CITY OF SAN ANTONIO
METROPOLITAN HEALTH DISTRICT

Food Establishment Letter Grade Placards & License Billing Schedule Change

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Assistant Director

October 30, 2019
City Council B Session

CITY OF SAN ANTONIO
METROPOLITAN HEALTH DISTRICT

Food Establishment Letter Grade Placards

Letter Grade Background

- 2014: Office of Innovation Study.
  - Make scoring system more transparent to public.

- 2016: Metro Health began issuing voluntary letter grade placards to food establishments.

Inspection Report - Mandatory

CITY OF SAN ANTONIO
METROPOLITAN HEALTH DISTRICT

Retail Food Establishment Inspection Report

Date: 09/06/2018	Time in: 12:50 PM	Time out: 04:30 PM	License/Permit #: 725244	Est. Type: REST	Risk Category: 3	LAGAN #:	Page 1 of 3
Purpose of Inspection:	1-Compliance	X 2-Routine	3-Field Investigation	4-Visit	5-Other		TOTAL/SCORE
Establishment Name: SPICE FINE INDIAN CUISINE		Contact/Owner Name: SPICE FINE INDIAN CUISINE		Number of Repeat Violations: 0 Number of Violations COS: 0			59
Physical Address: 4987 LOOP 410 NW		City/County: San Antonio	Zip Code: 78229	Phone: (713) 494-0006		Reinspection:	

Compliance Status: Out = not in compliance IN = in compliance NO = not observed NA = not applicable COS = corrected on site R = repeat violation
Mark the appropriate points in the OUT box for each numbered item Mark ✓ a checkmark in appropriate box for IN, NO, NA, COS Mark an asterisk * in appropriate box for R

Priority Items (3 Points) *violations Require Immediate Corrective Action not to exceed 3 days*

Compliance Status: OUT	IN	NO	NA	COS	Time and Temperature for Food Safety (F = degrees Fahrenheit)	R
	X				1 Proper cooling time and temperature	
X					2 Proper Cold Holding temperature(41F/ 45F)	
	X				3 Proper Hot Holding temperature(135F)	
	X				4 Proper cooking time and temperature	
	X				5 Proper reheating procedure for hot holding (165F in 2 Hours)	
X					6 Time as a Public Health Control, procedures & records	
					Approved Source	
	X				7 Food and ice obtained from approved source, Food in good condition, safe, and unadulterated, parasite destruction	
	X				8 Food Received at proper temperature	
					Protection from Contamination	
X					9 Food Separated & protected, prevented during food preparation, storage, display, and tasting	
X					10 Food contact surfaces and Returnables , Cleaned and Sanitized at ____ ppm/temperature	
	X				11 Proper disposition of returned, previously served, reconditioned	

Compliance Status: OUT	IN	NO	NA	COS	Employee Health	R
	X				12 Management, food employees and conditional employees; knowledge, responsibilities, and reporting	
	X				13 Proper use of restriction and exclusion, No discharge from eyes, nose, and mouth	
					Prevention Contamination by Hands	
X					14 Hands cleaned and properly washed/ Gloves used properly	
	X				15 No bare hand contact with ready to eat foods or approved alternate method properly followed (APPROVED Y__ N__)	
					Highly Susceptible Populations	
	X				16 Pasteurized foods used, prohibited food not offered Pasteurized eggs used when required	
					Chemicals	
	X				17 Food additives, approved and properly stored, Washing Fruits & Vegetables	
	X				18 Toxic substances properly identified, stored and used	
					Water/Plumbing	
	X				19 Water from approved source, Plumbing installed, proper backflow devices	
	X				20 Approved Sewage/Wastewater Disposal System, proper disposal	

Priority Foundation Items (2 Points) *violations Require Corrective Action within 10 days*

Compliance Status: OUT	IN	NO	NA	COS	Demonstration of Knowledge/Personnel	R
X					21 Person in charge present, demonstration of knowledge, and perform duties/ Certified Food Manager (CFM)	
X					22 Food Handler/ no unauthorized persons/ personnel	
					Safe Water, Reuse/dumping and Food Package Labeling	
	X				23 Hot and Cold Water available, adequate pressure, safe	
	X				24 Required records available (shellstock tags, parasite destruction), Package food labeling	
					Conformance with Approved Procedures	
	X				25 Compliance with Variance, Specialized Process, and HACCP plan. Variance obtained for specialized processing methods, manufacturer instructions (APPROVED Y__ N__)	
					Consumer Advisory	
	X				26 Posting of Consumer Advisories, raw or under cooked foods (Oysters/Seafood/Eggs/Buffet Place)/ Allergen Label	

