

Memorandum



DATE August 8, 2008

TO Members of the Quality of Life Committee: Pauline Medrano, Chair; Vonciel Jones Hill, Vice Chair; Carolyn R. Davis; Angela Hunt; Sheffie Kadane, David A. Neumann; and Steve Salazar

SUBJECT Food Protection Inspection Program

Environmental and Health Services will brief the Committee on the Food Protection and Education Division's Inspection Program at their meeting on Tuesday, August 12, 2008.

Please contact me if you have questions or need additional information.


David O. Brown
Interim Assistant City Manager

Attachment

c: Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Deborah Watkins, City Secretary
Thomas P. Perkins, Jr., City Attorney
Craig D. Kinton, City Auditor
Judge Jay E. Robinson
Ryan S. Evans, First Assistant City Manager
Ramon F. Miguez, PE, Assistant City Manager
A.C. Gonzalez, Assistant City Manager
Jill A. Jordan, PE, Assistant City Manager
David K. Cook, Chief Financial Officer



City of Dallas

ENVIRONMENTAL AND HEALTH SERVICES DEPARTMENT
FOOD PROTECTION AND EDUCATION DIVISION

Inspections Overview

Presented to
Quality of Life Committee
on
AUGUST 12, 2008



OVERVIEW

- **INSPECTORS DUTIES**
- **REGULATIONS ENFORCED**
- **SERVICES PROVIDED**
- **WHO WE REGULATE**
- **HOW COMPLIANCE IS OBTAINED**
- **THE INSPECTION PROCESS**
- **THE INSPECTION REPORT/ VIOLATIONS**

Inspector Daily Duties

- Routinely inspect all assigned food establishments in accordance with Chapter 17, Food Ordinance and the Texas Food Establishments Rules.
 - Each sanitarian has 250-300 Fixed food establishments
- Perform a minimum of two annual inspections of all assigned Dallas food establishments, many establishments however receive more than two inspections.
- Notices of violation and citations are issued for violations observed according to policy.
- Participate in audit/quality control inspections as conducted by the supervisor and have less than 20% disagreement.
- Respond to complaints in less than two working days of receipt and foodborne illness complaints in 24 hours or less and as need for correction of serious public health violations.
- Make necessary follow-up inspections in less than ten working days of assigned date of compliance. Conduct follow-up inspection based on numerical scoring criteria/critical violations.
- Routinely participate in assigned teams (i.e., Emergency Response, SAFE/ICP, Mobile, Smoking, Temporary inspections)
- Participate in activities to educate the industry, and the general public.
- Work weekend duty and night assignment as allocated.

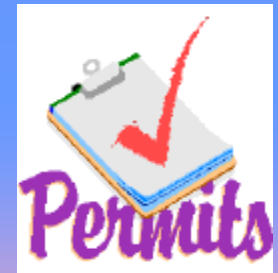
City Codes / State Laws Enforced

- Chapter 17 – Food Establishment Ordinance/ Texas Food Establishment Rules (TFER)
 - Related to the sale or donation of food at the retail level
 - Mandates Food Handler Training and provides regulations for Homeless Feeding, Dog Friendly
- Chapter 19 – General Health and Safety
 - Relates to Adjacent Premises Maintain/ Nuisance abatement
- Chapter 41A – Smoking
 - Relates Patron Smoking in a Food Establishment
- Chapter 42A – Special Events
 - Relates to Temporary Events and Central Business District Vending
- Chapter 50 – Street Vending
 - Relates to Street Performances, the sale of food, flowers and handcrafted Items
- Chapter 51A – Zoning
 - Relates to Mobile Food Unit Locations/ Park Trailers

Services Provided



- Retail Food Establishment Permitting and Inspections (Fixed Food Establishments)
- Mobile Food Vehicle Permitting/ Inspections
- Temporary Food Services Establishment Permitting/ Inspections
- Foodborne illness investigation/ Food Sample Collections and Analysis
- Central Business District Vending Permitting/ Inspections
- Emergency Response – Manmade/ Natural Disasters
- Consumer Complaints/ Foodborne Investigations
- Food Safety Public Health Consultations
- Food Safety Training and Education
 - Restaurants/ Temporary Food Handlers
 - Homeless Feeding/ Audits
 - and for Academia, the General Public and Industry
- Food Service Manager Certification Program
- Smoking Ordinance Enforcement



