

**FY 2023 PERFORMANCE PLAN**

<b>Hotel Inspection Program</b>		<b>PHD/CHPB</b>	<b>Kimberly Brunette x5599 Candice Wooden, x5675</b>
Program Purpose	<ul style="list-style-type: none"> <li>Protect public health and safety of guests and employees of licensed hotels and motels in Arlington County.</li> </ul>		
Program Information	<ul style="list-style-type: none"> <li>Public Health is required to inspect and license hotel and other lodging facilities regulated under the Commonwealth of Virginia’s Sanitary Regulations for Hotels (12 VAC 5-431). There is no local Code to regulate hotels.</li> <li>New establishments and changes in ownership require a license to be issued. Licenses do not expire.</li> <li>Facilities regulated by the hotel program include hotels, motels, travel lodges, tourist homes and bed and breakfast facilities and similar facilities that have two or more lodging units maintained for use as sleeping areas for temporary occupancy.</li> <li>Note: AirBNB rooms are not regulated by the hotel program. Therefore, we do not have the authority to inspect them.</li> <li>Environmental Health inspects hotels annually and as needed to respond to concerns/outbreaks.</li> <li>Inspections of hotels are limited to the sanitation of the facility, linens, general housekeeping, maintenance and vector control.</li> <li>Restaurants and/or pools that are part of a hotel are licensed and regulated separately as per the Food and Food Handling and the Water Recreation Facilities Codes.</li> <li>Annual inspections are conducted on a percentage of the County’s just under 10,000 rooms on different floors and room types based on hotel size (typically ten rooms per establishment).</li> <li>Staff conduct plan review for any new or remodeled hotel.</li> </ul>		
Service Delivery Model	<ul style="list-style-type: none"> <li>In FY 2023, all hotels were inspected in person.</li> </ul>		
<b>PM1: How much did we do?</b>			
Staff	<p>Total 0.04 FTEs:*</p> <ul style="list-style-type: none"> <li>0.02 FTE Environmental Health Technician</li> <li>0.01 FTE Environmental Health Specialist</li> <li>0.01 FTE Supervisor (Detailed to COVID Response)</li> </ul> <p>*This is the planned allocation of staff. In FY 2023, the Supervisor, budgeted for 0.01 FTE, was detailed to COVID response. The Standardization Officer was acting Supervisor for FY 2023.</p>		

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Customers and Service Data		<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>
	Hotels licensed annually	46	43	38	40
	Number of inspections*	46 routine; 1 pre-opening	17 routine; 2 pre-opening	33 routine; 5 pre-opening	39 routine; 2 pre-opening
	Number of complaints	13	0	2	7

\*Hotels receive a pre-opening inspection when there is a change of ownership.

**PM2: How well did we do it?**

2.1	Hotel inspections completed
2.2	Timeliness of inspection documentation

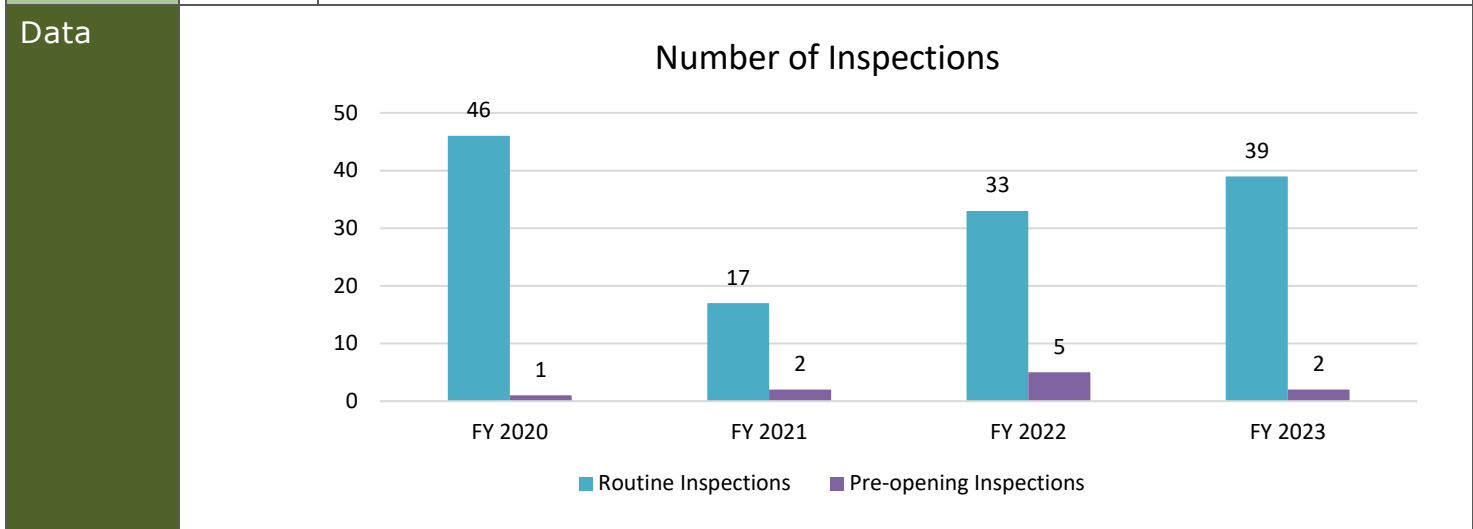
**PM3: Is anyone better off?**

3.1	Licensed hotels brought to enforcement
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**Hotel Inspection Program**

