



**How can Wake County improve its food safety inspection program?**

1. More inspectors. 2. Two "bonus" points for attending a food safety program should not allow a restaurant that earns a B sanitation grade of 88 to post an A (90). The food safety course should be mandatory for all restaurants--not a method for some restaurants to inflate their score. 3. The score on the sanitation card should only be for points earned relative to sanitation. If "bonus points" are awarded, it should be indicated separately on the card. 4. Require restaurants to display the sanitation report and maintain handout copies on the counter. 5. Keep up the good work. Making the reports searchable online and aired on local news has been eye-opening. Thank you.

I have a concern about the following practices/conditions that I have observed in the past week: waiters are also cleaning the tables and floors. Therefore handling dirty dishes , floor sweepers, brooms, etc. with bare hands, bringing clean? dishes to consumers after bussing the tables. They take dirty dishes to back of restaurant behind doors and reappear only seconds later taking clean dishes to consumers. Yes, I don't know what sanitizing is done to the waiters hand before taking clean dishes to customers, can't see behind the doors. However waiters do this probably at least once every 5 minutes or so. Are they really sanitizing their hands each time? in the short time they disappear behind the doors? I don't know. I would feel better if I knew for sure they were. Personally, I prefer that a restaurant not have a waiter clean the tables. At another restaurant , I observed a food preparer out in the table area with gloves on and he touched the back of a chair with his his gloved hand and down the surface of a table on the way back to the food preparation area. Obviously, more education is required here.

I think the inspectors need to make unannounced inspections and PERIODS OF INSPECTION (like a customer) to see what the real conditions/practices are at the restaurants. Still, I believe the above concerns need to be addressed. Also, I have seen at some restaurants food handlers not wearing the disposable gloves and doing cashier (money handling) while wearing the sanitary ? gloves.

Don't let the restaurants know when you're coming (this assumes that the restaurant does know now when an inspection is coming). I want to know how they operate day to day when not preparing for an inspection.

inspect each facility more often, inspect using random dates, so as the facility will be less likely to expect them / have a tip line to where customers could call/ fax/ mail or email in their concerns or complaints concerning different facilities

The score should not include the two points earned for taking the food safety course. This course should be mandatory for all restaurants, perhaps on an annual basis. Facilities should be inspected more often.

I think fast-food restaurants should post their ratings WHERE THE ORDER IS PLACED, rather than where you pick up your food. I don't like to order and pay for my food, then find out the restaurant doesn't have a really good rating.

Have a Wake County sponsored website that one can check before going to a restaurant



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More inspections though I realize how difficult this must be with limited manpower. Raise the bar. We are so tired of places being allowed to continue operating with low scores. There should be no tolerance for unacceptable food practices. would it make sense to require the restaurant post the reports at the entrance? I would think this would emphasize the need for good sanitation. Clean bathrooms. usually I only use restroom facilities at the end of meal because I never know how clean the bathrooms are. I have left restaurants before ordering because the bathrooms are filthy. Salad bars...require each patron to use hand sanitizers before using the salad bar. Children's playgrounds at the fast food places: Is there anyway to help the "germ haven" it creates? Thank you for this survey. More info needs to be out there since so many people are unaware or oblivious to food safety. Could there be more coverage by the News and Observer for instance?

inspect poorly scoring restaurants more frequently, and recognize the habitually clean ones less often. Most quality restaurants (chains) have an independent and much more thorough inspection done. That means they are inspected 8 times a year. Focus on small restaurant groups and independents that aren't so accountable. It takes a lot of money to operate a well cleaned and safe restaurant, and there are the ones out there that put their needs above the safety of the people they serve. Those are the ones that need many inspections.

The online search is really complicated. We rely on WRAL's posts each week but even those are hard to search because they link to your site. All of us who eat out know how gross the kitchens are and how employees don't wash their hands nearly enough. It grosses me out! Maybe you already do this but do new employees in food services get trained in sanitation? Sure doesn't feel like it when they grab my glass by the top and take my money with the same unwashed hands. ICK!

Having worked in foodservice most of my life, I know what little things can sway a score in an unfavorable way that may not even be food related, but can impact the public's opinion of a GREAT and sanitary establishment in a negative way. It's not fair to those who do it right! I would like to see a better system implemented that is indicative of whether it is a food safety issue, or if points were deducted because an inspector came in during busy lunch hour and deducted points because the floor needed sweeping/mopping. The current system is antiquated and needs a major overhaul! There are some B rated placed I'd eat but some that got A's I would prefer NOT to eat at because of the reasons points were deducted. Fix what we have, because it IS broken.

Create a response team similar to child protective services. So that when citizens call in safety concerns, an inspector can respond within a very short time depending on the concern reported.

Require more food safety training of restaurant managers.

I am very please with the program and the public postings. I also watch the Friday night report on WRAL of low grades. I think the grades should be published in the News and Observer periodically, especially the ones below 90, to motivate the facilities more to "clean up their act".

Check facility on a weekly basis.

In comparison to other states, I feel NC is doing great! The posted score format of large letters and numbers required at the entrance makes it very easy for me to decide if I want to eat there.

This may be a mis-perception, but it seems that a restaurant can have a number of violations, and still receive an A - which is misleading. You might consider re-evaluating the grading curve.

It would help if the restaurant had to list any infractions that caused it to be below an A. That might embarrass them more to prevent that from happening. Also, there should be a sign in the bathrooms saying if you see an employee leave the bathroom without washing their hands call this phone number to report it. I've had that happen & just left the restaurant & did not know how to report it. Thank you for all you are doing to keep us safe.



<b>How can Wake County improve its food safety inspection program?</b>
Make it a more serious offense (worth more points) for foods not held at the proper temperature, and other practices which could lead to food borne illness. The inspections are too lenient; offenses are not penalized enough.
Be consistent with inspections. Make the public aware of findings. unannounced inspections
Stop giving 2 points for the food safety class. Provide incentives for restaurants that earn high scores.
be harder on the grading and not allow them to earn points for attending classes and then just do the same thing over again. once a bad grade is acquired, reinspections should be done more often
Inspect more often and close facility if score is under 90 to make improvements. Once violations are corrected re-inspect and allow them to reopen
better user friendly description of what the numbers mean. at what point would the inspector think twice about eating food prepared at the facility?
Have inspectors do more random checks and enlist a group of "customers" to assist you if there aren't enough gov't workers to handle more frequent visits.
Start enforcing your rules and regulations.
Keep doing the good job you are doing!
Give much lower alphanumeric grades to restaurants. For example the places given 'b' should be given a 'c' or a 'd'. Many of the lower 'A' percentages should be given 'b'
Have more regular, unscheduled visit at restaurants with scores below 92(without serve safe).
Inspectors should be more consistent and the new ones well trained. Personalities should not be part of the score. Also, each inspection of a well run, or poorly run, store should be independent of the past and judged on the day's condition. We depend on the inspector's to give good, accurate scores not based on personal feelings.
Take calls from consumers who visit a site that has a score over 90 and appears to be seriously in violation. A phone number for the public to report concerns should be visible on the grade card
from TV I hear of things I consider terrible, yet they still get 89 or higher. From descriptions, there are 90-92 restaurants I wouldn't want to eat in (unclean/temp on dishwasher, unsafe temps, etc.) These should cause lower scores. Hiding the rating card is the worst possible offense.
DON'T BE AFRAID TO SHUT RESTAURANTS DOWN... if a place is nasty and bugs or rat evidence is around that would be an automatic SHUTDOWN for a month... The only way the inspection will be taken seriously is when you hit them in their pocket book...
To make the public more aware of the restaurants grade, post the grade where people can see it BEFORE they pick up their food. I hate seeing the grade of a restaurant after I have my food in the car with me.
I don't know if a restaurant knows in advance of an inspection or not, but I believe it should be unannounced inspections.
Make un-announced inspections, if you don't already. I know there is a policy on hand washing after bathroom use. I see a lot of employees attempt to handle food after money or a broom. I think there should be more education on this topic.
make the restaurants post violation details as well as the score.
Please inspect facilities MORE than once a year and also post the previous 3 scores so that consumers can see if the facility has been consistent and if there has been improvement if they previously received a low score.



