

FY 2022 PERFORMANCE PLAN

Rodent Control		PHD/CHPB	Kim Brunette, x5599 Candice Wooden, x5675
Program Purpose	<ul style="list-style-type: none"> Protect public health from risk of diseases transmitted from rodents to humans and reduce the potential destruction of property. 		
Program Information	<p>Rodents most common in the County are Norway rats (also called the sewer rat). They are a destructive pest found in urban and suburban neighborhoods. They eat and contaminate food, damage buildings and other property by gnawing and burrowing and may spread diseases that affect people and pets.</p> <p>Environmental Health Technicians (Certified as Pesticide Applicators by the Virginia Department of Agriculture and Consumer Services) respond to individuals' concerns of rodents on 1) residential, 2) commercial, and 3) County property.</p> <p>The following process is initiated once a request is received:</p> <ul style="list-style-type: none"> Determine if the rodent activity is inside or outside of the property. With owner permission, inspect identified property for signs of rodent activity, including: <ul style="list-style-type: none"> Rub marks on walls or containers Droppings Open burrows Conditions that provide food (including bird feeders, dog droppings, open trash cans or compost), water, and/or shelter (including piles of wood or debris) for rodents Determine if the inspection needs to be expanded to adjoining property based on evidence of activity, initiate contact with neighboring properties. Educate residents on rodent control measures to reduce the conditions which provide food and/or shelter for rodents. Refer to a professional pest control company as needed for abatement. Refer to Water, Sewer, Streets Bureau, Department of Environmental Services when evidence of rodents gaining access to a residence or business through the sanitary sewer system. Distribute and monitor rodenticide bait to County storm sewers, if investigation of rodent complaints proves rodent infestation warrants baiting. In cases of non-compliance among residential and non-licensed facilities, refer to Code Enforcement in the Community Planning, Housing and Development Department for enforcement of violations of Chapter 10, Arlington Code. <ul style="list-style-type: none"> Public Health's authority is limited to the facilities it licenses (hotels, food establishments). Conduct follow-up visits to determine effectiveness (decrease in signs of rodent activity) of interventions and if further rodent control measures are indicated. Actively participate/collaborate with other County partners and Civic Association members to educate regarding rodent control measures for areas identified as having high prevalence of rodent activity and that benefit from a coordinated approach. <p>Partners:</p> <ul style="list-style-type: none"> Department of Environmental Services 		

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	<ul style="list-style-type: none"> • Arlington Public Schools • Department of Parks and Recreation • Community Planning and Housing Department • Virginia Department of Transportation
Service Delivery Model	<ul style="list-style-type: none"> • In March 2020, due to the COVID-19 pandemic, Environmental Health staff were reassigned to other duties to support the larger Public Health response to the pandemic. In FY 2021, Environmental Health Technicians continued to support the COVID response in addition to their regular duties. They handled some cases by phone, but the majority were done in-person with proper physical distancing and mask usage. In FY 2022, all staff returned to previous duties.

PM1: How much did we do?

Staff	<ul style="list-style-type: none"> • Total 1.2 FTEs*: <ul style="list-style-type: none"> ○ 0.2 FTE Supervisor ○ 1 FTE Environmental Health Technician (EHT) (50% of 2 FTEs) <p>*This is the planned allocation of staff. Staff were redirected to work on COVID-19 response as needed. One EHT position was vacant for about 5 months.</p>
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Customers and Service Data	Service Requests by Type	FY 2019	FY 2020	FY 2021	FY 2022
	Residential	124	161	174	169
	Commercial	42	42	18	35
	County Property	7	1	3	11
	Total	173	204	195	215

PM2: How well did we do it?

2.1	Contacts initiated within the appropriate timeframe of the service request
2.2	Customer satisfaction

PM3: Is anyone better off?

