



ENVIRONMENTAL SERVICES

The mission of the Environmental Services Department is to provide and preserve a safe environment by enforcing environmental standards that protect the well-being of every person in the City of Wichita and the surrounding area.

DEPARTMENT GOALS AND OBJECTIVES

1. Provide a safe living environment by enforcing environmental standards to protect the community. *(Strategic Priority II and III)*
 - a. Increase response rate of Animal control service requests worked by field staff.
 - b. Work cooperatively with child care providers to increase compliance with regulations.
 - c. Increase tobacco control's compliance rate as to refusal to sell to minors.
 - d. Minimize unrecoverable mowing costs by decreasing ratio of "write-offs" to properties mowed.
2. Ensure business operations and construction activities pose minimal impact to community health and the environment. *(Strategic Priority II and III)*
 - a. Increase compliance with food service regulations to minimize the possibility of food borne illness.
 - b. Decrease percentage of inspections requiring issuance of Notice of Non-Compliance.
3. Ensure responsive services to the community to preserve and protect the environment. *(Strategic Priority II and III)*
 - a. Efficiently respond and investigate citizen complaints concerning ambient air quality.
 - b. Ensure to review all service requests from businesses and individuals for environmental certificates and releases.
 - c. Efficiently provide service to water well contractors or citizens requesting permits.



Kay Drennen helps children build "Moss Monsters" as part of the water quality education program at the WATER Center

PERFORMANCE MEASURES

City of Wichita – internal	Kansas Department of Health and Environment	U. S. Food and Drug Administration
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Dept.	Objective	Program Measure Description	Benchmark	2004 Actual	2005 Projected	2006 Target	2007 Target
	1a	Response rate of animal service requests	92.5%	91.5%	92.0%	93.0%	93.5%
	1a	Percent of animals redeemed or adopted	25.2%	22.6%	25.0%	26.0%	27.0%
	1b	% of facilities investigated with no violations	11.6%	10.3%	12.7%	12.0%	12.0%
	1c	Annual food establishment inspection ratio	1.00	1.33	1.35	1.36	1.37
	1c	Tobacco compliance rate - refusal to sell to minors	80.0%	89.4%	91.0%	91.0%	91.0%
	1d	Percent of properties voluntarily brought into compliance	72.6%	89.7%	90.0%	91%	91%
	1e	Percent vacant properties mowed by contractor	37.1%	44.7%	45.0%	46.0%	46.0%
	2a,b	Environmental Education Programs	260	168	150	150	150
	3a	Percentage of air quality complaint responses within 24 hours of receipt	100%	100%	100%	100%	100%
	3b	Average time to complete Environmental Assessment & Remediation record reviews	5 weeks	6 weeks	5 weeks	4 weeks	4 weeks
	3c	Average time to evaluate & issue well permits	5 days	N/A	3 days	2 days	2 days