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More frequent inspections especially reinspections for facilities that have critical violations. Maybe also have an automated email notification for customers that want updates for their favorite restaurants.

I'm from another state where they didn't post grade cards. I like them. What I do notice is how long ago you got to some of the places I eat at. You need to get there more often.

hire more inspectors-make restaurants with a score below ninety have a bold, red-lettered sign that embarrasses them and alerts customers

Don't give 2 points for completing the "food safety" course. The score should be an accurate reflecting of the staff following already stated guidelines. More frequent inspections of facilities that maintain a buffet. There can never be too many inspections.

Inspect facilities more often. On the other hand, you're doing a great job shutting down low-scoring restaurants on the spot.

Are fines levied for low scores or repeated violations? TV and front page newspaper reports would call attention to violators. Those with good ratings would be rewarded with more business, & vice versa.

Thoroughly check person(s) health and sanitation practice. Cleanliness of the facility and food preparation area. check cross contamination of food. Make sure sick person is not allowed to work. Use of gloves. food freshness.

I think giving a "letter" grade would be easier to understand. A for excellent (95 - 100), B (90 - 95), C (85-90), D (80 - 85), F (under 80). With the current rating, I'm not sure how bad the scores truly are in terms of what areas there was/were a violation(s).

Those practices that would cause illness should be posted and reprimanded accordingly.

Require all Food Service facilities to have SSOP and HACCP controls in place

Inspect more often.

If a facility falls below 85, the facility should have to attend a food safety course.

I think they do a great job already

To inspect more often

You do a good job of making numerical ratings accessible to the public through websites and the restaurant posting requirement. More detailed info on inspection results would be useful too. (Some metro Atlanta counties require the full inspection report to be posted in restaurants.)

More frequent inspections please.

1. Ensure that all food handlers have their appropriate vaccinations and TB tests. 2. Heavily weight the bathroom inspections against the overall score. As food prep areas (and the handler's personal hygiene) are only as good as the bathroom level of cleanliness. 3. Food handlers should complete a safety course that ensures that they understand fundamental proper techniques (i.e. - "No licking your fingers when you transfer food" or "no sticking your finger in your ear while assembling food boxes" or no coughing on your hands while running cash register", and on and on. - I have seen it all).

I would like to see the facilities be inspected more often if they have a score of 93% or lower. Six months is to long to wait to see if they have corrected their citations. I do look at the website for ratings. When I dine out I expect cleanliness including the windows, doors and floors. I dislike dirty dishes left sitting on a table after the diners are finished. I have never lived where there was a food safety inspection program but think it is very valuable.



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Include brief descriptions or comparative statistics on the scorecard(s). That way, a sense of relativity emerges. Also, make it impossible to rate better than 100%, unless the 100+ score is explained; we are frequently puzzled by how a facility can get a 102% score, unless it means that they are really, really clean, beyond standards, which suggests that they standards are too low...especially since so many restaurants have at least an A- score. I think I've seen only one B score in over 1 1/2 years living in Wake County.

More inspectors, require copy of report posted beside grade, post restaurant scores in the paper within the week being graded

Frequent unannounced inspections.

inspect consistently high scoring establishments 2 times a year others 4 to 6 times a year and suspend operations for a week of continuous repeaters for food hazard violations not non food rating should stop food hazards faster than non food (floors, lighting, walls, bathrooms, etc)

Make the scoring more understandable, and perhaps, more strict. When I hear what sounds like major violations, e.g. roaches on the food prep cutting board, I don't understand how the facility can receive a score in the high 80s or low nineties. Also, I never hear of a facility actually failing an inspection requiring a reinspection. I used to be a health inspector Env Health Specialist years ago in FL-we inspected quarterly and always had several reinspections-but we did not use a posted scoring system

Post scores in highly visible location, sometimes you can't see score till after you've eaten/ordered.

First, you are much too lenient. Stop issuing points for participation in a course to increase the rating. The rating should be based on sanitation and the inspection only. Stop giving a business so many chances to re-score. Shut down non-sanitary restaurants with more vigilance.

More often inspections Stricter criteria for A ratings...they can get by with a lot and still get an A REQUIRE that grade cards be prominently displayed...I should not have to hunt for it

Re-test lower scoring restaurants more frequently.

More frequent inspections and have the rating postings in a more prominent location. Guest bathroom cleanliness should be included in the rating if it is not. It is a concern that education points can bring a B rating up to an A, and in my opinion, should not count in the sanitation rating.

communicate frequently through emails about matters that will affect restaurants and their ratings. For Example, restaurants had no idea that the County would not accept a serv safe certification that is valid until the year 09 and lost their 2 bonus points due to a lack of communication on their part.

Take more action when established standards are not met. Also make unannounced visits. I recently was told by an employee they were to be inspected the next day when I noted that they were doing a lot of cleaning in the dining area. Also she commented about having to remove their jewelry while the inspector was there.

By adding more inspectors so that inspections can be done more frequently and facilities scores are improved.

Post inspections to the web in a timely fashion (as they are completed)

Use a system where the letter grade of A means exceptional but where C and B are passing with some shortcomings. It seems to be too easy for a restaurant to get an A and still have serious violations.

You're doing a great job! Keep it up and increase inspection frequency if possible.

Eliminate the two points for safety training.

by doing more inspections & making sure the rest. keeps up or making them CLOSE up... you walk out the door & it goes back to the nasty way it was---

Take points off for smoking near food. That's very unsanitary!



