



Food Vehicle Operator Survey (2009-2010)

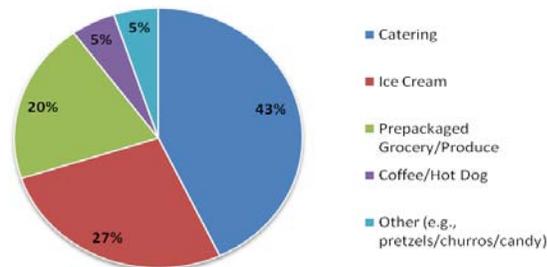
In an effort to assess the effectiveness of, and client satisfaction with, the Food Vehicle Inspection Program, the Orange County Health Care Agency's Environmental Health Division conducted a brief bilingual survey of food vehicle operators in the county that experienced an on-site consultation/inspection visit from an Environmental Health Specialist.

This report includes data from 79 surveys (29 Spanish and 50 English forms) received during the 14-month period between September 1, 2009 and November 8, 2010. The businesses were also provided a Web link to be able to complete the survey online in English or Spanish, and six businesses (8%) used this response method. The survey included 5 areas:

1. Inspector Rapport
2. Knowledge and Helpfulness of the Inspector
3. Program Communication
4. Awareness of Program's Phone and Website Resources
5. Comments and Requests for Additional Information

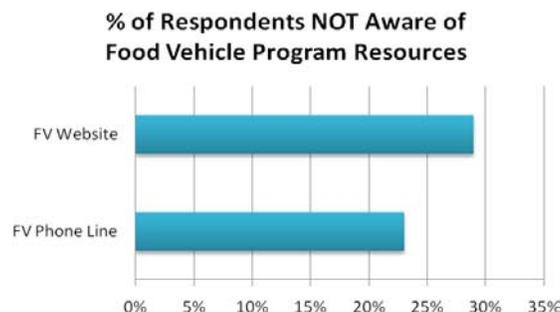
Types of Food Vehicles

The distribution of survey respondents is as noted on the chart below.



Program Communication

- ❖ 5% of the respondents stated that they do not know how to contact their inspector.
- ❖ Nearly one-quarter (23%) of the respondents were not aware of the Food Vehicle Program's phone resource line before the recent inspection/visit.
- ❖ Before this inspection/visit, 29% did not know that the Food Vehicle Program has a Website to help them comply with regulations.



Inspector Rapport

- ❖ All respondents agreed that the inspector was professional, polite, and courteous (100%).
- ❖ Nearly all of the respondents (all but three, who did not answer the question) reported that their inspector introduced himself/herself by name and as an inspector with the County of Orange (96%).
- ❖ Two (3%) felt that the reason for the visit/inspection was not clearly explained.

Knowledge and Helpfulness of the Inspector

- ❖ All of the respondents stated that the inspector (a) was knowledgeable about the regulations related to their food vehicle and (b) gave helpful information about how to correct any areas where they did not comply with regulations.
- ❖ All but one respondent stated the inspector was knowledgeable about the regulations related to their food vehicle.

Additional Comments

- ❖ Overall, comments and suggestions were positive and mention how knowledgeable, courteous, friendly, attentive, fair and valuable the inspectors and staff are.
- ❖ Some did comment about the high fees, not being notified about new regulations, and needing more enforcement of illegal street vendors.
- ❖ *Inspector was one of the most courteous and knowledgeable that we have had in many years. Keep up the good work!*
- ❖ *----- has always been nice and fair when he comes out. He knows his stuff.*
- ❖ *More inspection and sanctions towards illegal street vendors, which sell under poor health conditions.*

Summary and Follow-Up

Overall, survey respondents appear to be satisfied with their food vehicle inspection and the helpfulness of their inspector, as well as the information provided regarding the purpose of the visit and how to correct any identified problems.

The Food Vehicle Program has made the following changes in response to the survey:

- ❖ Added materials to the website including, how to get an OC MFF permit, self assessment inspection list, change of ownership/termination of ownership notifications, and operational procedures template.
- ❖ To assist with communications, staffs advise clients verbally, on inspection reports, and through Informational Bulletins of the website as a resource for informing on new law changes and other information pertinent to clients' needs.
- ❖ The inspection reports include the inspectors name and phone number.
- ❖ The voicemail message on the Vehicle information hotline provides clients with the website address and then number is also is noted on the website.
- ❖ For the Fair added website notifications and resources specific to the food-vendors including and staff met individually with Fair food vendors and organizers to discuss changes and requirements
- ❖ A Fair food-vendor's information phone number was established.
- ❖ Some health service fees were realigned and the fees have not been raised for the past three years.
- ❖ Collaborative efforts with the city Santa Ana were initiated to further address illegal food vendors.