

**County of San Luis Obispo CSAC Challenge Award Nomination
Agriculture, Environment & Natural Resources (Suburban Population)**

Modernizing Access to Environmental Health Information

Overview - Modernizing use of technology platforms has shifted access to Environmental Health (EH) data from transparency-only solutions to those that solve day-to-day operational challenges.

Challenge - In a data driven society, it is challenging to effectively deliver the diverse, yet unique nature of EH information and data on webpages for public consumption. The public is now accustomed to moving freely through the world's geography via Google Maps and other interactive applications rather than the more traditional approach that government has used for providing information online. Equally difficult is compiling information for County staff to use in a practical way to make data-driven decisions that increase the efficiency and effectiveness of operations and policymaking decisions. Public records act requests that have required staff to sift through paper files have increased significantly due to changes in law. This workflow for both County staff and the public was high in effort, time and materials, and low in convenience. In 2016, the County also added limited general fund support for mosquito trapping but no funds were available for mosquito control. Without funds for mosquito control, it is all the more important to inform the public about the geographic distribution of risk of mosquito borne disease transmission. In response to these challenges, the County's Environmental Health Services Division (EHS) obtained access to Geographic Information Systems (GIS) software that was made available through a County enterprise license and collaborated with stakeholders to build six interactive mapping viewers in 2016 and 2017.

Innovative Solution - For each map viewer, the EHS Director, Program Lead Environmental Health Specialist and EHS GIS Analyst consulted with local stakeholders to outline the outreach goals for a particular program. Web analytics are monitored and map viewers are fine-tuned in direct response to the analytics and customer feedback to maximize the quality and quantity of outreach and content. The map viewers are served on program specific EHS web pages and are all available via a department-specific Mapping/GIS landing page and via a countywide Mapping/GIS landing page and can be replicated by other agencies. A snap shot of each can be seen in the attached dashboard display.

Originality – Six innovative viewers were developed including:

1. **EatSafeSLO** - a mobile-friendly public map viewer with a catchy URL www.EatSafeSlo.org that provides the actual locations of permitted retail food facilities along with timely inspection reports.
2. **DrillerView** - a mobile-friendly public map viewer designed for field and office use to provide critical water resource layers, and mapping tools for County well drillers to map and assess the geography.
3. **HealthView** is a mobile-friendly map viewer designed to assist EHS staff in the field and office with inspection facility mapping, analysis, and access to past inspection information to improve planning.
4. **MosquitoSurveillanceView** is a mobile-friendly map viewer that provides trapping locations and results, locations of dead birds that tested positive for the West Nile Virus, and educational information.
5. **MosquitoView** is a mobile-friendly map viewer designed to assist County-contracted mosquito trappers to collaborate and analyze a rich dataset of aerial imagery and complaints received by EHS.
6. **SurfSafeSLO** is a mobile-friendly map viewer with a catchy url www.SurfSafeSLO.org that provides weekly beach water quality test results, a dashboard with 3 years of sampling history, and educational information.

Cost - The EH contribution to the Geocortex software license is \$577 per year. The return on investment is saving time for contractors, well drillers, and quicker access to information by the public and county staff. An estimated savings of 660 productive hours of staff time amounts to an estimated savings of \$80,000 each year.

Results - County of San Luis Obispo residents, beach goers, visitors, well drillers, mosquito surveillance contractors, and County staff have benefited from the development of six (6) innovative Geographic Information System (GIS) mobile-friendly map viewers by the Environmental Health Services Division. They offer access to information not only for public consumption, but they also provide tools for use by well drillers to improve compliance, mosquito surveillance contractors to better identify and target problem areas, and County staff to improve efficiency and effectiveness of operations and policy making decisions. Web analytics reveals that the new EH webpages received almost 13,000 individual browser sessions with over 28,000 unique page views in just the last six months demonstrating that the information is being viewed.

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