<b>How can Wake County improve its food safety inspection program?</b>
More inspectors so more frequent inspections done
Check more often! A lot can happen in just one week. Mold in the ice machine, Tea earns not properly sanitized, no hand washing. Yuck! Please make it a law that you have to wear gloves if you ever handle food. One hand on a door knob = millions of germs!!!
by fairly and equally grading restaurants and avoid subjectivity
better educate the public what the scores mean so that we can make better informed choices on where to dine
Inspect more often. Include the restrooms in the inspection.
Any food service provider who scores 90 or below (not counting 2 points for class) should be inspected monthly as part of a probationary status
support food inspectors in their job. fine business that hide or obstruct rating, seen often when rating is 90 or less. more frequent inspection especially when rating is 90 or less
Make easily accessible a benchmark of scores for restaurant groups.
Stiffer fees for violations
I don't know enough about it to comment except that points earned for classes shouldn't be included in the score.
As I understand the grading criteria, I believe that a restaurant should be rated around 95 or higher (not counting ServSafe points) to be really clean. I would therefore like to see a more strict rating scale. The fact that the number is posted boldly helps a lot though..
It's great--only suggestion I would say is to have a uniform location for the grades--maybe inside front door/window
On your website now I have to look for a restaurant's results. Why don't you post a list of those restaurants who don't get an "A" inspection so I can see at a glance if a place is full of roaches and mouse droppings?
A score in the 'B' range seem to be awarded to restaurants for what I think to be major offenses to proper food handling. In fact, I feel a little misled by the score of 88 when the demerit could impact my health if I chose to eat at that particular restaurant.
Weekly have those inspections printed in newspaper.
I am happy with the job they are doing. Would like it if they could do inspections more often.
Inspections should be done more frequently.
shut down immediately any establishment which garners a C rating.
more frequent inspections & harsher penalties for poor performers - I've lived in Wake County for 11 years & can only recall 2 instances where a restaurant / food service facility was shut down & those were for really gross violations, whereas there have been numerous instances of food-borne illnesses during that period.
Adapt incentives for public participation
Inspect facilities more often.
Should have "After hour" and un-announced inspections so the restaurants have to be cleaned all the time.
Inspect more frequently and define what their scores mean. What factors affected the points to be cut.
Make the Sanitation Score more visible when you enter the Restaurant. Publicize the sanitation score in the news paper. Give the grading A,A-,A+, etc.
I think that Wake County needs to increase the number of annual inspections. I am currently pregnant; food safety is a life and death issue for my developing child. It is of critical importance that issues such as the presence of listeria are addressed.



<b>How can Wake County improve its food safety inspection program?</b>
I WANT TO KNOW THE REAL SCORE OF A FOODSERVICE FACILITY. I THINK THE SIGNS POSTED IN THE RESTAURANT SHOULD BE WITHOUT THE EXTRA POINTS THE PLACE GAINS THROUGH TRAINING PROGRAMS AND OTHER EVENTS. WHAT IS THEIR REAL, RAW SANITATION/SAFETY SCORE?
Create a Website so that people going out can see what a particular restaurants grade is and why, such as WRAL news does.
This is a great service.
It does much better than some in making it easily accessible to the public. It would be helpful it was done more often to make sure businesses aren't just keeping clean 'around' the time for an inspection.
I know that it is out of the question but more inspectors so that restaurants may be visited more frequently would be most assuring.
hire people in the food business to do inspections put their years of experience to better food sanitation
I do not know the process of what affects the scoring to make a judgment on improving the program
harsher grading for filth, flies, roaches and poor hygiene by employees
hire more inspectors
I would like to know more exactly how a facility's score was decided - what were the areas that scored high, what scored low. Perhaps posting the score "card" would be helpful.
make rating signs bigger and easier to find as you enter facilities
I am grateful for the work of Wake County's inspectors. I sometimes think the scores are too high in spite of the violations that are noted. However, I realize those are most likely set by the State and the County is required to follow the regulations set by the State.
Would like to see specific violations listed on the sanitation grade card so the public would be more informed on specific violations.
Increase frequency
I know that it's hard for the inspectors to inspect facilities on a regular basis, but I truly believe that inspections should be conducted on a quarterly basis.
ensure that customers can always see the ratings and not eat at sub par restaurants. Check often.
more classes and training on food safety, health and food handling with employees, managers, owners, the food industry workers on a regular basis. explain the point system, what applies as negatives. make the public more aware as to reason why points were taken, which will in turn affect that restaurant dramatically, depending on the cause. how to keep the area/restaurant you work clean.
I know this wasn't your decision, but it bugs me when I see places that only get an A because of their 2 bonus points from a ServSafe Certification... it means they know what they should do, but they're not doing it, and yet they're being rewarded. Do you accept tips? Sometimes I spot things I know are violations, but I never know if it'll be caught because I don't know when another inspection will be. Beyond that, I think the most important answer to question 7 is the purpose of informing the public, though that's a subset of protecting the public. Thanks for the work you do, and I think the NC system of a clearly visible score is the best I've seen in the country!
In my opinion, an establishment should not be allowed a re-inspection when they receive their grade, no matter what the grade. They should have to display their score for 6 months till the next scheduled inspection
If this is to only start putting scores on-line. I definitely disagree with that decision.



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Alert the public that they should consider not eating at consistently low scoring restaurants. It seems that some restaurants do not seem to take it seriously and it may be because they still get the customer's regardless of their score.
I don't follow the scores, which are usually too close to each other to matter, I follow the COMMENTS. require posting of the reasons the grade was given in an obvious way-on the front door would be nice- so it would be very visible. maybe it would help restaurants clean up.
PLEASE PLEASE PLEASE INVEST IN MORE INSPECTIONS; I really do look at and rely on these ratings but 1x a year seems too infrequent.
Not sure how to improve. Keep up the great work.
When you leave the sanitation score card with the restaurant, please list (very visibly) the "true" health score (i.e. without the 2 point bonus) so consumers have a clear picture of the health condition of that restaurant...taking classes for 2 points does not indicate the cleanliness of the restaurant. People can take classes on food safety all they want but that does not mean they are putting what they learn into practice...their place could still be filthy. So, for example, if a restaurant scores a "91" on their scorecard you would show "89 + 2 = 91" if they received a 2 point bonus or "91 + 0 = 91" if they did not receive a 2 point bonus. In our opinion, the latter score shows the establishment is cleaner than the former. Thank you.
It seems that every week there's some restaurant that gets nailed for mold in the ice machine...How hard can it BE to clean that thing once a week? Maybe a fine of \$100 should be imposed.....
do it more often
Make high grades harder to get. When I see the violations on TV then hear the score and grade, I am amazed that restaurants with serious violations attain passing grades.
Conduct inspections more often
Add more inspectors.
Less discretion in hands of individual inspectors Better understanding among public of what infractions lost points- if a pizza place loses points for not keeping ready to sell hot slices at the correct temperature, that's not nearly as bad as cockroaches or improperly stored raw meat.
Do away with the freebie two-points of the food safety class. Make attendance mandatory. Let the customers know the grade they see is the grade the place got and not with a freebie two-points.
Use a little more common sense in grading a business. I think it's a waste of food to require places to throw out unsold items after a few hours. Also the measures used in daycare facilities is crazy. It's time to put some measure of responsibility back on the parents instead of forcing everything on those centers and staff.
Rather than a set number of inspections, those with an A+ far less than those with a C. Such as A+ annual, A twice a year, A- 3 times a year, B quarterly and C monthly. Reward the consistently good ones and not the consistently poor ones.
Is there an online way that is more prominent to report to sanitation infractions or a need for an inspection? I was recently at a restaurant that had not been inspected since 07/07 when I was there in 01/2008.
by continuing to monitor restaurants so the public is safe
implement higher penalties for grades below 90% or for serious line-item violations - some line items I see listed for restaurants would keep me from eating there on their own, ignoring the overall score
inspect more frequently