<b>Measure</b>	<b>1</b>	<b>Number of Inspections</b>
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• Annual inspections are conducted on a percentage of the County’s just under 10,000 rooms on different floors and room types based on hotel size (typically ten rooms per establishment).</li> <li>• Hotels receive a pre-opening inspection when there is a change of ownership.</li> <li>• Hotels with 300+ rooms or event spaces were inspected and prioritized for FY 2021.</li> </ul>
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**What is the story behind the data?**

- The hotel industry was negatively impacted by the pandemic. Tourism appears to be returning to pre-pandemic levels.

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

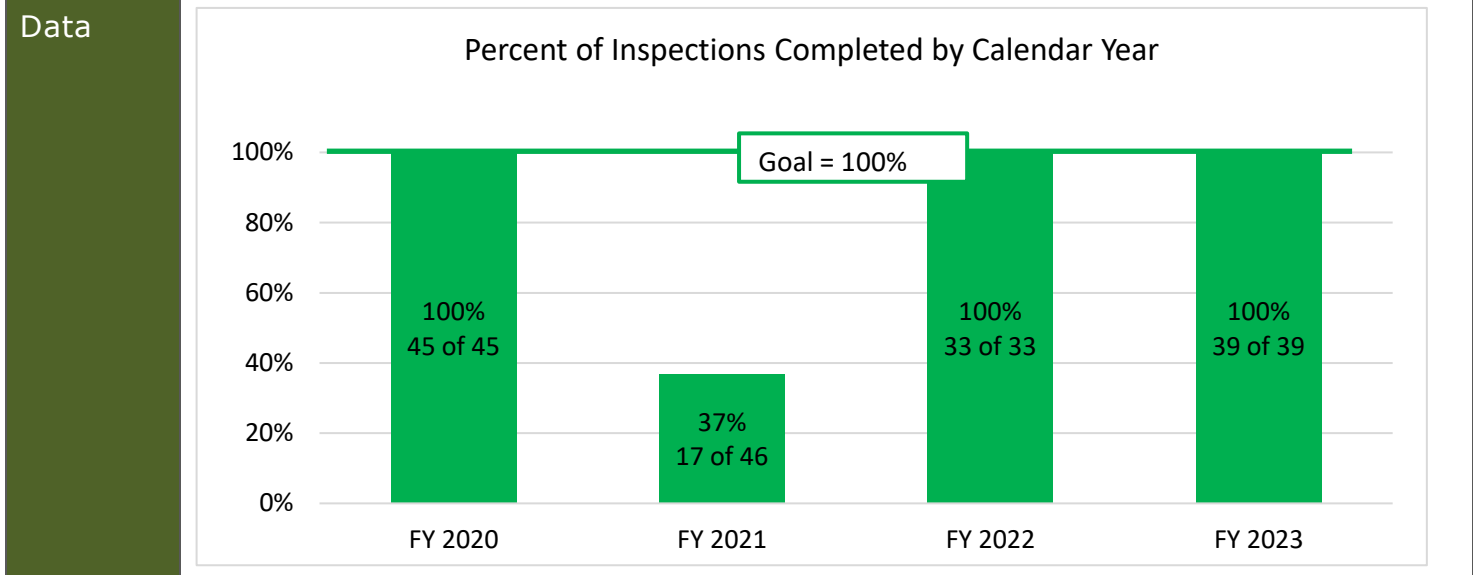
**Forecast**

- For FY 2024, there will be about 40 routine inspections.

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**Hotel Inspection Program**

<b>Measure</b>	2.1	Hotel inspections completed
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>Data for inspections is pulled from the statewide data system and reconciled with the assignment list to determine whether establishments received the required routine inspection. Newly opened hotels are excluded from this measure.</li> </ul>
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**What is the story behind the data?**

- In FY 2023, all licensed hotels that were open in January were inspected.
- All hotels with 300+ rooms were considered high priority and inspected in January 2021. Hotels with slightly fewer than 300 rooms and/or event space were also inspected.
- Hotels are licensed and inspected under authority from the Commonwealth of Virginia. The Commonwealth’s standard is to conduct annual random inspections on a percentage of hotels within each locality. Arlington County conducts one routine inspection per hotel each year.
- Environmental Health conducts routine inspections of each hotel in January, shortly after the license for each hotel is renewed.
- Average inspection time is 2 hours.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>Stay the course.</li> </ul>	<ul style="list-style-type: none"> <li>On-going</li> </ul>