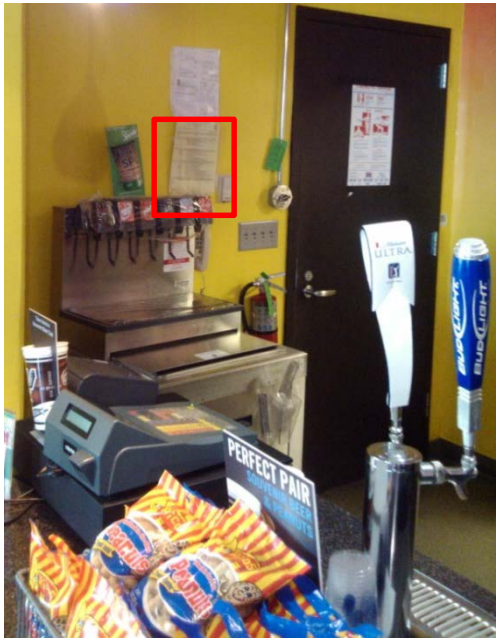
Compliance Status: OUT	IN	NO	NA	COS	Food Temperature Control/Identification	R
	X				27 Proper cooling method used, Equipment Adequate to Maintain Product Temperature	
X					28. Proper Date Marking and disposition	
X					29 Thermometers provided, accurate, and calibrated, Chemical Thermal test strips	
					Permit Requirement, Prerequisite for Operation	
X					30 Food Establishment Permit (Current and Valid, & Posted)	
					Utensils, Equipment, and Vending	
	X				31 Adequate handwashing facilities Accessible and properly supplied, used	
	X				32 Food and Non-food Contact surfaces cleanable, properly designed, constructed, and used	
	X				33 Warewashing Facilities, installed, maintained, used/Service sink or curb cleaning facility provided	

Core Items (1 Point) *violations Require Corrective Action Not to Exceed 90 Days or Next Inspection, Whichever Comes First*

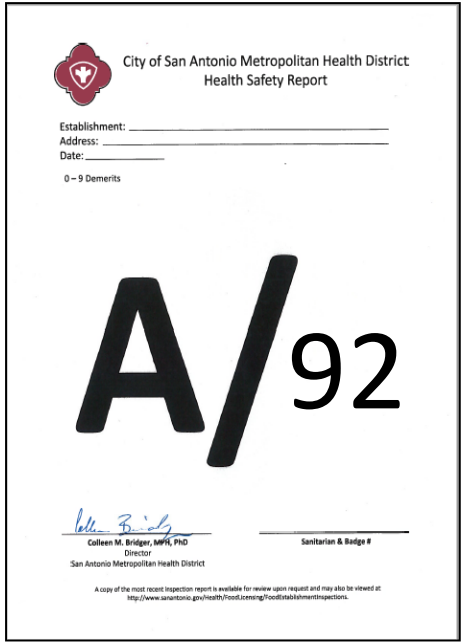
Compliance Status: OUT	IN	NO	NA	COS	Prevention of Food Contamination	R
X					34 No Evidence of Insect contamination, rodent/other animals	
X					35 Personal Cleanliness/ eating, drinking or tobacco use	
X					36. Wiping Cloths, properly used and stored	
X					37. Environmental contamination	
	X				38 Approved thawing method	
					Proper Use of Utensils	
X					39 Utensils, equipment, & linens, properly used, stored, dried, & handled/ In use utensils, properly used	
	X				40 Single-service & single-use articles, properly stored and used	

Compliance Status: OUT	IN	NO	NA	COS	Food Identification	R
	X				41 Original container labeling (Bulk Food)	
					Physical Facilities	
X					42 Non-Food Contact surfaces clean	
	X				43 Adequate ventilation and lighting, designated areas used	
X					44 Garbage and Refuse properly disposed, facilities maintained	
X					45 Physical facilities installed, maintained, and clean	
X					46 Toilet Facilities, properly constructed, supplied, and clean	
X					47 Other Violations	

Received By: (signature)	Print: FATIMAH/ANJAN	Title: Person In Charge/Owner Manager
Inspected By: (signature) Erica Arreola	Print: Erica Arreola	Business Email:

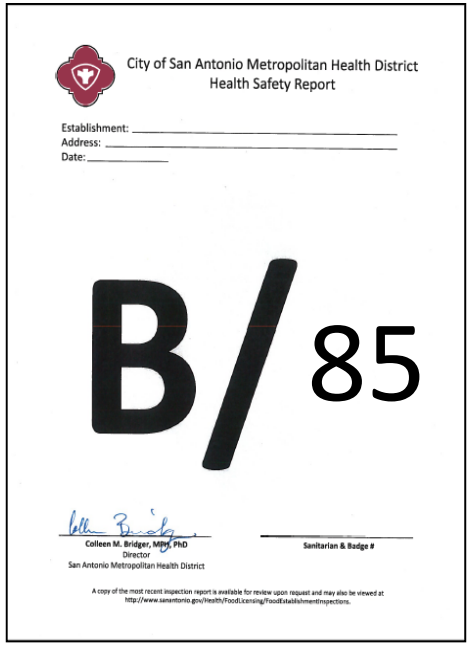


Letter Grade Placard - Voluntary



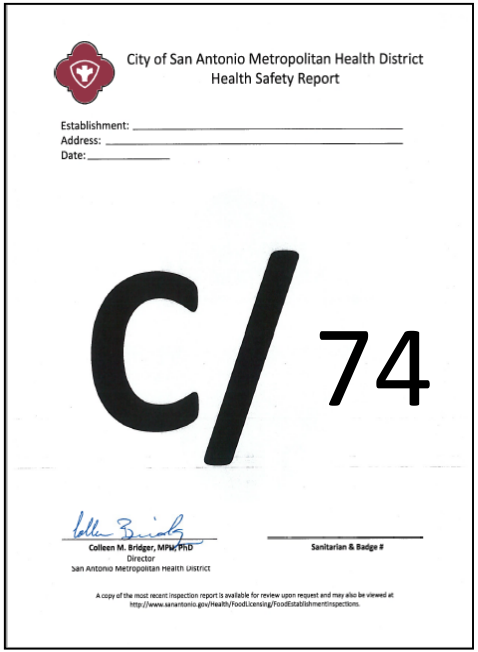
(90-100 Overall Score)

0-10 Demerits



(80-89 Overall Score)

11-20 Demerits



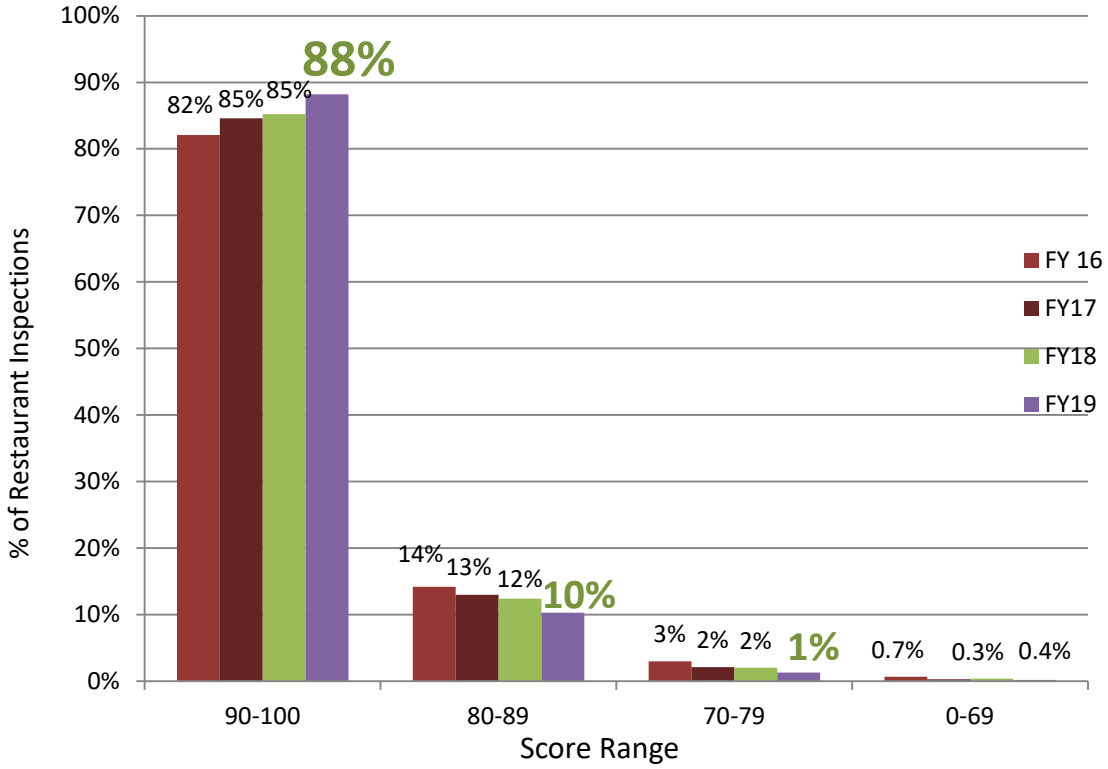
(Below 79 Overall Score)