<b>How can Wake County improve its food safety inspection program?</b>
Continue to give classes on proper storage, proper temperatures of food. Remind restaurant employees to wear plastic gloves when they handle food and also do not take money with gloves on and then handle food.
I think that the scores received are too high for the violations cited during the inspections. I would also recommend a monetary fine be assessed in proportion to the number of violations. Monies collected could go to soup kitchens and food banks. I believes fines are levied for nail salons. Unclean kitchens should be fined also. It would definitely be a wakeup call. Taking a class should not get two additional points if food safety practices are not followed.
HIRE MORE INSPECTORS.
Make It Mandatory that each licensed establishment shall have at least one certified food manager who must pass an approved exam (ServSafe or equivalent) on premises at all times, and that all food handlers who are responsible for storage, preparation, display, or service of foods must be certified (ServSafe or equivalent). The Certification Renewal should be every 5 years for managers and every 3 years for food handlers.
More frequent checks of facilities with scores below 90%. Educational programs for facilities workers.
Proper hand washing and proper education on cross contamination of different foods. Go over the rules of the foodservice areas information, information, information.
Have more visits to restaurants and make fines higher.
by checking on most businesses more often.
Post restaurant ratings on a website or newspaper
I've heard from a health inspector that they would not eat at a food service establishment with a rating of less than 92%. Apparently there is some easy way that has nothing to do with food safety that the establishment can pick up a couple of points to retain their "A" rating. If this is true, perhaps an "A" should be 92% or greater!
Make the signs bigger and provide that the sign be located in a specific place in all restaurants, i.e. register, entrance.
I've seen wait staff eating in the kitchens at multiple places with an "a" hanging on the wall. I think the grades are too easy!
Hire more inspectors. Several locations appear clean but, a close look shows shortcuts and health hazards due to being lazy.
In NY, restaurants were informed of the upcoming inspections so they prepared for them. This gives, in my opinion, a false overall impression of the restaurant's general practices. I believe the inspections should be done without notification to the food service organization. Perhaps Wake already does that.
I believe that Wake County needs more food inspectors
Instead of using the same certificate for each score, change the background color of the posted certificate to a different color for lower scores. Or maybe just the score number itself. Green for excellent scores, orange for next lower scores, and red for low scores. This would certainly be eye-catchers. Plus, force the businesses to post the grades in more locations favorable to patrons seeing them as they come in, with second posting at drive-thru windows or on their menu screens...anywhere that one would have see them.
a through inspection of the facility and it's staff sanitation practices. I am an HACCP certified instructor, and have seen some appalling sanitation practices from the staff of area food service facilities. Mostly because of lack of knowledge or understanding.
Inspect high traffic locations more frequently regardless of previous history.



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Is there always an inspection done of the bathroom? I think bathrooms should be monitored for cleanliness. I think all condiment containers should have expiration dates. Sometimes I use them at a later date if I don't use them at the restaurant.

kitchens should be visible from the front/not accessible just visible

Educate the restaurant's employees more.

Keep up the good work!

To inform the the public heath about the facilties sanitation practices , to protect the public health , prevent foodborne illness , and let the public know about B and C sanitation grade cards for restaurants are not good for inspections grades and have to look for the restaurants history inspection not to look for re-inspections or snapshots . There are critical or non- critical voliatiions in a restaurant inspection. The critial violations are food - temperatures and other serious problems doing with food being sitting out for a long time. non - critical violations are wall papers are torn, tiles chipped , lipstick on the glass , and etc can mark you down with full or half point on your sanitation score . then they add up all the points and put the score on the sanitation score card and hang it on the wall and it must post it on the wall at all times . If they don't they will be slapped with a grade card violation. They come with a unannounced visit so they can do their inspection.

I believe that bonus points should be indicated separately from the main score and high-level notes regarding the last inspection should be noted on the inspection certificate.

More staff would allow for frequent inspections.

Inspect restaurants more frequently. Several restaurants I go to haven't been inspected in a long time.

I think it is great they do this. Maybe, if there aren't already, putting forth a specific checklist for personnel to follow; unannounced visits; maybe have members of the public do unannounced inspections like restaurants testing for service quality.

the devil, as always, is in the details. spending more time talking to employees may tell you some things you might not otherwise learn. kids say the darndest things--what did your parents tell you not to say on this tv program? pick an employee and ask them to show how this is done. if we see somebody do this every day, we should be familiar with this, even if we have never done it personally. does all of the equipment work properly? is there soap in the soap dispenser? do we have our problem because we had a one-time accident, we are sloppy, or because we are attempting to deceive and cover up. how difficult is it to change the way it is--does it cost \$20 to fix or \$10000 to fix?

I believe the grade should be prominently posted, but I dislike the sensationalism of some tv stations. I like having the reports online, but normally do not reference them. I like the letter grade-everybody knows an A is good and a C is not as good. keep it simple and easy for the customer to understand, while trying to be uniform across the county. probably easier said than done. I do not think your numerical grade has real value, other than to reflect a comprehensive impression of the store. acceptable, passes with some concerns, fails. I work at a wake county restaurant. I eat most of my meals there and rarely eat or purchase food elsewhere. best regards.

Inspect more restaurants more often. It's important to me to eat at a clean & safe restaurant.

I don't think points should be added to the score for education of food service's staff. Education should still be required for scores lower than a certain standard.

It's hard so say. I don't know how many inspectors there are for Wake county. Maybe hire some more to do more checking and I think sometimes the restaurant will have a bad day like the dishwasher breaking down during a rush hour which is what happened to us during a breakfast meal during the holidays.