Inventory/ Licensees

- **5724 Fixed Retail Food Service Establishment**
 - Restaurant, Schools, Hospitals, Grocery/Delis/ Convenience Stores, Bakeries, Bars/ Taverns
- **800 Mobile Food Units/ Kiosk**
 - Pushcarts, Ice Cream Trucks, Catering Vehicles, Food Preparation Vehicles, and Produce Trucks
- **~ 3000 Temporary Food Establishments (MOSTLY ON WEEKENDS/HOLIDAYS)**
- **The State Fair of Texas, New Years Day, St. Patrick's Day, Cinco de Mayo, Juneteenth, Taste of Dallas, and many other large and small events.**
- **Regulate Food and Non-Food Street Vending in the Central Business District of Downtown Dallas**
 - Involving the sale of Food, Flowers, and Handcrafted Items
 - Street Performances Enforce Homeless Street Feeding Regulations
- **Respond to Natural/ Manmade Disasters**
 - Fires, Floods, Tornado, Power Outages, Overturned food vehicles and others

Compliance By Inspection

- Type of Inspections:
(Unannounced)

Routine, Follow-up,
Complaint, Temporary,
and Mobile



- **Routine Inspection** - are conducted once every six months
- **Follow-up Inspections** - are conducted as a result of poor sanitation issues, low scores (\$75 Re-inspection Fee)
- **Complaints Inspections** - General Sanitation/Hygienic Practices /Illness Investigation, Smoking and Other

Compliance By Inspection

(CONT'D)

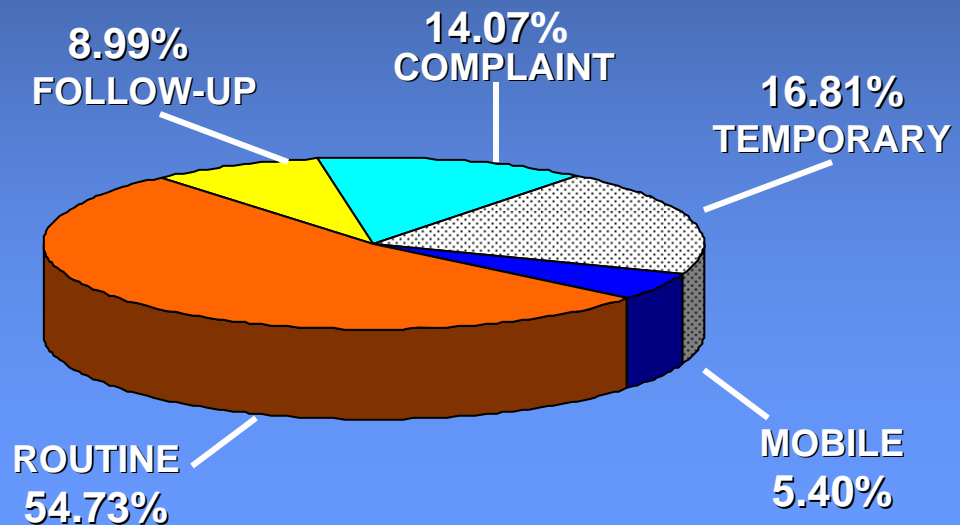


- Type of Inspections:
- Temporary – the Office of Special Events provides a listing of public event being held involving food and we provide guidance and inspection
- Mobile – the mobile food units are required to provide an itinerary and are inspected annually with random inspections conducted during the year (Mobile Sweeps).

FY 2007

Compliance By Inspection

- Routines – 9,671
- Follow-ups – 1,589
- Complaints - 2,487
- Temporaries – 2,971
- Mobiles – 954



– Overall Inspection Total for FY 2007
= 17,672

The General Inspection Process

1. Prior to conducting inspections the inspector reviews previous inspections
2. Inspector arrives at the food establishment
3. Inspector surveys the food prep area and consults manager (menu, food flow, employee illness policy, documentation)
4. Inspector surveys the produce, meat market, prep and cook line areas
5. Evaluates employee hygiene, practices and necessary equipment/state of repair
6. Inspector checks for signs of contamination or possible cross-contamination
7. Reviews temperature logs interval readings, monitors equipment temperatures and takes food temperature readings