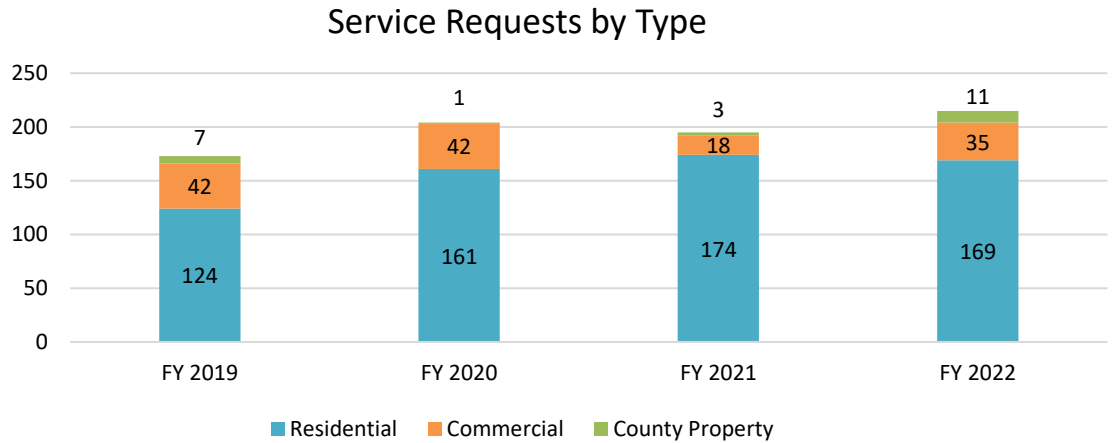
3.1	Residents/owners who indicate improved knowledge of rodent control measures and methods to reduce property destruction following services and education provided by EHTs
3.2	Rodent-borne illnesses

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Measure 1 Service Requests by Type

Data



Data Summary

- Data extracted from the Permits Plus System and formatted in an Excel spreadsheet
- The number of service requests was down slightly for residential properties in FY 2022 but increased for commercial and county properties.

What is the story behind the data?

- The pandemic may be the contributing factor to the sustained elevation in residential requests in FY 2021. More residents were home and teleworking during the pandemic. The increase in commercial and county requests in FY 2022 may be due to people returning to the office, at least part time.
- In FY 2022 the program increased involvement in apartment complexes participating in the Housing Choice Voucher (HCV) Program helping low-income families, elderly and the disabled afford suitable housing.
 - Provided written communications to all complexes in the Housing Choice Voucher program re: services related to rodent control
 - Provided education to DHS Housing Quality Standards Inspectors re: signs of rodents and referral information for rodent control
- Inspected over 39 individual units in one complex enrolled in HCV at the request of County leadership

Recommendations

- Continue use of alternative database pending full implementation of County system, *Permit Arlington*.
- Continue to collaborate with the Housing Choice Voucher program.

Target Dates

- Fall 2023

Forecast

- For FY 2023, the number of service requests is anticipated to be similar to FY 2022.

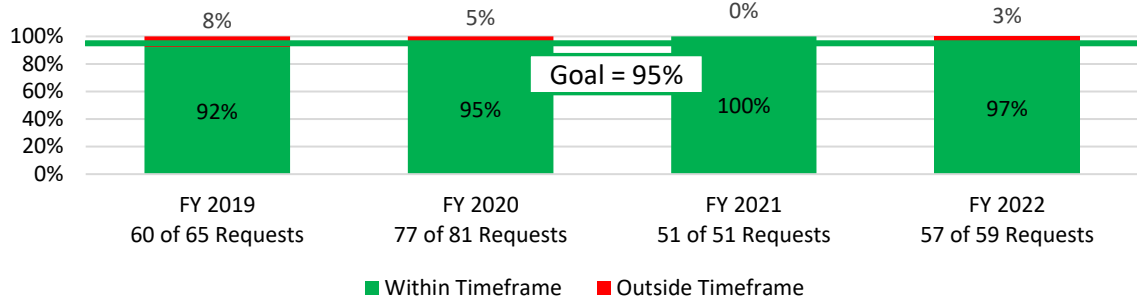
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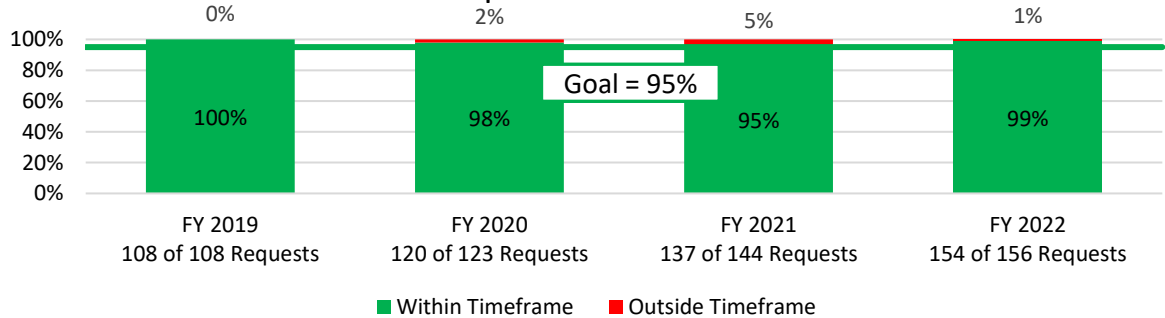
Measure 2.1 Contacts initiated within the appropriate timeframe of the service request

Data

Contacts Initiated Within the Appropriate Timeframe of the Service Request for Rodents Inside



Contacts Initiated Within the Appropriate Timeframe of the Service Request for Rodents Outside



Data Summary

- 59 service requests were for rodents inside a residence/ establishment. 57 investigations fell within the response timeframe of 1 business day.
- 156 requests were for rodents outside of a residence/establishment. 154 investigations fell within the response timeframe of 3 business days. Data is manually extracted from the Permits Plus system.