<b>How can Wake County improve its food safety inspection program?</b>
More frequent surprise inspections. I sometimes see an inspection card 6 or 7 months old.
continue the success
Hire more inspectors, so food facilities can be checked more often and foodservice facilities can be as safe as possible for the public. Thank you.
inspect more often, A restaurant that I frequent has had rumors that they have mice, roaches, and they do not wear gloves when preparing food.
Mandate Training to all people serving or selling food. This could be done at the level in which they are involved with the food, i.e.. raw food = more training, sealed food = less training
increase health inspectors to meet the number of growing restaurant in wake county.
Don't announce inspections. Have standard placement of sanitation grade. In addition to numerical score, have "For Details see website" on sanitation grade posting and post details of grade there.
By eliminating the program. And, by giving another category for question #7. You should have had a box for: To harass small business owners, and to prevent people from being able to do business. It simply serves the interests of the large chains, and the upscale restaurants, to have to obey these nonsensical rules.
Put the rating on the front door so diners will see it more readily.
be much stricter
Suspend low scorers more often.
I would like to see the segments that make up a restaurant's total score on the score card, so I know how they scored in each area, and I would like to see the inspector's comments posted, at least on-line on Wake County's website.
Explain the rating system to the public and ensure that infractions are properly weighted according to the health risk they impose.
Inspecting restaurants that don't get consistent top (97-102) scores more often.
Add a + mark ON the health 'score card' IF the establishment has 'enhanced' their score with the bonus points earned via the food safety course (or whatever it is called). I firmly believe the public should know if their favorite eatery has an A earned only by getting those extra points via the additional course study. Either remove the 'bonus' points or enable the public to visibly see the earned score plus the bonus points! I really only need to know their exact score -- not their enhanced score via the safety course. Thanks...and please inspect places more often! Signed...a Wake native...yes, there are still some around!!!
No chances should be taken when it comes to food! If that inspector wouldn't eat there themselves then how can they permit anyone else to eat there! When there is a low score they should have a 24 hour turnover period, if the time period has to be longer because of correction that need to be put in place it should be shut down until that facility can score a 95 or better! Fines should be stiffer!
CONSTRUCT A BETTER WEBSITE TO FIND THE RATINGS FOR RESTAURANTS. REQUIRE THAT THE FOOD ESTABLISHMENTS POST THE RATINGS ON ALL ENTRY DOORS, SO THAT THEY CAN'T RANDOMLY HIDE THEM INSIDE WHERE PATRONS ARE LESS LIKELY TO SEE THEM.
The program should be privatized. Let people know you can get the scores online.
Inspect facilities more often
Overall, I feel the inspectors do a great job! There are so many foodservice places here, not even counting the schools. I think the education of proper food handling for food workers should be emphasized, and probably not done enough due to time in many places. Overall, good job!!
end it and allow private review



<b>How can Wake County improve its food safety inspection program?</b>
Making information accessible about any violations a restaurant needs to correct or practices they need to change. There are things that are relatively minor places are cited for and then those that would make me definitely choose to avoid a place until the next inspection.
inspect at least monthly the restaurants that score below 93.5, and start placing fines on them if they don't improve right away. give them a certain amount of time to get their scores up to an a , if they don't comply , take their license. it is us out here that are at risk if these restaurants are bad and they shouldn't be in business. thank you
Make restaurants post their sanitation grade on the front door. Often, the postings are in obvious places.
On line listings are awesome. I pick caterers for my office based on their inspections on line...I don't get to see their kitchens, but you do!
You're doing a great job - just wish that you could force food establishments to highlight their inspection certificates even more!
Fine restaurants that often get below an A score or do something to reward those who often get A's. More inspectors so they can do an adequate job.
I don't know of any way.
Not tell the company when you are coming. But rather a time frame, like from the 10th to the 20th we will be coming.
By doing inspection once a month, and if they score below a 90, then they should have to take a course in food health safety. If they score below a 85, they should be shut down until the course has been taken by owner, manager, and all workers. If it happen again with in a year, then they should be closed for six three months. Then given an other chance, but if it happens again, then they should not be allowed to reopen in this state.
using different inspectors so as not to have the same one always score the same restaurant. make the ServSafe program a requirement instead of a bonus. and just consistency.
make the search options easier to understand. Have common food chains under the same heading so the user doesn't have to search through all 12 to find the restaurant they want. Have a Search that would have a score range and incorporates the 3 previous inspections and allow the user to select it by food type.
Inspect more and be more heavy on fines
Monthly inspections of all restaurant. I don't understand how a restaurant could get a 100 with a bugs on the floor
Give a more detail explanation of the score -- i.e.. if they get a 90%, what areas were the problem areas.. food storage, improper temperature etc.
Impose rules making it impossible for any person with any communicable disease of any kind from working in a food service facility. I frequently see food preparers wiping their noses and then handling food.
There should be more points deducted for some violations. Some restaurants still get a "B" rating with some pretty serious violations that are disgusting. I have seen some facilities that should get a "C" that got a "B" that I would never eat at.
I am Serv Safe Certified and some of the practices involved in that program are VERY helpful. I used to hostess in a restaurant and I was so surprised at how much MORE I knew about safety and sanitation than most of the kitchen staff did. I think that businesses should have some sort of integrated learning system to put more practices, like the ones in the Serv Safe program into use.
More frequent inspections. More publicity for dirty restaurants.
close down the business until a satisfactory grade is achieved, as well as fines.



**How can Wake County improve its food safety inspection program?**

Be sure that restaurant's post their score in an easily visible spot. Make sure that the facilities being inspected are not aware of when the actual inspections will take place. Be sure that each facility and all of its employees know what procedures are necessary for the safe handling of food. Let them know in advance how important it is for the continued existence of the facility.

The county commissioners, manager and Public health leadership should put priority on funding Public Health regulatory programs. The amount of staff should be kept in proportion to the number of food vendors in the county. Also the average scores should be considered in calculating staff ratios. When a restaurant has poor sanitation it must take longer to inspect it. In today's society more than ever the majority of people eat foods prepared away from home. The food service industry functions on a small profit margin with personnel one of their biggest costs. There is always the temptation to understaff, undertrain and undermanage a workforce with high turnover and low pay. The vendors will not enforce food sanitation rules, so there must be oversight by the county food safety inspection program.

I am so glad WRAL news is publishing the inspection results, because it makes the public more aware of the importance of the program. Also I think the public is more supportive of increasing funding to adequately staff the food safety inspection program. Keeping the public awareness high is crucial to protecting the health of the county's citizens.

Keep doing it and continue to publicize the results. The more public it is, the more restaurants will police themselves. Other states we travel to do not have it and we think it is very helpful. Thank you!

The Scores don't seem to be relevant to the number and seriousness of the violations. Need better education on this correlation.

Hire more inspectors so restaurants could be inspected more frequently. And some way to get more information to the public without them having to search for it themselves.

Keep doing it.

Improve the ratings. I don't think the current rating system affectively represents the negative violations in restaurants. Some restaurants have an "A" rating and have too many violations and violations that turn my stomach. If I knew of specific violations at a restaurant posting an "A" I might not eat there. Not washing hands frequently especially after visiting restroom would be a show stopper for me (would not go to the restaurant, period) if I was aware of it. Improper food handling, mice are also show stoppers. I believe an "A" rating currently allow these violations. Wake County needs to tighten up on it's ratings. An "A" should be an "A." A "B" rating is absolutely unacceptable to me and I will leave a restaurant having a "B" rating, no exception there. Thanks for this opportunity.

Thank you for asking our opinion. I have long thought that one incentive for restaurants to earn better ratings would be the requirement that they post the last 3 ratings in the restaurant. I think that the timeframe for re-inspections should be at least a week so that the restaurant would have to bear the consequences of a low rating. It bothers me that a restaurant can get a C rating then re-rate so quickly. I think a further incentive to score a high rating would be for the findings (detail) to be posted at the restaurant. I think most folks would be surprised at what conditions correlate to a "B" rating which they might think is pretty good. Ideally restaurants would be inspected monthly - another option would be every other month.

