

FY 2024 PERFORMANCE PLAN

Rodent Control		PHD/CHPB	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 Virginia Maintenance Code. <ul style="list-style-type: none"> Public Health's enforcement 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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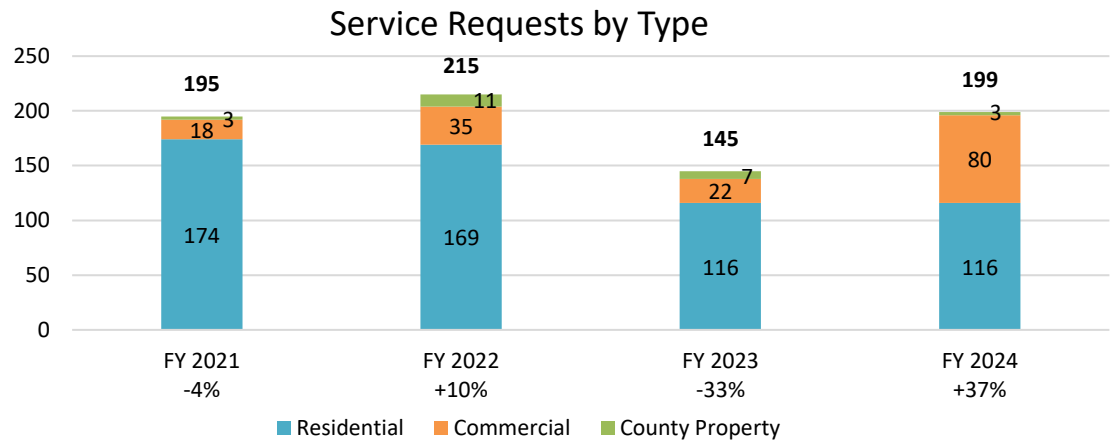
	<ul style="list-style-type: none">Arlington Public SchoolsDepartment of Parks and RecreationCommunity Planning and Housing Department																													
Service Delivery Model	<ul style="list-style-type: none">Environmental Health Technicians address service requests by telephone and site visits.																													
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 Supervisor1 FTE Environmental Health Technician (EHT) (50% of 2 FTEs)																													
Customers and Service Data	<table><tr><th>Service Requests by Type</th><th>FY 2021</th><th>FY 2022</th><th>FY 2023</th><th>FY 2024</th></tr><tr><td>Residential</td><td>174</td><td>169</td><td>116</td><td>116</td></tr><tr><td>Commercial</td><td>18</td><td>35</td><td>22</td><td>80*</td></tr><tr><td>County Property</td><td>3</td><td>11</td><td>7</td><td>3</td></tr><tr><td>Total</td><td>195</td><td>215</td><td>145</td><td>199</td></tr></table>					Service Requests by Type	FY 2021	FY 2022	FY 2023	FY 2024	Residential	174	169	116	116	Commercial	18	35	22	80*	County Property	3	11	7	3	Total	195	215	145	199
	Service Requests by Type	FY 2021	FY 2022	FY 2023	FY 2024																									
	Residential	174	169	116	116																									
	Commercial	18	35	22	80*																									
	County Property	3	11	7	3																									
	Total	195	215	145	199																									
* In September 2023, the County required all service requests be submitted in the Permit Arlington database.																														
PM2: How well did we do it?																														
2.1	Contacts initiated within the appropriate timeframe of the service request																													
2.2	Outreach Events																													
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

Data



Data Summary

- Data extracted from the Permits Plus and Permit Arlington Systems and formatted in an Excel spreadsheet. Complaints mapped in ArcGIS.
- The number of service requests was similar for residential complaints, up significantly for commercial complaints, and down for complaints about rodents on County property.

What is the story behind the data?

- In September 2023, the County switched from Permits Plus to Permit Arlington, which allows constituents to submit services requests online.
- In FY 2024, services requests increased. This is a customer-driven program. Customers contact EH in a variety of ways including online in Permit Arlington, or by calling or emailing EH directly, and in-person. Constituents may submit anonymous requests in Permit Arlington without registering for an account. We are unable to predict the number of requests.
- In FY 2022 the program increased involvement in apartment complexes participating in the 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
 - In FY 2022, inspected over 39 individual units in one complex enrolled in HCV at the request of County leadership.
- In FY 2024 the program's work with the Housing Choice Voucher (HCV) Program expanded to a County-wide Interdepartmental Housing Coordination that meets quarterly.
- Environmental Health staff were requested to join the Hoarding Task Force assembled by the County Manager's Office, which are expected to increase the number of service requests.