What is the story behind the data?

- 154 of 156 rodent investigations outside were initiated within 3 business days. 57 of 59 investigations for rodents inside a residence/establishment were initiated within one business day.
- The four investigations that were not initiated within the appropriate time frames were manually assigned to staff who were on leave. The investigations were reassigned and addressed the next day. The new Permit Arlington system will have added functionality that will show open/due investigations and allow staff to re-assign investigations to staff who are not on leave.
- Service request for rodents inside residential properties were prioritized during the COVID response, per the Continuity of Operations Plan.

Recommendations

Target Dates

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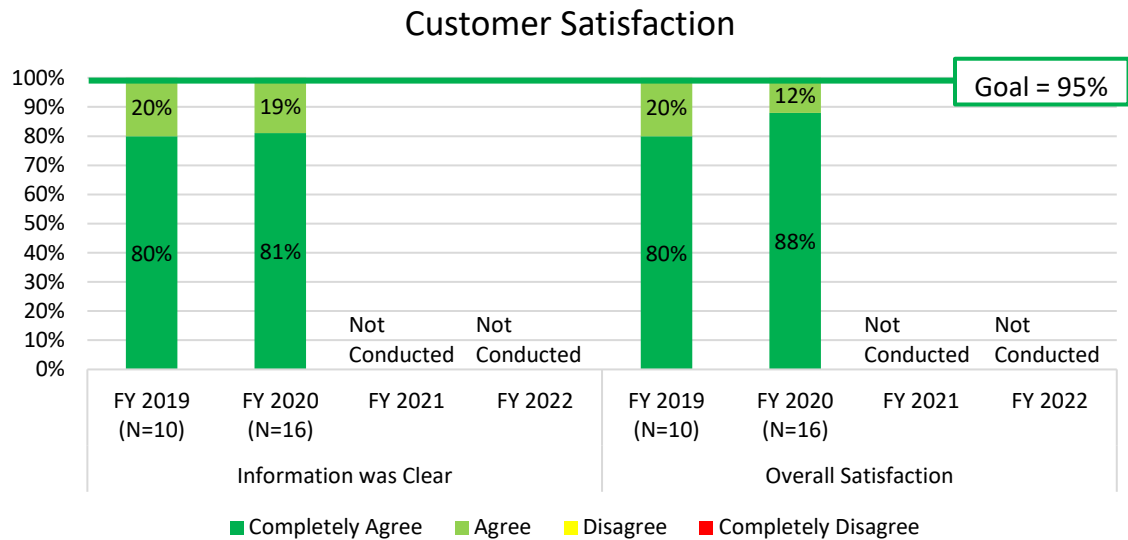
<ul style="list-style-type: none">• Continue use of alternative database pending full implementation of County system, <i>Permit Arlington</i>.	<ul style="list-style-type: none">• Fall 2023
Forecast	
<ul style="list-style-type: none">• In FY 2023, the percentage of requests initiated within the timeframe will be at least 95%.	

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Measure 2.2 Customer satisfaction

Data



Data Summary

- Survey collection was suspended in March 2020 due to COVID response.
- 100% of those surveyed in FY 2020 reported that information provided was clear and that they were satisfied overall.
- Those surveyed for the Rodent Performance Measure must meet the following criteria:
 1. The complainant has the ability to reduce food, water, and/or shelter for the rodents on the property **and**
 2. Education has been provided by the EHT and documented in Permits Plus
- Surveys are mailed to eligible residents with a self-addressed stamped envelope for return.
- FY 2020 response rate was 44%.

What is the story behind the data?

- The survey was not conducted in FY 2021 and 2022, due to COVID response.

Recommendations

- Implement a new measure that evaluates the number of referrals from underserved populations:
 - referrals from the Housing Choice Voucher program
 - referrals from zip codes of underserved populations
- Establish a baseline and explore ways to increase the number of referrals from zip codes of underserved populations that may need rodent control services, but are not using them
- Continue work with DHS Housing Quality Standards Inspectors re: signs of rodents and referral information for rodent control.