21+ Demerits

Food Establishment Scores

San Antonio FY2016 – FY2019

Most establishments are scoring 90 to 100 "A"



Why a Grade Placard System?

- More transparent to the public – customers make informed choices.
- Reduce foodborne illness / save on associated health care costs.
- Helps food establishments with long-term compliance.

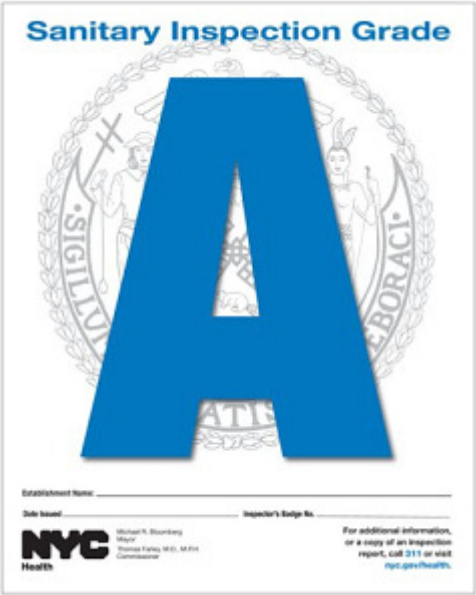
Research – Grade Placard System

- December 2018 study: The rate of *Salmonella* infections decreased 5.3% per year in New York City versus the rest of state after implementation.

- April 2017 study: The fiscal effects on New York City and restaurant revenues were neutral (no increase or decrease).

- March 2015 study: Restaurant letter grading in New York City resulted in improved sanitary conditions during unannounced inspections.

Grade Systems in other Cities



- Boston
- Phoenix
- NYC
- Los Angeles
- San Diego
- Chicago
- Charlotte
- Plano, TX
- Kerrville, TX
- Live Oak, TX
- Schertz, TX
- Selma, TX
- Shavano, TX
- Cibolo, TX

Community Health & Equity Committee

- 2018 Presentation: Status of voluntary letter grade placard.

- Committee approved motion for a City Council vote on the mandatory display of letter grade placards.

Public Participation Timeline

Time Period	Activity
Feb. – April 2019	Create public participation timeline and public & food establishment surveys
April – Oct. 2019	Seek input from public & food establishments
Oct. – Dec. 2019	Seek City Council approval
Jan. – Mar. 2020	Education Period*
April 2020	Implementation/Enforcement*

* If approved

Public Survey

- 2,968 survey respondents.
- Promoted on Metro Health & SASpeakUp websites, social media, and through council offices.
- Shared with food establishments.

Community Events

- August 1st Public Meeting: 14 attendees
- August 17th SASpeakUp Event: 104 surveys
- August 24th SASpeakUp Event: 32 surveys