We need inspections that occur in "off hours" and not the typical 9-5 M-F schedule that food service managers are accustomed to. I work in the industry and can tell you the "short cuts" occur primarily in the rush to open and the rush to close an establishment.

Closing restaurants with a score below 70% until business can pass that benchmark.



<b>How can Wake County improve its food safety inspection program?</b>
By really checking carefully and if it is a kitchen that is not clean - mark them down and let the public know. More and more people are eating out because of busy schedules, but no one wants to get sick because of careless mistakes. Food preparation is an important task and should be done in a sanitary manner.
Have the Environmental Health Specialist grade consistently on critical point items. If critical point items are a problem for the facility each time it is graded, full points should be taken after the same problem is found during the second inspection. If found again, action should be taken on permit unless there is a really good reason why there should be no action taken. I would like to see the Environmental Health Specialist spend more time in some restaurants so they can see what really happens during preparation of various foods.
Surprise inspections. Most food service businesses know when an inspector is coming. Some restaurants have hidden the placard after a bad score, please check back.
Hire more Inspectors or people like myself who take food and preparation, including sanitary conditions, workers habits, and overall cleanliness, seriously.
let consumers know what areas of an inspection was positive and the areas that need improvement. Have this posted in the restaurant so the consumer can make a better informed decision about eating at the facility or not.
Inspect more often
Be more critical in the grading system and being more aggressive about making that info public.
Require restaurants to post the reasons why their score is what it is.
Shut down restaurants getting below 90. In reading the reports, it's almost too easy to get an "A".
I understand that the program needed to cut back on the inspections due to the lack of qualified inspectors, so I imagine the simplest thing to do would be to hire more employees who could inspect facilities. Also, be more strict during inspections. Make surprise inspections. Post the rating on the front door.
you are doing a great job.
Make clear on the posted inspection certificate how many points are due to participation in education programs, etc. versus based solely on the inspection itself. I.e. "98 (97/2)" would tell me the inspection score was 97 but they got a 2 point credit for participating in a food service health program, or something like that.
Re-inspections should be done unannounced and not when the restaurant says they are ready.
I wish you would put why the restaurant got points off.
Maybe do inspections more often. Thanks for all of your hard work to keep us safe!! Your efforts are appreciated and put to use daily.
Your rating seem to be too high and should be lowered when serious problems are encountered
I believe the foodservice facilities & restaurants should be evaluated monthly.
Post fast food scores at the order board. I have been to fast food places with low scores and did not know until I reached the window to pay. I probably would not have ordered from there if I had seen the low score prior at the order board.
Don't give 2 points for attending a class. That does not impact the cleanliness of a restaurants Also do not give restaurants a window of time of when they will be inspected or re-inspected. All inspections should be random to keep them on their toes
Unannounced visits Stricter guidelines Law that ALL food server, handlers & cook MUST take the Selvage course no more than 3 month of employments & all new restaurant owners must have the entire staff take the course before the restaurant opens.



<b>How can Wake County improve its food safety inspection program?</b>
Provide additional staff to handle the growth in business. Incorporate a "food safety tax" along with the permit to operate that will cover some of the costs of hiring appropriate personnel to inspect and train food handlers. Strong enforcement of illegal payoffs between inspectors and restaurants.
Do not give any time interval when you might reappear. Sometimes appear after 2 months, sometimes after 8 months. Catch them completely unprepared! I am shocked at the number of violations an establish can accumulate and still have an "A"! I do know that it is a good thing that you don't inspect my kitchen!
I like the new cards. Inspections and scores really only matter when people make their choices based on sanitation - so the media becomes important at publicizing problems and successes
More inspectors, and focus on critical issues like hot or cold foods at proper temps and food storage esp. meat and dairy and worker handwashing.
The website often doesn't recognize restaurant names unless exact. Also, why is there such a delay in posting sanitation grades of new restaurants? Despite these couple of website issues, I am grateful that the inspectors are so careful, specific, and dedicated.
Just keep up the inspections and close down restaurants that cannot keep a steady A rating!!!!
Keep Doing What Your Doing
they are real picky about stuff that has nothing to do with food. focus more on food and not if the dumpster lid to closed
Be relentless & stringent in enforcing regulations. Observe kitchen & staff during serving hours.
I'd like to know how to find out the information on the web; what the ratings really mean and how can you tell if the violations were really serious?
increased inspections of places that score poorly and reduced inspections for places that consistently score very highly
Post what things impacted scores below 90%. Was it because they have no one who has gone through training? Or was it because there are live roaches in the food storage areas?
1. Make is easy for the citizen to find the County Food Inspection website 2. Provide information on the website about a typical inspection
I used to work for a grocery store and when your inspector comes around, he/she seemed to do all the stores at once and they would have us call the other stores in the area so that they had time to clean up before you showed. Also when you did show up without a warning, a staffer would be sent to the other departments to start a clean up while we escorted you to the "best/cleanest" areas first. These is some dirty stuff that gets over looked until you show up. Sanitizer ppm in the Butcher shop would be a good place to look. They never really test to see if it strong enough (most cases) Mgt pencil whips mostly. I left the grocery biz, but learned a lot about sanitation and I am now very selective about what I purchase. I also attended ServSafe while I was there and I think they did away with that at the store.
More frequent inspections overall more focus on establishments that have poor history
I would like to see the rating system change. Most people perceive grades of A or B as good grades in the academic world that we are familiar with. However, it is clear from the comments made regarding cleanliness and other issues at restaurants that a rating of B is quite misleading. Often the accumulation of defects noted at a given restaurant is quite comprehensive which often results as a "B" rating. As I said earlier, most people equate a "B" with more than acceptable conditions and this certainly isn't true in terms of the restaurant ratings. I would never eat at a facility that was given a B or lower grade. Can the rating system be modified so that the resulting grade is much more compatible with normal public perceptions?



**How can Wake County improve its food safety inspection program?**

By adding more inspectors...which cost money, which there is probably no budget for...that being said, restaurants that have continuous violations should be shut down...restaurants and food service facilities do not pay much...therefore they do not get the "cream of the crop" to work...unfortunate for us consumers...we never know what goes on in the kitchen with the people preparing our food...Restaurants should assume more responsibility to "clean up" their mess...I think that the county does all it can possibly do with the monies that are given...however, the cleanliness of the place and the sanitation score is very important...

Inspect more often. Not too reassuring when the last inspection is almost a year old. Also, have you noticed how many food prep folks wear the same gloves to handle money as they do to make the food? One reason I don't eat out more is because I just cringe when I think of the sanitation that a lot of these places don't have.

I believe restaurants should get inspected much more frequently so as to stress the continued improvement. Many restaurants will get inspected not take the proper steps to fix any existing problems because they know they have 4 months to a year before they would get inspected again. If these inspections were monthly, each establishment would continuously keep on top of staff and sanitation procedures.

