operator.
- UST staff conducted two joint inspections in May with NDEP staff to fulfill the obligations of the contract and ensure consistency of the inspection process between NDEP and NNPH.
- The new contract with NDEP for UST inspections went before the Board of Health in May is fully executed. The contract included monetary increases to offset inflationary pressures that had been building in the program. The contract will span 4 years as opposed to previous contracts that only covered 2 years.
- Staff received 27 complaints for the month of May. A new method of oversight was instituted to review response time and consistency. Team meetings will be held moving forward to discuss consistency issues and other areas for improvement.
- Solid Waste Management staff inspected 7 permitted waste facilities/liquid waste trucks and conducted no re-inspections. The team conducted an opening inspection for two new waste hauler permits and five new liquid waste trucks. There were no opening re-inspections.
- Staff received an application for a biohazardous waste transporter, and after review, contacted the applicant to see where waste is being taken for treatment and discovered they need a separate biohazardous waste transfer station permit as well.
- Staff completed their draft of the Solid Waste Management Plan update and provided it to the Division Director and Deputy Health Officer for review. Staff are reviewing the comments and making final clean up edits. The plan will be submitted to the District Board of Health for final approval and then to the Nevada Division of Environmental Protection.

Inspections:

EHS Inspections	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023	2022
Child Care	16	14	12	5	5	52	119	133	128
Food/Exempt Food	285	321	350	349	344	1649	3803	3,576	4,419
Schools/Institutions	25	45	24	45	12	151	276	300	292
Tattoo/Permanent Make-Up (IBD)	17	7	8	8	4	44	285	110	130
Temporary IBD Events	0	0	1	0	0	1	147	36	5
Liquid Waste Trucks	24	18	5	3	6	56	161	113	111
Mobile Home/RV Parks	16	2	12	2	4	36	97	108	121
Public Accommodations	7	6	7	4	1	25	126	68	139
Aquatic Facilities/Pools/Spas	3	49	60	105	243	460	847	739	712
RV Dump Station	2	0	5	0	1	8	2	14	21
Underground Storage Tanks	19	18	17	17	18	89	210	202	161
Waste Management	13	31	18	14	8	84	139	166	132
Temporary Foods/Special Events	23	24	29	124	139	339	1342	1,358	1,174
Complaints	40	58	53	69	77	297	654	760	613
TOTAL	490	593	601	745	862	3,291	8,208	7,683	8,158
EHS Public Record Requests	165	180	221	209	128	911	3,361	4,962	5,707

Complaints:

Complaint Breakdown	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023	2022
EHS - Invasive Body Decoration	0	0	0	0	0	0	4	1	
EHS - Food	21	26	32	35	32	146	276	248	
EHS - General	1	1	0	0	1	3	4	4	
EHS - Hotels/Motels	1	3	1	3	2	10	23	20	
EHS - Liquid Waste	5	5	1	10	6	27	64	62	
EHS - Mobile Home/RV Park	0	1	0	0	0	1	6	9	
EHS - Pools/Spas	1	0	0	1	0	2	16	3	
EHS - Schools	1	1	1	1	1	5	33	3	
EHS - Solid Waste	10	13	17	12	27	79	157	177	
EHS - Vector	0	6	1	5	8	20	59	98	
EHS - Waste Mgt	0	1	0	2	0	3	12	3	
EHS - Wells	0	1	0	0	0	1	4	0	

New Permits/Change of Ownership Inspections:

New Openings*	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	YTD 2025	2024	2023	2022	2021
Child Care	1	0	1	0	4	6	10	8	8	8
Food/Exempt Food	33	39	31	43	25	171	428	524	486	479
Schools/Institutions	0	0	0	0	0	0	3	3	6	3
Tattoo/Permanent Make-Up (IBD)	3	1	4	5	4	17	32	38	32	50
Liquid Waste Trucks	3	1	4	1	5	14	41	21	17	11
Mobile Home/RV Parks	2	0	0	1	0	3	6	42	8	5
Public Accommodations	0	0	0	1	0	1	4	19	9	9
Aquatic Facilities/Pools/Spas	0	0	0	6	29	35	26	48	28	41
RV Dump Station	1	0	0	0	0	1	0	0	3	2
Waste Management	1	3	0	1	2	7	9	13	8	6
TOTAL	44	44	40	58	69	255	559	716	605	614

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