Public Survey Results

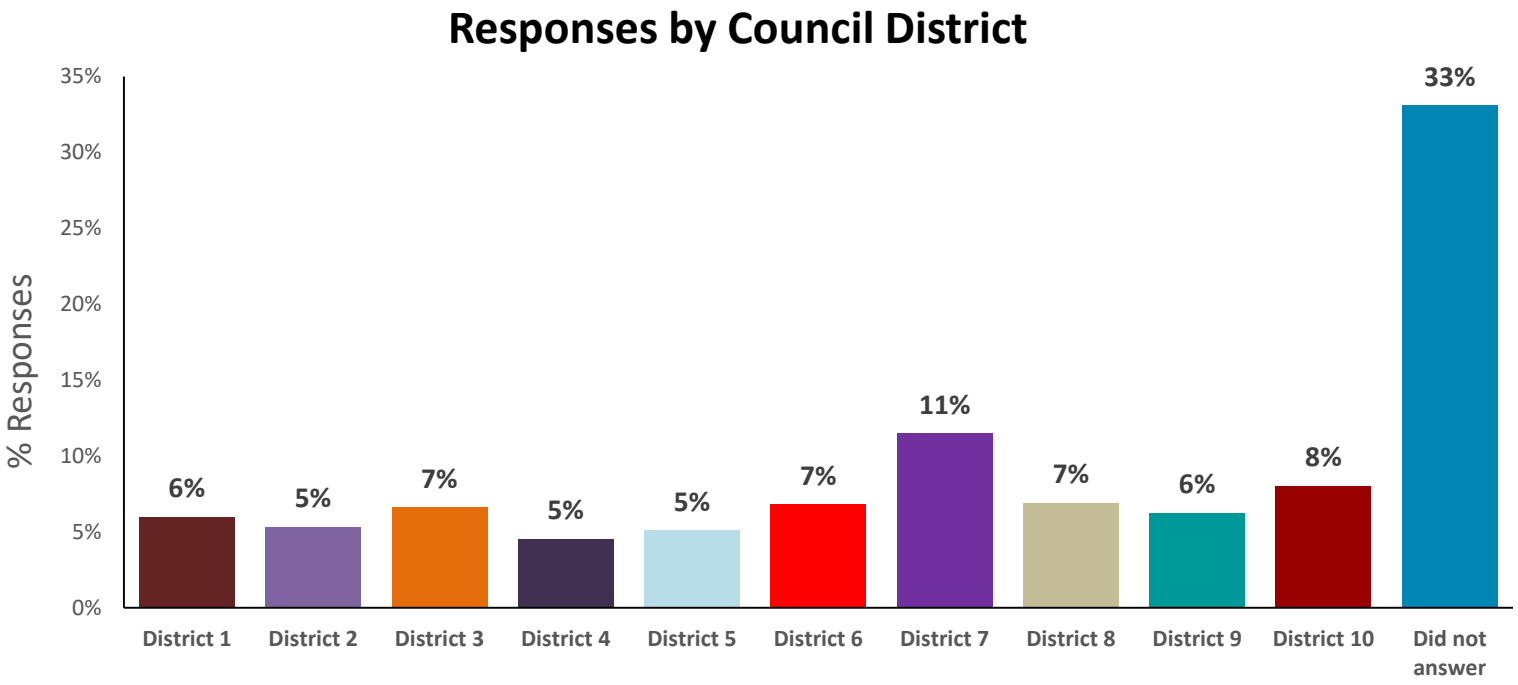
1. Did you know that Health Inspectors currently hand out voluntary letter Grades to restaurants based on the score of their inspection?
   67% = YES 33% = NO

2. Have you seen letter Grades posted at the restaurants you visit?
   72% =YES 28% = NO

3. Do you believe that posting letter Grades at restaurants is important to you? **96% = YES 4% = NO**

4. Would you like to see letter Grades posted in public view at restaurants?
   97% = YES 3% = NO

Survey Demographics



Food Establishment Survey

- 2,833 surveys collected.
- Health Inspectors met with Owners & Managers.
- 2,617 responded.
- 216 did not provide a response.

Food Establishment Survey

- Option 1: This option allows establishments that receive a “C” grade to request a full inspection and could receive up to a “B” letter grade. Regrade fee $150. Establishment may only qualify for 1 re-grade per 12 month period.
- 319 selected option 1.

Food Establishment Survey

- Option 2: This option allows establishments that receive a “C” grade to request a full inspection and could receive up to an “A” letter grade. Regrade fee $150. Establishment may only qualify for 1 re-grade per 12 month period.
- 854 selected option 2.

