

# Environmental Health Services Division Director Staff Report Board Meeting Date: November 20, 2025

**DATE:** November 13, 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

- Peg's Glorified Ham N' Eggs located at 198 Lemmon Dr. in Reno was recognized for being awarded the Excellence in Food Safety Award. Peg's was awarded the Excellence in Food Safety Award for their dedication to safe food handling practices as demonstrated by their receipt of three consecutive passing scores on their routine health inspections, fewer than 10 observations of noncritical violations in a three-year period.
- Staff hosted two Environmental Health Specialists from Walla Walla County, Washington through the NACCHO Mentorship Program. NNPH began mentoring Walla Walla County at the beginning of the year to share ideas and information related to the FDA Voluntary Retail Food Regulatory Program Standards.
- Staff held the Food Safety Inspection Bootcamp: House of Horrors edition on October 27, 2025. The Bootcamp was attended by members of eight different local food establishments. This special edition of the Bootcamp showcased some of the extra gross (anonymized) inspection photos so that the attendees could practice marking their self-inspection forms. All Food Safety Inspection Bootcamps provide operators with the tools, resources, and confidence to conduct self-inspections of their establishments as though they were NNPH health inspectors.

#### Food Safety Plan Review

• The team met with Washoe County School District staff for an advisory inspection for Reed High School and Debbie Smith CTE regarding the construction requirements for building a commercial kitchen where students can learn culinary skills and possibly operate a mobile food truck at this location. The potential kitchen will need to meet commissary requirements for mobile food trucks and commercial kitchen requirements depending on the scope.

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• The implementation of office hours (every Tuesday from 10 AM-12 PM) to help the public with free consultation and help get their documents and plans ready to meet NNPH requirements for food safety has been successful. Staff have been meeting with the GSR Arena, Jiffy's Pizza / Rosewood expansion in Incline Village, commissary kitchens, Nourish & Flourish kitchen, and other potential food establishments.

### Temp Foods / Special Events / Mobile Foods

- In October, the food safety team worked one of our larger events of the year, The 43<sup>rd</sup> Annual Great Italian Festival, hosted by Caesars Entertainment in Downtown Reno. This event had over 72 food vendors this year. Staff worked both days of the event to conduct all routine temporary food inspections as well as an inspection of the venue to ensure all necessary infrastructure was in place to ensure environmental protection.
- Some of the Fall events staff worked included: the Andelin Fall Festival, The Ferrari Farms Pumpkin Patch, a Halloween Carnival held at the Hyatt Lake Tahoe in Incline Village and two Day of the Dead events.

# Foodborne Disease Program

Epidemiology	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024	2023	2022
Foodborne Disease Complaints	9	7	4	6	5	11	3	10	8	7	70	202	107	51
Foodborne Disease Interviews	6	4	3	3	5	3	3	7	5	5	44	115	102	47
Foodborne Disease Investigations	0	0	1	0	0	1	1	0	0	2	5	10	7	4
CD Referrals Reviewed	6	6	5	3	5	8	18	15	13	13	92	61	45	81
Product Recalls Reviewed	9	14	13	22	9	27	27	19	24	11	175	253	268	250

#### Food Operations Enforcement and Investigations:

#### **Permit Suspensions / Fails**

Ongoing enforcement activities continued throughout the entire month of October with multiple non-permitted food vendors found across Reno, Sparks and unincorporated Washoe County. Vendors have included but not been limited to hot dog carts, food tents, and mobile/portable food units from the local area and out of state. Staff have partnered with other agencies regarding this ongoing issue.

- A. Silver Chopstick Chinese & Pho Restaurant, H22-0510FOOD, 10580 N McCarran Blvd, Sparks, NV The permit was suspended on 10/29/2025 after a reinspection found two repeat critical violations for improper storage of food products and improper/lack of date marking. The operator was required to attend an office hearing and provide AMC policies for the two critical violations. After the office hearing on 10/30/2025, the permit was reinstated.
- B. Asian Noodles H19-0954FOOD, 1290 E Plumb Ln, Reno, NV

  The health permit was suspended on 10/27/2025 for third consecutive critical violations for storing raw over ready-to-eat foods and hot holding violations. The operator was required to write AMC policies and attend an office hearing prior to permit reinstatement. On 10/29/2025, the office hearing was held and the AMC policies accepted, and the permit was reinstated.
- C. Rail City Casino Ale House Restaurant, H24-0277FOOD, 2121 Victorian Ave, Sparks, NV The health permit was suspended for repeat critical violation for proper date marking on 10/15/2025 after it was found out of compliance for the fourth time. The operator was required to attend an office

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hearing and submit an updated AMC policy for date marking. After the office hearing on 10/16/2025, the updated policy was accepted and the health permit reinstated pending future reinspection.