Target Dates

- January 2023

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| <ul style="list-style-type: none">• Attend civic association meetings to engage and educate communities with focus on the underserved | |
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Forecast

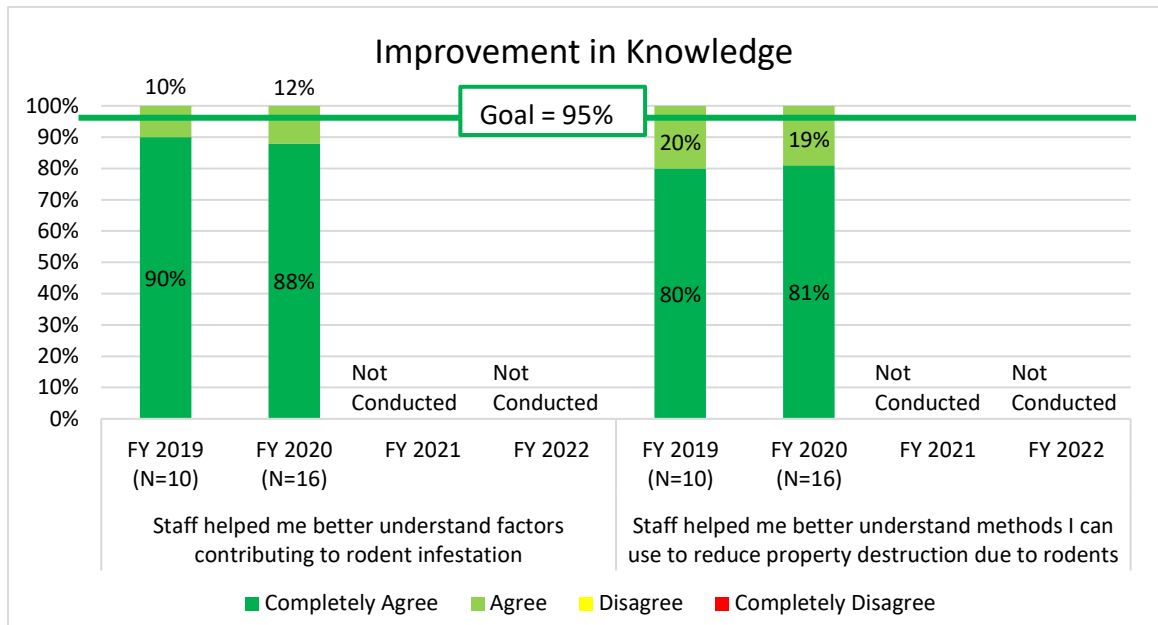
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| <ul style="list-style-type: none">• In FY 2023 implement new measure. |
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Measure 3.1 Residents/owners who indicate improved knowledge of rodent control measures and methods to reduce property destruction following services and education provided by EHTs.

Data



Data Summary

- Survey collection was suspended in March 2020 due to COVID response.
- 100% of those surveyed in FY 2020 reported that staff helped them better understand
 - Factors contributing to rodent infestation and
 - Methods they can use to reduce property destruction due to rodents
- Those surveyed for the Rodent Performance Measure must meet the following criteria:
 1. The complainant has the ability to reduce food, water, and/or shelter for the rodents on the property **and**
 2. Education has been provided by the EHT and documented in Permits Plus
- Surveys are mailed to eligible residents with a self-addressed stamped envelope.
- FY 2020 response rate was 44%

What is the story behind the data?

- The survey was not conducted in FY 2021 and 2022, due to COVID response.
- Overall, residents seeking rodent program services were satisfied with the response they received.

Recommendations

- Explore alternative measure that depicts the number of licensed food establishments closed due to rodent activity.

Target Dates

- January 2023

Forecast

- In FY 2023, fully implement new measure.

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Measure	3.2	Rodent-borne illnesses
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Data	Cases of Rodent-borne Illnesses Reported in Arlington Residents			
	FY 2019	FY 2020	FY 2021	FY 2022
	0	0	0	0

Data Summary	<ul style="list-style-type: none"> • There were no cases of rodent-borne illness reported in Arlington residents in FY 2022. • Confirmed and suspect cases among Arlington residents for the following diseases are included: <ul style="list-style-type: none"> ○ Hantavirus Pulmonary Syndrome ○ Hepatitis E ○ Leptospirosis ○ Plague ○ Toxoplasmosis
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What is the story behind the data?

- Responding to calls about rodents inside a structure within one business day decreases the potential for disease to be transmitted.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Stay the course 	<ul style="list-style-type: none"> • On-going

Forecast

- In FY 2023, there will be no cases of rodent-borne illness.