Recommendations

- Continue to participate with Interdepartmental Housing Coordination.

Target Dates

- On-going

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| <ul style="list-style-type: none">Collaborate with County partners to develop policy for the Hoarding Task Force. Devise a tracking system for EH's investigations of hoarding related cases. | <ul style="list-style-type: none">FY 2025 Q4 |
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Forecast

- For FY 2025, the number of service requests is anticipated to be about 199.

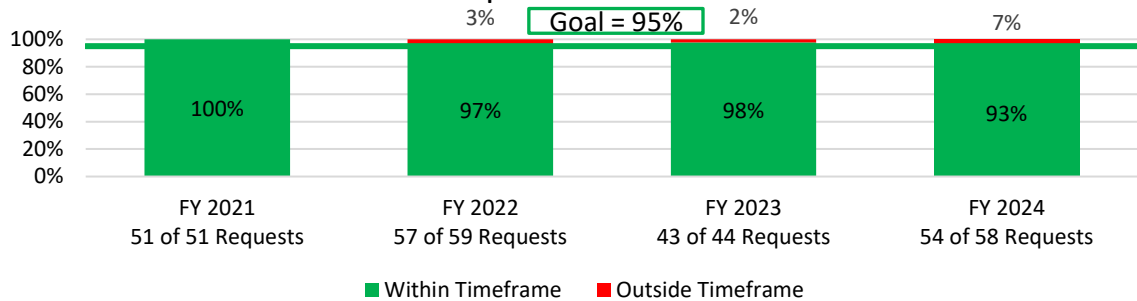
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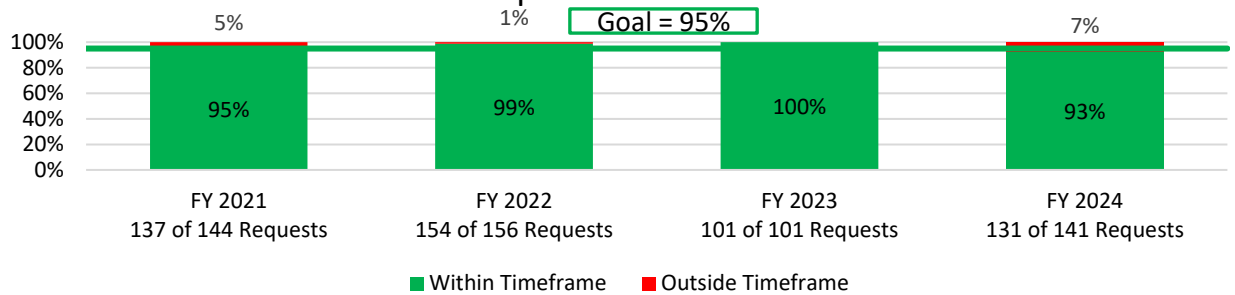
Measure	2.1	Contacts initiated within the appropriate timeframe of the service request
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Data

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

- 58 service requests were for rodents inside a residence/ establishment. 54 investigations fell within the response timeframe of 1 business day.
- 141 requests were for rodents outside of a residence/establishment. 131 investigations fell within the response timeframe of 3 business days.
- Data is manually extracted from the Permit Arlington database.

What is the story behind the data?

- Because rodents inside the house pose a greater health risk, there is a shorter timeframe of 1 business day until initiation for these complaints. For complaints of rodents outside, the timeframe until initiation is three business days.
- Constituents and staff continue to adjust to the Permit Arlington database and navigating its functionality. There is an increase in the number of service requests with no or missing contact information, which slows down the response. This is an issue with service requests submitted online by constituents.

Recommendations

- Continue to identify and report concerns related to Permit Arlington (i.e., language, contact information, service request type).

Target Dates

- On-going.