# D. Hot Dogs Aya-Que, H17-0371FOOD, 1635 Sullivan Ln, Sparks, NV

Permit was suspended for operating without an approved servicing area or business license on 10/06/2025. The operator applied for and received approval for a new servicing area and subsequently received approval for their business license on 10/13/2025.

# E. Twin Peaks, H24-0351FOOD, 4905 S Virginia St, Reno, NV

The facility had a third HACCP validation inspection on 10/28/2025, the facility was found to be operating outside the approved plan and the approval of the HACCP process was revoked based on the previous two suspensions for failure to follow the restaurant developed plan. The facility may apply for a new HACCP plan and approval on or after 10/28/2026.

# F. Las Cebollitas, H20-0805FOOD, 677 E Moana Ln, Reno, NV

The health permit was suspended after an inspection was conducted on 10/04/2025 where staff found the facility operating with multiple critical violations, including improper cooling, hot holding, and source verification. A reinspection was completed on 10/09/2025 where the operator demonstrated proper cooling processes and receipts for food purchases to verify sourcing. The permit was reinstated after the reinspection, and the facility was reclassified as a risk category three (3).

#### **Permitted Facilities**

### Commercial Plans / Development Reviews

- Commercial Plans are still continuing to decrease, although the month of October saw an increase in plans reviewed by NNPH.
  - Year over year, the decrease is now 19%, compared to this same time period for the month of October
- EHS received 178 Commercial Plans to review and conducted 244 EHS specific environmental reviews on those plans during the month of October.
  - EHS has received a total of 1,392 commercial plans for review with a total of 2,025 EHS specific reviews completed. This has been completed with a total of 4 EHS plan reviewers in the Permitted Facilities program.
- 96% of all plans in October 2025 were reviewed within the regional goal of 14 calendar days.
  - o 7 plans of the 178 submitted in October did not meet the regional goal for review.

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	nercial Plans & opment Reviews	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024	2023
Develop	ment Reviews	32	38	24	37	32	22	35	20	29	45	314	349	461
Comme	rcial Plan Review Submittals	128	108	111	146	125	133	149	141	173	178	1,392	1,729	1,814
Total Rev	views Conducted	217	168	160	236	183	191	180	200	246	244	2,025	2469	2,270
Revision	Resubmittal Rate	59%	55%	36%	51%	50%	44%	43%	48%	53%	47%	49%	52%	
# Plan Re	eviews exceeding 14 calendar days	14	8	6	9	20	18	20	15	8	7	125	438	
% Plan	Review meeting Regional Goal	89%	93%	95%	94%	84%	86%	87%	89%	95%	96%	91%	75%	
۸n	Engineering	104	74	83	122	98	108	122	107	133	131	1,082	1,270	1,568
og)	Food	25	34	28	23	27	25	25	30	38	43	298	452	400
Breakdown	Pool/Spa	7	2	2	6	3	2	3	3	8	8	44	96	84
e B	Vector	74	53	41	80	51	49	26	47	50	49	520	583	278
Туре	Hotel/Motel	0	3	1	2	1	5	2	7	7	6	34	25	19
Review	Environmental	2	2	4	2	2	0	0	6	10	6	34	41	78
3e√	UST/WM	5	0	1	1	1	2	2	0	0	1	13	34	7

Commercial Plan Review Detail	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024
New Reviews Submitted (1st Review)	53	50	71	69	63	74	85	74	81	95	715	826
Reno	36	33	51	47	44	48	50	53	61	59	482	519
Sparks	9	6	9	14	9	18	20	10	10	22	127	171
Washoe	8	11	11	8	10	8	15	11	10	14	106	136
Average days in review (1st Reviews)	6	6	6	5	8	11	8	5	4	5	6	10
Revisions Submitted (2nd Review +)	75	59	40	75	62	59	64	67	92	83	676	903
Reno	53	39	27	57	46	39	46	41	61	54	463	619
Sparks	14	10	6	7	9	12	11	18	14	15	116	192
Washoe County	8	10	7	11	7	8	7	8	17	14	97	92
Average days in review (Revisions)	7	6	5	3	7	13	8	5	4	3	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

- All routine adult mosquito trapping for arbovirus surveillance has concluded for 2025.
- All routine larval surveillance and treatments have concluded for 2025.
- The Vector Public Service Interns who conducted vector surveillance and treatment throughout the community have retired for the season as of 10/30/2025.