Food Establishment Survey

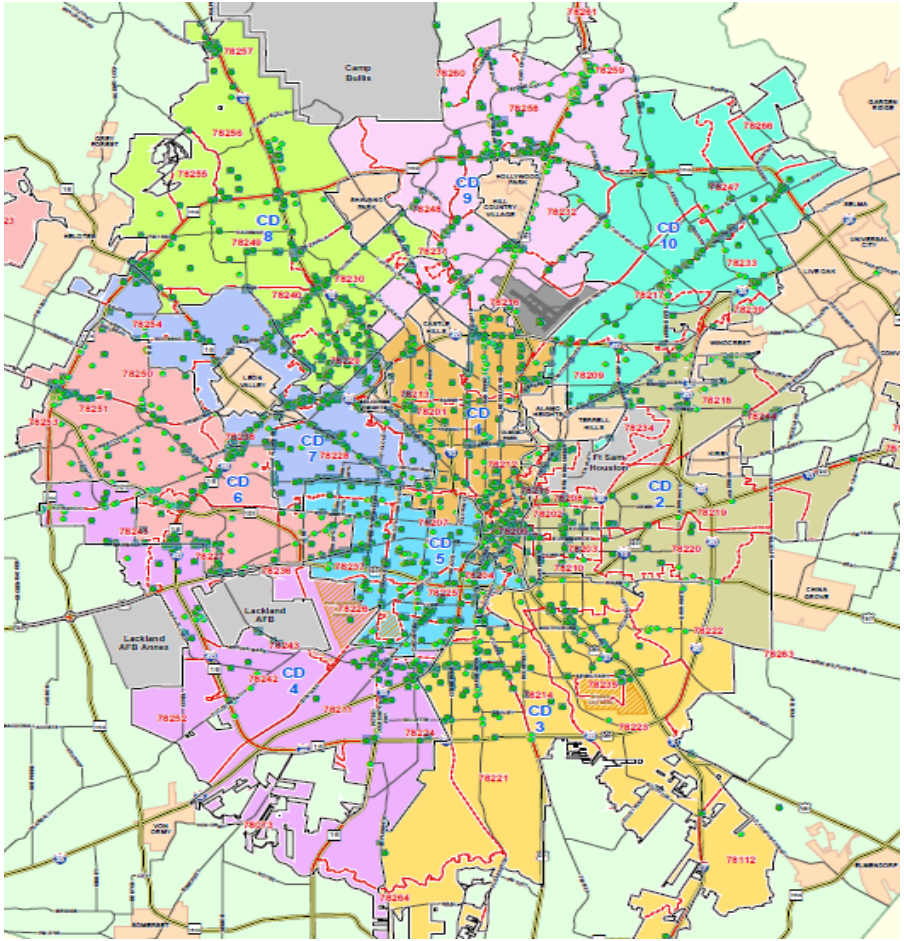
- Option 3: This option allows establishments to receive a new score based on an average of the past three inspections and current inspection. The average of all four scores will determine the letter grade. No fee.
- 1,444 selected option 3.

Food Establishment Survey

60% Establishments Reached

2,617 Responded

- 12% selected Option 1
- 33% selected Option 2
- 55% selected Option 3



Input from Business Associations

Concerns	Metro Health Recommendations
Letter grade is a “point in time” score.	Use Average of 4 scores to determine letter grade.
Don’t use letter grade – use numerical score.	Best practice: Use letter grade. Include score with letter grade.
“C” posted at front door/window may deter customers from stepping into establishment.	Best practice: Front door or window. Can consider posting within 5ft of entry or at point of sale.

Input from Business Associations

Concerns	Metro Health Recommendations
Impact to small businesses	Small number would be impacted with average of 4 scores. Metro Health to provide additional food safety education to establishments with “C”s.
Score: 10 points lower from average of last 3 inspection scores.	Food establishment can request re-grade inspection in these cases. Allow only once per 12 month period.

Input from Business Associations

Association	Input
SA Restaurant Association	• Option 2 • Post placard inside
SA Area Tourism Council	• Option 3 • Post placard inside
SA Riverwalk Association	• Option 3 • Post placard inside

Metro Health Recommendations

- Mandatory letter grade placards – January 2020.
- Use average of last three and current scores.
- Letter grade placard with score.
- Post placard on front door or window.
- Include 3 month education period.
- Establishments can request re-grade inspection if 10pts. lower from average of last 3 scores.
- Golden A for four consecutive 90+ scores.

City Council Options

Items
1. Placard System? a. Option 1: With regrade, could receive up to a “B” letter grade ($150 fee). b. Option 2: With regrade, could receive up to a “A” letter grade ($150 fee). c. Option 3: Average of last three and current inspection scores.
2. Display of letter grade placard? a. On front door or window; schools & mall operators at point of sale. b. Inside (within 5ft. of entry or point of sale in a conspicuous place for public viewing).
3. Display score with letter grade?
4. Implementation Date? (with 3 month education period).

License Billing Schedule Change

- Metro Health requests City Council approval to change annual customer license invoice billing to start on October 1st of every year.
- This initiative will help to better track past due accounts and work with customers to keep their accounts up to date.
- No change to invoice license fees.
- Metro Health will pro-rate the annual fee for new establishments.

Thank you.

CITY OF SAN ANTONIO

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