

Comments from Survey Participants

Re: inspections:

- “I have operated many restaurants across the US and the world. I have never experienced such uneven and arbitrary evaluations and inspections as I have here under this new letter grade system. There is no consistency in the violations given. I have been in business for over a decade. Each new inspection yields violations for conditions which have been present throughout the business's history, yet never cited previously.”
- “There is no uniform rules to follow each inspector interprets the laws and rules and a different way. I am all for safety. I do eat out as well but when each inspector has a different set of rules it's really hard for restaurant owners and workers to follow the guidelines. I've had a different opinion from every inspector on each visit something is wrong with that.”

Re: fines:

- “We are a clean and organized establishment and the inspectors say so every time they are here. Then they turn around and write us up for \$2000 worth of violations which is a whole lot of money for a small business. Seems as if they are being encouraged to write up as many violations as they can get away with no matter how clean the establishment is.”
- “Letter grades are ok, but monetary fines should be issued only for major health violations like food outside of correct temperature, no hot water, live roaches/mice, expired food, cross-contamination, etc. A missing screen, a small hole in a wall/ceiling, a few drops of water near an ice machine, should not get a fine, at least not on the initial inspection.”

Re: more education

- “Inspectors seemed more concerned with issuing violations than with insuring food establishments are run well. Only once has any useful information been given to us by inspectors about how to perform better.”
- “The only way we can make improvements with health inspections is to work together with the DOHMH to try to achieve higher standards across the board. We think better knowledge and more cooperation with inspectors would be better for everyone.”
- “Help, recommend and suggest ways the establishment can come in conformance, offer solutions and assistance and provide a warning system so that the 1st time is a warning, 2nd is more server, 3rd carries a full penalty. This is a way for the city to work with business instead of becoming adversarial.”