Vector	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024	2023	2022	2021
Total Service Requests	1	2	5	6	7	24	25	18	13	5	106	51	99	65	59
Mosquito Pools Tested	0	0	0	0	8	29	124	146	232	63	602	403	948	506	385
Mosquito Surveys and Treatments	0	0	0	0	5	4	315	311	11	4	650	151	242	791	821

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#### **Environmental Protection**

### Residential Septic & Well Plan Reviews

- Intake for septic permits in October is almost equal to what was received in October 2024. Well permit application intake is currently substantially lower than last October. Local drillers have commented that they are concentrating on rural counties before winter hits but are starting to see more inquires from customers in Washoe County. Team members continue to work on long delayed projects and are helping to refine processes associated with the new septic records in Accela.
- The new septic record type went live on the Accela Citizen Access (ACA) portal for customers to apply for the following permit types: Test Trench, Advisory, Septic Tank Abandonment, Septic Tank Replacement and Septic Replacement (aka Repairs) in mid-October, as expected. There have been a few minor tweaks and hiccups but overall, and customer feedback on the option to apply online has been positive.
- Team leadership began working with TS staff to develop additional inspection reports associated with the new septic record types in Accela. Currently all septic inspection reports are manually entered into fillable PDF forms and can be very time-consuming. Incorporating them into the Accela system will allow for more automation and increased efficiency.
- A promising source for sand for sand filters has been found and is being tested at the time of writing this report. Team leadership is continuing to work with local septic engineers and sand manufacturers to find more than just one 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 were held on
  October 13<sup>th</sup> and 20<sup>th</sup> with 106 total attendees between the two workshops. Twelve written responses
  have been submitted via a feedback form on the website and over 50 phone calls and emails have been
  fielded from residents who had questions after they received postcards notifying them of the
  regulation changes and workshops.

Land Development	JAN 2025				MAY 2025						YTD 2025	2024	2023	2022	2021
Plans Received (Residential/Septic)	58	48	65	77	65	75	71	64	69	72	664	885	828	999	918
Residential Septic/Well Inspections	79	53	86	90	75	86	67	56	70	68	730	1,001	1,004	1,436	1,282
Well Permits	8	14	9	8	4	3	4	1	7	4	62	115	90	141	150

#### Safe Drinking Water

- Two sanitary surveys were completed in the month of October. Three sanitary surveys and one water hauler inspection remain for the year.
- Team leadership has continued to communicate with NDEP-BSDW and the PUC regarding the
  Rosemount Water Company bankruptcy filing. Staff were notified on October 27, 2025, that the
  bankruptcy estate of Rosemount Water Company had been fully administered and closed. On October
  30, 2025, staff were notified by PUC staff that they have petitioned the PUC to determine if the water
  system shall be placed into receivership.
- Fall Monitoring Reminders were emailed to all Public Water Systems during October. These are documents outlining water quality requirements for each water system and are sent twice year in the Spring and Fall. Sending these reminders is a big lift for the Office Specialist assigned to the Safe Drinking Water team and often results in numerous inquiries to the Environmentalists. The goal is

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data integrity and to ensure every water system monitors for all required constituents during the applicable time frames.

Safe Drinking Water	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024
Sanitary Survey	1	0	2	2	0	4	2	2	5	2	20	23
Level 1 Assessments	1	0	0	0	0	0	1	0	0	0	2	6
Level 2 Assessments	1	0	1	0	0	0	1	1	0	0	4	2
Water Projects Received	0	0	2	0	0	0	0	0	0	0	2	23

# Waste Management / Underground Storage Tanks (USTs)

- UST staff inspected 23 fuel sites and 9 compliance document review re-inspections in October.
- Staff conducted two UST construction inspections and cleared a new gas station to receive fuel in October.
- Staff received 25 complaints for the month of October and conducted 57 on-site inspections.
- Solid Waste Management staff inspected 16 permitted waste facilities / liquid waste trucks and conducted 9 re-inspections. Two (2) new liquid waste truck permits were opened.
- Discussions with HR on Senior recruitment continued through the month of October. As of the 1<sup>st</sup> of November, the recruitment still had not been listed, but it is hoped to move forward by mid-November.

