Pools and Spas
- Pools and spas are safe for the community to use
- Illnesses and injuries related to pools and spas are avoided

Metrics:
- Number of onsite Certified Pool Operators
- Number of pool closures with follow-up

Licensing, Inspections, Complaints and Enforcement:
- License fees provide supplemental funding to conduct inspection, investigation and enforcement
- Establishments are compliant with health and safety rules

Metrics:
- Percent of inspections completed (per DPHHS report)
- Time until initial action on complaints
- Percent of complaints resolved
- Number of critical violations recorded

Training, Education and Outreach:
- Sanitarians are competent to conduct inspections, investigations and enforcement
- Operators are knowledgeable of current pool and spa rules

Metrics:
- Percent of pool and spa FCCHD sanitarians that are currently CPO certified
- Number of CPO educational packets distributed

Quality Assurance
- Accuracy and consistency in data, inspections, training and enforcement

Metrics:
- Number of verification audits completed

Quality Assurance
- Accuracy and consistency in data, inspections, training and enforcement

Metrics:
- Number of verification audits completed
Food Service Establishments
• The community has a safe product for consumption
• Foodborne illnesses and related deaths are avoided

Licensing, Inspections and Enforcement:
• Public licensed establishments meet or exceed minimum sanitation and safety standards
• License fees provide supplemental funding to conduct inspection, investigation and enforcement
• Establishment compliance with health and safety standards is observed and recorded
• Establishment health and safety standard deficiencies are corrected if existing

Metrics:
• Percent of reimbursement received
• Number of critical violations recorded
• Standard 3: Percent of Standard 3 quality records completed
• Standard 9: Risk Factor Study

Rules, Statutes and Local Policy:
• Knowledge is maintained on the most current rules, statutes and local policies and they are utilized in a consistent manner
• Rules, statutes and local policies are reviewed to determine the need for revisions and governing entities are informed of needed updates/amendments

Metrics:
• Standard 6: Percent of sampled establishments for which compliance and enforcement was taken correctly
• Percent of local policies reviewed on an annual basis

Training, Education and Outreach
• Sanitarians are competent to conduct plan review, inspection, investigation and enforcement
• Operators are knowledgeable of current food and consumer safety rules
• The general public is informed about food safety

Metrics:
• Standard 2: Percentage of retail food program sanitarians that have completed program standard 2 criteria
• Standard 4: Performance rating on standard 4 quality elements
• Standard 7: Number of industry and consumer interactions
• Standard 7: Number of educational outreach activities
• Number of Gold Star Recipients
• Average duration of Gold Star Award

Complaints and Investigations:
• Investigations are addressed in a collaborative, consistent and timely manner
• All complaints are addressed and resolved in a consistent and timely manner

Metrics:
• Time until initial action on complaints
• Percent of complaints resolved
• Standard 5: Percent of protocol elements that are written

Quality Assurance:
• Accuracy and consistency in data, inspections, training and enforcement

Metrics:
• Standard 8: FTE to inspection ratio
• Standard 9: Number of self-assessments completed
• Standard 9: Number of verification audits completed
### Public Accommodations

- Illnesses and injuries related to pools and spas are avoided

### Licensing, Inspections, Complaints and Enforcement:

- License fees provide supplemental funding to conduct inspection, investigation and enforcement
- All establishments are inspected for compliance with health and safety rules

**Metrics:**

- Percent of inspections completed
- Time until initial action on complaints
- Percent of complaints resolved

### Quality Assurance

- Accuracy and consistency in data, inspections, training and enforcement

**Metrics:**

- Number of verification audits completed
Body Art
- Illnesses and injuries related to body art are avoided

Licensing, Inspections, Complaints and Enforcement:
- License fees provide supplemental funding to conduct inspection, investigation and enforcement
- All establishments are inspected for compliance with health and safety rules

Metrics:
- Percent of inspections completed
- Time until initial action on complaints
- Percent of complaints resolved

Training, Education and Outreach
- Artists are knowledgeable of current body art rules
- The general public is informed about body art safety

Metrics:
- Number of hits to the FCCHD Body Art page

Quality Assurance
- Accuracy and consistency in data, inspections, training and enforcement

Metrics:
- Number of verification audits completed
Trailer Courts and Campgrounds

- Illnesses and injuries related to trailer courts and campgrounds are avoided

Licensing, Inspections, Complaints and Enforcement:

- License fees provide supplemental funding to conduct inspection, investigation and enforcement
- All establishments are inspected for compliance with health and safety rules

Metrics:

- Percent of inspections completed
- Time until initial action on complaints
- Percent of complaints resolved

Quality Assurance

- Accuracy and consistency in data, inspections, training and enforcement

Metrics:

- Number of verification audits completed
Air Quality
- Flathead County maintains health ambient air and compliance with the Clean Air Act
  
  Compliance:
  - Flathead County is compliant with air quality rules

  Metrics:
  - Percent of required compliance testing completed

Complaints
- All complaints are addressed and resolved in a consistent and timely manner

Metrics:
- Time until initial action on complaints related to smoke
- Time until initial action on "other" complaints
- Percent of complaints resolved

Monitoring
- FCCHD is compliant with the Montana Department of Public Health and Human Services air quality contract
- FCCHD collects the appropriate data to monitor air quality and make decisions on immediate actions

Metrics:
- Number of days out of the Episodic Control Matrix is updated

Public Awareness:
- The public is knowledgeable of air quality rules and is not unknowingly breaking the rules
- The general public is informed on about air quality

Metrics:
- Number of calls to the air quality hotline
- Number of hits to the FCCHD air quality website page
- Number of radon kits sold
- Percent of air quality alerts issued of those that should have been issued.

Permitting:
- All those that require a permit have received one (e.g. trade waste, firefighting, Christmas tree burning, construction demolition)

Metrics:
- Percent of those that have a permit of those that should have a permit
Wastewater Treatment and Disposal System
- Protect water, public health and safety

Permitting:
- The wastewater treatment and disposal system permitting process is completed correctly and the appropriate information has been provided

Metrics:
- Percent of applications submitted that contain all the required information
- Number of repeat site visits

Complaints
- All complaints are addressed and resolved in a consistent and timely manner

Metrics:
- Time until initial action on complaints
- Percent of complaints resolved

Regulations
- Sanitarians are knowledgeable on regulations
- Regulations are utilized in a consistent manner
- Regulations are regularly reviewed for needed updates

Metrics:
- Percent of regulations reviewed on an annual basis
- Percent of sanitarians that have displayed all required competencies for the wastewater treatment and disposal system program (recorded per joint inspections)

Education and Certification:
- Installers and Designers are licensed and knowledgeable on regulations and standards
- Property owners understand the regulations and the COSA

Metrics:
- Number of educational outreach activities to installers/designers
- Number of joint meetings with the Planning Department
Subdivision Review
- To protect the environment and public health through review of water quality, storm water, solid waste and wastewater disposal

Review Process:
- Reviews are completed in a timely manner

Metrics:
- Percent of applications that are completed within a 45 day timeline

Complaints
- All complaints are addressed and resolved in a consistent and timely manner

Metrics:
- Time until initial action on complaints

Outreach
- The public is informed about subdivision rules

Metrics:
- Number of educational materials available regarding the subdivision review process

State Rules:
- Sanitarians are knowledgeable on rules
- Rules are applied in a consistent manner

Metrics:
- Number of sanitarians that are certified subdivision reviewers