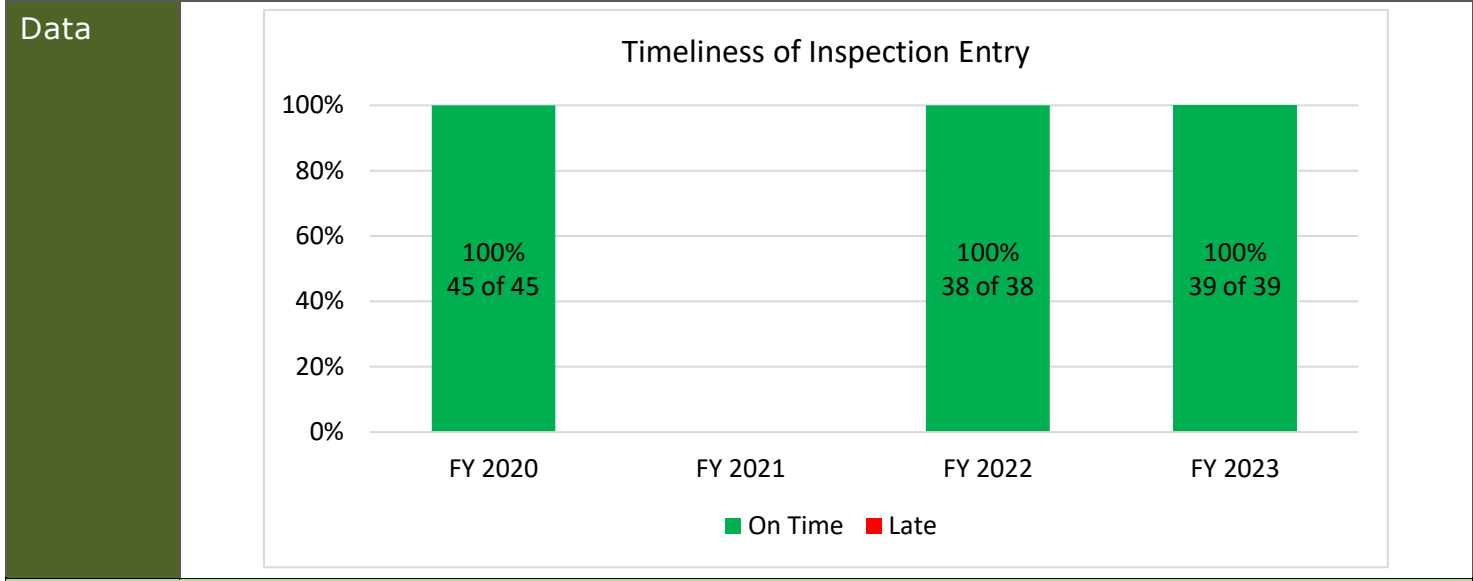
**Forecast**

- In FY 2024, anticipate 100% of hotels will be inspected.

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**Hotel Inspection Program**

<b>Measure</b>	2.2	Timeliness of inspection documentation
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>In FY 2023, 100% of routine inspection entries met the timeliness standard of 2 business days.</li> <li>Data not calculated in FY 2021.</li> <li>Data on timeliness is pulled from the statewide data system.</li> </ul>
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**What is the story behind the data?**

- This measure was not calculated in FY 2021 due to the pandemic and need for Environmental Health staff to be reallocated to support the public health response efforts.
- Inspections are expected to be entered within 2 business days per unit policy.

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

**Forecast**

- In FY 2024, anticipate 100% of routine inspection entries will meet the timeliness standard.

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**Hotel Inspection Program**

<b>Measure</b>	3.1	Licensed hotels brought to enforcement
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<b>Data</b>	<b>Enforcement Actions</b>				
		<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>
	Number of Notices of Alleged Violation	0	0	0	0
	Number of Fact Finding Conferences	0	0	0	0
	Number of Notices of Intent to Revoke	0	0	0	0
	Number of Revocation Hearings	0	0	0	0
	Number of Licenses Revoked	0	0	0	0

<b>Data Summary</b>	<ul style="list-style-type: none"> <li>Enforcement data is collected in an Excel spreadsheet based on information from the EHSs.</li> </ul>
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**What is the story behind the data?**

- An establishment that has a pattern of violations will be brought into Enforcement.
- Enforcement is a multi-step process that includes 1) Notice of Alleged Violation, 2) Fact Finding Conference, 3) Notice of Intent to Revoke, 4) Revocation Hearing, and 5) Revocation
- The enforcement process progresses when the pattern of violations continues.
- Each step affords the owner the opportunity to correct the pattern of violations and to come into compliance.

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

**Forecast**

- In FY 2024, anticipate similar number of enforcement actions.