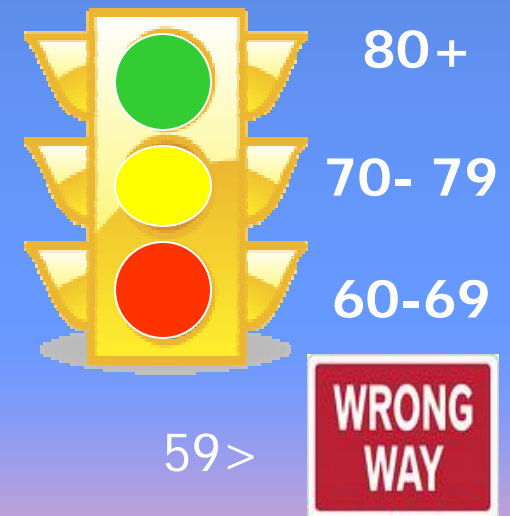
The General Inspection Process

(Cont'd)

8. Inspector checks the food prep sinks
9. Inspector surveys cold and dry food storage areas
10. Survey for Pest Problems
11. Inspector surveys potential hazardous food received
12. Verify no bare hand contact with ready-to-eat food
13. Evaluates the dish washing methods, time, temperature and concentration
14. Checks restroom sanitation and garbage areas
15. Concludes the inspection and reviews results with management

Frequency of Inspections

- **Scoring:** All establishments start out with a score of 100
(Points are deducted from 100)
- **Routine:** Conducted every six months
 - 80 or above
- **Follow-Up:**
 - Score of 70-79/ Re-inspect 30 days
 - Score of 60-69/ Re-inspect 10 days
 - Score of 59 > closure and/or other enforcement action – min. 24 hours
- **Complaint:** Within two working days of receiving complaint (Foodborne 24 hours)



Violation Classification

- Critical Violations-are violations that if in noncompliance, is more likely than other violations to contribute to food contamination and/or foodborne illness.
- Non-Critical Violations- are not directly related to foodborne illness, includes such occurrences as:
 - Poorly constructed, unclean, or dilapidated walls, ceilings, or floors
 - Improper storage of soiled and clean linens
 - Unauthorized personnel in the food-prep area
 - Poor ventilation

Common Critical Violations

- **CRITICAL VIOLATIONS INCLUDE:**
 - Failure to properly cool cooked foods
 - Failure to maintain food at the proper Temperature
 - Failure to cook food to the proper temperature
 - Failure to stop ill employees from preparing food when ill
 - Failure of food service employees to follow good hygienic practices
 - Insect/rodent infestations

Failure to Comply with Code may Result in the following Enforcement Actions

- Notices of Violation
- Court Citation
- Re-Inspection/ Fee
- Mandated Food Handler Training
- Voluntary Closure
- Court Ordered Closure
- Permit Revocation
- Permit Suspension



Recognition Program



City of Dallas

Food Protection and Education Division

Award of Excellence

CLEAN PLACE RESTAURANT

1001 MAIN STREET

For

Food Safety and Sanitation Practice Obtain During the Year

2007

Director, Environmental and Health Services Department

Manager, Food Protection and Education Division

Specialized Inspection Teams

- Emergency Response/Disaster Team (On call 24/7)
- Foodborne Illness Investigation Team
- ICP/SAFE Team Inspections Team
- Hazard Analysis Critical Control Points (HACCP) Team
- Temporary Food Establishment Education Team
- Mobile Food Unit Permitting Team
- Food Protection Training/Education Team
 - Mandated Restaurant Food Handler Training/ Public
 - Homeless Feeder Food Safety Training
- Smoking Enforcement Team

5 POINT CRITICAL VIOLATIONS

DEMERITS

5

Temperature/ Time Requirements – Potentially Hazardous Food (PHF)

OUT= Out of Compliance During Inspection **IN** = In Compliance During Inspection