**Inspections:** 

EHS Inspections	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024	2023	2022
Child Care	16	14	12	5	5	7	11	9	35	10	124	119	133	128
Food/Exempt Food	286	322	349	351	351	300	380	470	459	461	3729	3,803	3,576	4,419
Schools/Institutions	25	45	25	45	12	0	0	8	50	37	247	276	300	292
Tattoo/Permanent Make-Up (IBD)	17	7	8	8	122	9	5	20	6	10	212	285	110	130
Temporary IBD Events	0	0	1	0	117	3	0	0	1	0	122	147	36	5
Liquid Waste Trucks	24	18	5	3	6	3	5	16	8	20	108	161	113	111
Mobile Home/RV Parks	16	2	12	2	4	1	2	11	15	25	90	97	108	121
Public Accommodations	7	6	7	4	1	2	5	6	5	14	57	126	68	139
Aquatic Facilities/Pools/Spas	3	49	60	105	246	145	92	56	9	41	806	847	739	712
RV Dump Station	2		5		1		4	8	1	2	23	2	14	21
Underground Storage Tanks	19	18	17	17	18	10	21	19	15	28	182	210	202	161
Waste Management	15	31	18	13	8	16	22	17	16	9	165	139	166	132
Temporary Foods/Special Events	23	24	29	119	147	265	179	304	114	139	1343	1,342	1,358	1,174
Complaints	41	59	53	69	78	68	134	78	88	100	768	654	760	613
TOTAL	494	595	601	741	1,116	829	860	1,022	822	896	7,976	8,208	7,683	8,158
EHS Public Record Requests	165	180	221	209	128	156	239	127	205	289	1,919	3,361	4,962	5,707

#### **Complaints:**

Complaines														
Complaint Breakdown	JAN 2025	FEB 2025	MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024	2023	2022
EHS - Invasive Body Decoration	0	0	0	0	0	2	0	1	1	1	5	4	1	
EHS - Food	22	26	32	35	32	30	48	27	41	49	342	276	248	
EHS - General	1	1	0	0	1	1	0	0	0	1	5	4	4	
EHS - Hotels/Motels	1	3	1	2	2	2	2	1	3	5	22	23	20	
EHS - Liquid Waste	5	5	1	10	6	6	8	4	5	11	61	64	62	
EHS - Mobile Home/RV Park	0	1	0	0	0	3	1	0	0	1	6	6	9	
EHS - Pools/Spas	1	0	0	1	0	4	10	4	3	0	23	16	3	
EHS - Schools	1	1	1	2	2	1	0	0	0	0	8	33	3	
EHS - Solid Waste	10	14	17	12	27	14	25	26	17	27	189	157	177	
EHS - Vector	0	6	1	5	8	5	37	13	15	4	94	59	98	
EHS - Waste Mgt	0	1	0	2	0	0	3	1	2	1	10	12	3	
EHS - Wells	0	1	0	0	0	0	0	1	1	0	3	4	0	

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New Permits/Change of Ownership Inspections:

New Openings*	JAN 2025		MAR 2025	APR 2025	MAY 2025	JUN 2025	JUL 2025	AUG 2025	SEP 2025	OCT 2025	YTD 2025	2024	2023	2022	2021
Child Care	1	0	1	0	4	0	2	1	4	1	14	10	8	8	8
Food/Exempt Food	34	39	31	43	26	33	41	22	35	27	331	428	524	486	479
Schools/Institutions	0	0	1	0	0	0	0	2	1	0	4	3	3	6	3
Tattoo/Permanent Make-Up (IBD)	3	1	4	5	4	2	2	8	3	3	35	32	38	32	50
Liquid Waste Trucks	3	1	4	1	5	2	1	2	1	2	22	41	21	17	11
Mobile Home/RV Parks	2	0	0	1	0	0	0	0	0	2	5	6	42	8	5
Public Accommodations	0	0	0	1	0	1	0	0	1	0	3	4	19	9	9
Aquatic Facilities/Pools/Spas	0	0	0	6	30	15	8	5	0	2	66	26	48	28	41
RV Dump Station	1	0	0	0	0	0	1	1	0	1	4	0	0	3	2
Waste Management	1	3	0	1	2	1	0	2	0	1	11	9	13	8	6
TOTAL	45	44	41	58	71	54	55	43	45	39	495	559	716	605	614

<sup>\*</sup>This table identifies new business opening inspections but does not include reinspections during the opening process.