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Forecast

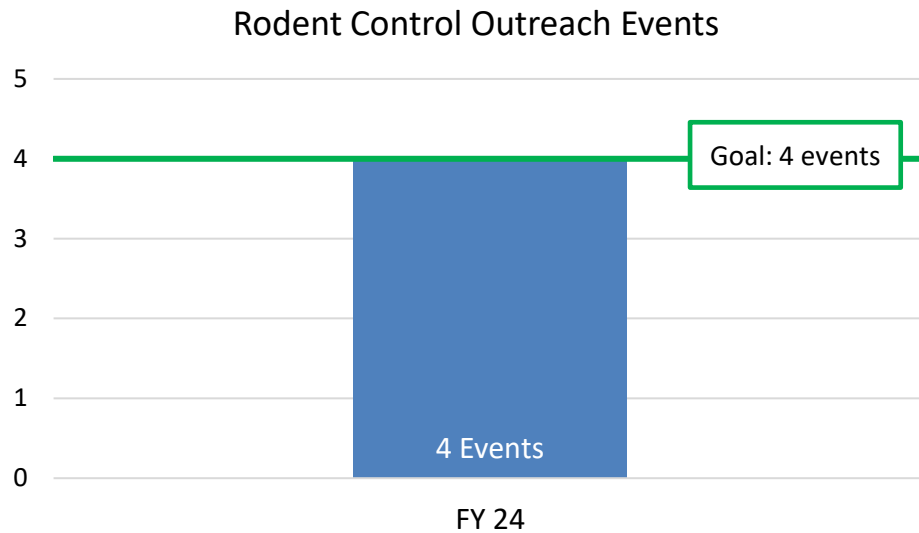
- In FY 2025, the percentage of requests initiated within the timeframe will be 93%.

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Measure	2.2	Outreach Events
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Data



Data Summary

- The Rodent Control staff participated in 4 events in FY 2024
- Outreach events tracked in spreadsheet

What is the story behind the data?

- This new measure evaluates the number of outreach events that the Rodent Control staff engages with the community.
- The goal is to do four outreach events per fiscal year. The audience size and type vary by event.
- In FY 2024 EH staff attended/presented at the *Live in Arlington Information Fair* and the *Tenant Summit*. EH serves as a member of the Clarendon Live Entertainment Group and uses the quarterly meetings to educate restaurant operators and civic associations on rodent prevention in an area with active nightlife.
- Outreach by email was done to all Civic Associations notifying them of our services and willingness to attend events.
- We have staff who speak English and Spanish who attend outreach events together. Our team uses the language line when necessary.
- Handouts for outreach are include QR codes linked to the County webpage. Handouts and giveaways are currently available in English and Spanish, and staff have access to translation services when needed.

Recommendations

- Continue to identify neighborhoods that are at risk for rodent concerns due to population density, construction, business activity, or other factors, and target those communities for outreach.

Target Dates

- On-going

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| <ul style="list-style-type: none">• Continue to address language needs when delivering information to the public. | |
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Forecast

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| <ul style="list-style-type: none">• In FY 2025, anticipate attending four events. |
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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	New Data Collection	
Data Summary	<ul style="list-style-type: none">• Survey collection was suspended in March 2020 due to COVID response.• New survey launched in June 2024.	
What is the story behind the data?		
<ul style="list-style-type: none">• The survey has not been conducted since March 2020.• Because of poor survey response, a new survey was designed for FY 2024. The Environmental Health Technicians have the client fill out the survey on their device at the end of the visit.• The survey was implemented in June of 2024 and data collection is ongoing.• With the increase in anonymous service requests in Permit Arlington, there are service requests where the constituent is not available to survey.		
Recommendations		Target Dates
<ul style="list-style-type: none">• Implement new survey tool		<ul style="list-style-type: none">• FY 2025 Q1
Forecast		
<ul style="list-style-type: none">• In FY 2025, fully implement new measure. We anticipate the survey completion may be low since requests can be made anonymously.		

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Measure	3.2	Rodent-borne illnesses														
Data	<table><tr><th colspan="4">Cases of Rodent-borne Illnesses Reported in Arlington Residents</th></tr><tr><th>FY 2021</th><th>FY 2022</th><th>FY 2023</th><th>FY 2024</th></tr><tr><td>0</td><td>0</td><td>0</td><td>0</td></tr></table>				Cases of Rodent-borne Illnesses Reported in Arlington Residents				FY 2021	FY 2022	FY 2023	FY 2024	0	0	0	0
Cases of Rodent-borne Illnesses Reported in Arlington Residents																
FY 2021	FY 2022	FY 2023	FY 2024													
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 2024.Confirmed and suspect cases among Arlington residents for the following diseases are included:<ul style="list-style-type: none">Hantavirus Pulmonary SyndromeHepatitis ELeptospirosisPlagueToxoplasmosis															
What is the story behind the data?																
<ul style="list-style-type: none">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																
<ul style="list-style-type: none">In FY 2025, there will be no cases of rodent-borne illness.																