OUT

IN

1. Proper Cooling of Cooked / Prepared Food

2. Cold Hold (41°F)/ (45°F)

3. Hot Hold (135°F)

4. Proper Cooking Temperature Per Food Type

5. Rapid Reheating (165°F in 2 hours)

4 POINT CRITICAL VIOLATIONS

DEMERITS		Personnel/Handling/Source Requirements
4		
OUT	IN	
		6. Personnel with Infections Restricted/ Excluded
		7. Proper/Adequate Handwashing
		8. Good Hygienic Practices (Eating/ Drinking/ Smoking/ Other)
		9. Approved Source/Label
		10. Sound Condition
		11. Proper Handling of Ready-To-Eat Foods
		12. Cross-Contamination of Raw/ Cooked Foods/ Other
		13. Approved Systems (HACCP Plans/ Time as Public Health Control)
		14. Water Supply

3 POINT CRITICAL VIOLATIONS

(cont'd)

DEMERITS		Facility and Equipment Requirements
3		
OUT	IN	15. Equipment Adequate to Maintain Product Temperature
		16. Hand wash Facilities Adequate and Accessible
		17. Hand wash Facilities with Soap and Towels
		18. No Evidence of Insect Contamination/Outer Openings/ Pest Control Record
		19. No Evidence of Rodents/Outer Openings/ Other Animals
		20. Toxic items Properly Labeled/Stored/Used
		21. Manual/Mechanical Ware washing and Sanitizing at [ppm/temperature/clean]

3 POINT CRITICAL VIOLATIONS

(cont'd)

DEMERITS		Facility and Equipment Requirements
OUT	IN	
3		
		22. Manager Demonstration of Knowledge/ Certified Food Manager/ Food Handler/ Smoking
		23. Approved Sewage/Wastewater Disposal System, Proper Disposal, Grease Trap, Trip Tickets
		24. Thermometers Provided/ Accurate/ Properly Calibrated (+/- 2°F)
		25. Non/ Food Contact Surfaces of Equipment and Utensils Cleaned/Sanitized/Good Repair
		26. Posting of Consumer Advisories (Heimlich/ Disclosure/ Raw Shellfish Warning/ Buffet Plate)
		27. Food Establishment Permit/Certificate of Occupancy (Current) (Displayed)

3 POINT NON-CRITICAL VIOLATIONS

Added Items Under Item #27 or now 3 Point Non-Critical Violations and Relate to...

- a) Floors
- b) Walls – Ceilings
- c) Lighting
- d) Ventilation
- e) Non-Food Contact Surfaces
- f) Exterior Surfaces
- g) Current Food Establishment Inspection Report/
Dog Friendly/ Non-Smoking Signage (Displayed)

SOME COMMON 3 POINT NON-CRITICAL VIOLATIONS

- Expired non-perishable items
- Dusty Shelves
- Floors, walls and ceilings in poor condition
- Improper storage of soiled and clean linens
- Poor ventilation
- Exterior grounds not maintained free of litter



ENVIRONMENTAL AND HEALTH SERVICES DEPARTMENT
FOOD PROTECTION AND EDUCATION DIVISION
RETAIL FOOD SERVICE ESTABLISHMENT INSPECTION REPORT
 7901 Goforth Road
 Dallas, Texas 75238

EST. Code:

Establishment:										Owner:									
Address:										Risk Category:									
Time In		Mo	Day	Yr	Time Out		RFSM Required	Registered Food Service Manager's Name				RFSM No.		Expiration Date					
Purpose of Inspection:										Temperature/Time Requirements - Potentially Hazardous Foods (PHF)									
DEMERITS (5 Pts)										Violations Require Immediate Corrective Action									
OUT = Out of Compliance During Inspection				IN = In Compliance During Inspection				NA = Not Applicable During Inspection				NO = Not Observed During Inspection				COS = Corrected On Site			
OUT	IN	NA	NO	1. Proper Cooling For Cooked/ Prepared Food										Remarks	COS				
				2. Cold Hold (-41°F/ (45°F)															
				3. Hot Hold (135°F)															
				4. Proper Cooking Temperature Per Potentially Hazardous Food (PHF)															
				5. Rapid Reheating (165°F in 2 Hours)															
Food/ Temperature/ Other Remarks:																			
DEMERITS (4 Pts)										Personnel/Handling/Source Requirements									
OUT	IN	NA	NO	Violations Require Immediate Corrective Action										Remarks	COS				
				6. Personnel with Infections Restricted/ Excluded															
				7. Proper/Adequate Handwashing															
				8. Good Hygienic Practices (Eating/ Drinking/ Smoking/ Other)															
				9. Approved Source/Label															
				10. Sound Condition															
				11. Proper Handling of Ready-To-Eat Foods															
				12. Cross-Contamination of Raw/ Cooked Foods/ Other															
				13. Approved Systems (HACCP Plans/ Time as Public Health Control)															
DEMERITS (3 Pts)										Personnel/Handling/Source Requirements									
OUT	IN	NA	NO	Violations Require Immediate Corrective Action, Not To Exceed 10 Days										Remarks	COS				
				14. Water Supply - Approved Source/ Sufficient Capacity/ Hot and Cold Under Pressure															
				15. Equipment Adequate to Maintain Product Temperature															
				16. Handwash Facilities Adequate and Accessible															
				17. Handwash Facilities with Soap and Towels															
				18. No Evidence of Insect Contamination/Outer Openings/ Pest Control Record															
				19. No Evidence of Rodents/Outer Openings/ Other Animals															
				20. Toxic Items Properly Labeled/Stored/Used															
				21. Manual/Mechanical Warewashing and Sanitizing at [] ppm/temperature/clean															
				22. Manager Demonstration of Knowledge/ Certified Food Manager/ Food Handler/ Smoking															
				23. Approved Sewage/Wastewater Disposal System, Proper Disposal, Grease Trap, Trip Tickets															
				24. Thermometers Provided/ Accurate/ Properly Calibrated (+/- 2°F)															
				25. Non-Food Contact Surfaces of Equipment and Utensils Cleaned/Sanitized/Good Repair															
				26. Posting of Consumer Advisories (Heimlich/ Disclosure/ Raw Shellfish Warning/ Buffet Plate)															
				27. Food Establishment Permit/Certificate of Occupancy (Current) (Displayed)															
				a) Floors: Constructed, Drained, Clean, Good Repair, Coved, Dustless Cleaning Method															
				b) Walls - Ceiling: Attached Equipment, Constructed, Good Repair, Dustless Cleaning Method															
				c) Lighting: Lighting Provided As Required, Fixtures Shielded															
				d) Ventilation: Rooms and Other Equipment Vented As Required															
				e) Non-Food Contact Surfaces: Designed, Constructed, Maintained, Installed, Located															
				f) Exterior Surfaces: Grounds well drained, free of litter and stored equipment; Only authorized personnel															
				g) Current Food Establishment Reports (Available) / Dog Friendly/ No Smoking Signs (Displayed)															
Follow-up Inspection Fee					Pest Control Company:					Service Date:									
To Be Accessed					Grease Trap Service Company:					Service Date:									
YES NO					Grease Trap Tickets:					Amount Removed:									
Other Violations - Require Corrective Action, Not To Exceed 90 Days or The Next Inspection, Whichever Comes First																			
Inspection Comments/ Other Violations:																			
TOTAL SCORE																			
Based on an inspection this day, the items marked above are violations of the City of Dallas Food Ordinances. Violations cited in this report shall be corrected within the time frames specified above, but within a period not to exceed 10 calendar days for critical items 1-27 or 90 days for non-critical items. Failure to comply with the notice may result in license suspension and/or other legal action. You have the right to appeal any violations listed.																			
PLEASE SEE REVERSE SIDE FOR ITEM REFERENCES																			
AN APPEAL OF THESE NOTICES MAY BE MADE THROUGH THE ENVIRONMENTAL AND HEALTH SERVICES DEPARTMENT																			
Inspected by:										Phone# (214) 670-8063					Fax# (214) 670-8330				
Follow-up Inspection					Received by:					Date:									
Required Within:					Time:					Phone No.:					Food Establishment Operator Comments:				
24 hrs; 10 Days; 30 Days +																			

5 Point
Critical

4 Point
Critical

3 Point
- Critical

3 Point
Non- Critical

Some Establishment And Food Items Are Also Regulated By Federal And/ Or State Laws

Therefore these establishments and foods are inspected by federal and state regulatory authorities:

- Packaging facilities
- Wholesale facilities
- Food manufacturer
- Non-perishable food labeling
- Food with health claims

FOOD PROTECTION AND EDUCATION DIVISION

THANK YOU!

Question