First off I say maybe to eating at places with high scores because I will not eat at a restaurant where I see them making my food, touching my food without gloves! Why do some places use gloves to make our sandwiches and others do not? I will not eat at some places because they do not use gloves. That is just gross. I also say that restaurants should be inspected 4 times a year because as soon as the inspector is gone owners go back to their way of doing things. Once you see what goes on behind the scenes then that is what makes my mind up if I will eat there or not. I've seen employees take food off a plate and eat it as it sits in the window waiting to be delivered to the table. (it was a french fry that was hanging off the plate) I have also seen the meat market guy wipe the sweat off his face and then continue to cut meat. I don't care if that food gets cooked I don't want that man's sweat on my food. Obviously, we eat out and we eat from the grocery store but if you ever just watch it becomes quite evident that our food service employees are disgusting!!

Be as strict as possible. I have walked into restaurants with high ratings to see people doing unsanitary things -- especially when they wear gloves. Oftentimes I'll see them wear a pair of gloves to do something then they prepare food in the same gloves. What's the purpose of the gloves? Just wondering...

I believe that inspections should occur at random, without prior notice to the restaurant. I do not believe the scores truly show how restaurants typically maintain their sanitation.

Unannounced inspections, if they are not already in place.

I don't think at this time you take into consideration the conditions of the bathrooms in restaurants, but should. I can't help but to wonder what the kitchen looks like if the bathrooms are inoperable...and where is the soap for the kitchen staff to wash their hands? Also, the cleanliness of the restaurant itself is a big turn off. Thanks for what you do!

We do not eat at any restaurant with a score less than 92.5 because of the two extra points given for sanitation certification. If grade is low, we ask why and let the management know that we do not eat at establishments with low grades. Having the actual report posted would alleviate them telling customers that it was not food related, when you go on websites it was food related. Reading the reports makes a huge difference on whether people choose to eat there or not. We have gone into many where the cards have "fallen" down, hidden and not posted at door way making them clearly visible to patrons. Love the #'s instead of letters. Keep up the good work!

Make scoring more effective. Not sure how some of the reports I have read can yield a score of 95 or something like that. Bugs, rodents, cleanliness should be scored harder.



<b>How can Wake County improve its food safety inspection program?</b>
Sometimes the search function on your website doesn't work that well.
I think that details should be listed so that consumers can see the reports before they decide to eat at a restaurant. Also changing the color of the inspection rating sheet that is posted would better alert consumers when it falls below an A. I think a red color should be used.
check monthly and if the score is below 90 then shut it down immediately. if a restaurant ever scores below 90 they should be re-inspected every week until they have passed 8 consecutive weeks.
You're doing a good job. Maybe post the entire inspection report on the grade card? TV is raising people's awareness of this program.
List the violations on the grade card so the public can decide if the grade is a problem to them.
Inspect the facilities that supply restaurants food products.
frequency of inspections increased. I have notices that some of the fast food rest. have not been inspected in about a year or close too it.
Ensure the grade is posted near all entrances of the establishment and state whether or not it includes the 2 points for education. Make the search engine for the grade site easier to use. It doesn't always return a result even when you enter the correct information.
Should be risk-based.
Please inspect restaurants often and ensure food safety to high level to protect our health. Thanks!!
impose stricter guidelines for inspections
There should be more inspections by the USDA OF GROCERY STORE BAKERIES. They are not inspected often enough.
More visits to establishments. Training
Do it more often.
While I have no doubt that the bureaucracy in charge of food regulation in Wake County is well meaning, I have seen little personal correlation between sanitation scores and associated food safety when dining out in Wake County. Unfortunately, I have fallen violently ill after eating at a number of A-rated restaurants. Many of my friends and colleagues have reported the same. I might be more apt to support sanitation scoring if it was clear that higher sanitation ratings resulted in less illness, but personal experience does not lead me to believe this is the case. In the past, when I have questioned restaurant owners in regard to low sanitation scores, most have felt they were unfairly penalized for issues not directly related to sanitation or food handling.
Overall, the food safety and quality I have experienced in Wake County restaurants and grocery store meat departments has been far inferior to those experienced in less regulated places I have lived, such as Indiana. In most of Indiana, sanitation grades are not posted in restaurants or grocery stores. It seems that the overhead associated with this added level of bureaucracy in food services regulation in Wake County may be causing restaurant and grocery owners to be distracted by requirements to meet metrics that do not accurately measure what they are intended to measure.
Secret shoppers/ video- In some places the customer can actually see their food being prepared.
Random quizzes for food handlers- you'd be surprised what some people don't know.
I think owners, operators and employees of food service facilities should be more educated about all of the above in question # 7.
more frequent inspections
Deduct more points for repeat violations Make anything below a 93 a "B"
Close some of these filthy joints for 2-3 days while they clean up, then charge a \$50 fee for a re-inspection. Operating with a 85 (B) is unreal.



<b>How can Wake County improve its food safety inspection program?</b>
Do more inspections and work with communicating more effectively with restaurants run by non-native English speakers. Restaurants serving food from other countries are very important to making this a wonderful place to live, so make sure they have full comprehension on how to keep their restaurants clean.
As a former restaurant owner and a consumer, I think Wake Co does a good job with food inspection. I know you're overworked and understaffed but maybe more frequent (4x yr) inspections would be of benefit.
More prominent display of Safety Card near the entrance to restaurants/bars. Fast Food places should have it at the ORDER window or outside screen, not at the PAY window, only.
I think managers should realize the importance of there grade. I will not eat anywhere the grade is less than a 94.If I call in a order I ask for the number grade if grade is below a 94 I ask why. I have found that managers are put off when asked. They should realize the importance of a good a good grade. It really limits your going out to eat now adays.I think managers are the ones that should make sure there staff follow the inspecting guidelines.
Don't count Delis as high score restaurant. They don't do anything but place slices in a bun. All you guys do is penalize people who have slicers because they actually do some work and handling of meats.
Privatize, if not at least pay for itself including employee benefits.
More inspections...
Where do I go to see restaurant scores online? What criteria are used to determine restaurant scores? How do I report a possible food safety incident? These are questions whose answers should be readily available. It isn't clear what a restaurant needs to do in order to fail an inspection. The standards seem pretty lenient. Closing down violators would help.
Train the inspectors to grade consistently and fairly!! Some are more lenient than others.
I think the wake county is doing a good job.
do it more often. They tend to prepare when it is close to being inspected so it may not be what is going on normally
I have no idea. I think you guys are doing good.
Ensure the public safety and have the food safety inspector to do a better and more detail inspection. Do a basic inspection every month, and then do a detail inspection every other month.
Abolish it. It's not a proper function of government. Competing private organizations and websites would do a much better job and would be funded voluntarily rather than by the confiscation of taxes by force that the government uses to fund it's activities.
More frequent inspections and more prominent postings of sanitation grades. Oftentimes, you cannot see a grade if you are going to a "drive through". Restaurants of this type should have to post the grade outside--so that you can see it before you decide to order--or at least at every drive through window. Thus, you could change your mind based on the grade. In my mind, restaurants with a "b" grade should be placed on some type of probation. And, the re-grading thing is just beyond me. A restaurant should be stuck with whatever grade that they receive until such time as they are "scheduled" for a regular inspection. If it hurts their business, that is their problem!



**How can Wake County improve its food safety inspection program?**

When reinspecting a facility which had a failing grade (anything below A), they should do random follow-up inspection. Restaurants know when you are going to reinspect, but follow-up inspections at random times good discourage them from going back to there old habits when you leave. No points should be given for education. This has nothing to do with the cleanliness of the restaurant and actually give a false passing grade. Personally, when a restaurant falls below an A I will never eat there again. Cleaning up for reinspection does not guarantee they will stay at that level of cleanliness because they know a new inspection will not occur for sometime. Unfortunately, my choices are dwindling in North Carolina.

Increase the frequency of inspections

Food service inspections should be performed by private companies, and should be VOLUNTARY. If a restaurant doesn't want to pay to be inspected, I will choose not to eat there.

If the restaurant has a sanitation grade of a B or below, they either need to be closed or put on probation. If put on probation, then the restaurant must not have a B or below within a year. Also, they should NOT be RE-INSPECTED. This leads the consumer to believe that the restaurant is actually safer to eat in than they are.

I think it is important that the food safety inspection program be informative and educational, but not used to slander the businesses who have lower ratings.

Get one!

By privatizing it.

More inspections are needed on a regular basis. This would surely require more inspectors but it is certainly worth the cost. I like the way the media presents the findings to the public as well. It spreads the word to citizens that might not think to look for such information on the website or at the restaurant. It would be great to see the County work with multiple news outlets. I think the more people know about what goes on inside the kitchen, the harder the restaurant will work to keep things safer. Nobody likes bad press.

More online support for small bus owners and the public. Utilizing Video on Demand may be cost worthy and helpful to all.

By simply enforcing the rules !!!

High fines for those who do not receive an A rating.

anonymous/surprise visits

1. Have restaurants post the sanitation grade on the entrance door. Posting inside the restaurant is too hard to see. 2. Make more categories, A-F. Watching WRAL, I am often amazed at the infractions a restaurant has and yet it still gets a 'B'. Grade the restaurant like we used to be graded in school: A for excellent, B for above average, C for average, D for below average, E for unsatisfactory, F for failing. 3. Require regular hepatitis test for food service workers.

Provide special recognition for restaurants that consistently score high (>95) and offer them a reduced inspection schedule (1 or 2 times/yr). Make grade visible upon entering (on or at door). Score based on seriousness of infraction (time/temp vs. more cosmetic). Hold workshops for restaurateurs for education/training and for sharing of problems, solutions, other ideas.

1. Do not include the education points in the overall score --or at least clearly indicate it on posting. 2. Require drive through restaurants to post their ratings at the order sign. I have changed my mind after driving up to pay. Sometimes they seem reluctant to inform me whenever asked.

Continue to ask for feedback from the public, to publicize results based on food safety inspections of restaurants, and educate the community about food safety issues and good food safety practices.

Inspect more often



**How can Wake County improve its food safety inspection program?**

Q7: To raise revenue. This program should be totally privatized.
I see some of the ratings on Ch-5 TV and wonder why the place is allowed to keep operating. I would like to see even more strict inspections!
1)make it much easier to tell when the last inspection was- out a large print date of the last inspection date.... pretty easy to do 2) make the restaurants put it on their register receipts! pretty hard to do 3) hire more inspectors, you do not have enough to cover the food facilities in Wake Co.
Issue fines to major violators. Inspect facilities more frequently.
Keep up the good work
Te current rating system seems to be too lenient! I've had food poisoning several times over the last two years from restaurants with ratings of 97 or higher.
More inspections which might include hiring more inspectors.
I can imagine this is a very daunting task, but maybe if you had continuous follow up on the repeat offenders and place tougher guidelines on sanitation it may force those business to keep a cleaner & healthier restaurant and if not, they need to be shut down.
I think restaurants should be inspected at least 4 times a year. It keeps employees aware of the condition the restaurant is in.
I think the media sensationalizes the "bad" areas of a health inspection. I work in the food service industry and we also get inspected at least 3 times a year from another inspector. We get inspected up to 5 times a year, I believe if we added more inspections it would be over kill.
Change the A,B,C, ratings to better reflect cleanliness. Maybe you should just use the percentages. Standardize inspection forms so the public can understand them
Please note on the inspection card if the facility's grade includes the 2 bonus points for attending food safety class!
Larger Signs (16"x20" near cashier or "wait to be seated area) and posted at all entrances (smaller, clear, and done with sharpie pen) and next to "menu" on drive-thru. Also, I think there needs to be a inspectors working 24/7 due to all the open all night and folks eating out late at night. Need to keep these folks on their toes. No problem with budget increase.
Vow not to let your standards slip or be waived. We (the public) are entirely dependent on your high standards and oversight for our safety. Thank you.
Do inspections on a random, unannounced basis (if that is not already standard practice.
Sometimes scores are posted where they are difficult to see, or you can't find them until after you have ordered. I think they should be posted near the drive through order area so you can see before you pay. I feel like some places with low scores are able to hide it in the drive through, and customers are stuck. Not everyone can get out of the car and go in to make sure they can see the score before they order. This has happened to me more than once, and it is difficult to ask for your money back and leave a drive through.
Keep doing what they are doing. I know that it is a major task to grade these facilities on a quarterly basis but it is needed to keep the public safe. I think this system is one of the best in the nation and we must spend more money on more inspectors to enable getting the job done with all the growth in the county.
Increase the number of inspectors. Use Registered Sanitarians to oversee teams of trained technicians in order to leverage your manpower. Increase "disincentives" for repeat low score facilities. Consider a mandatory attendance at a basic sanitation course for all food handlers and back-of-house employees. Get some great ideas from the CDC's vessel sanitation program!!!
Make sure every single food safety-related sign is in both English and Spanish. The inspectors do an awesome job and we are very thankful for the service they provide.



**How can Wake County improve its food safety inspection program?**

Demand excellence at all times from all establishments. Don't allow repeat offenders with low score continue to operate. Make it mandatory for all owners, management, and staff to attend food safety classes.

mandate some education for cooks. There are some that do not understand food safety.

Please have all fish/seafood market show their product's origin. If possible, can Wake County test pesticide residue on imported fruit/vegetable routinely.

Require all employees of a restaurant that are preparing or handling food to wear gloves!!!!!!!!!!!!!!

The restaurants are not as clean as the scores say they are.

You don't inspect once a month now?

Inspect more often, and randomly, perhaps do a quick spot check in-between the longer more detailed inspections.

Go to risk-based inspections. Keep inspectors in the field most of the time, eliminating trips downtown.

Surprise mini inspections-basic walk through, keep mgrs and staff always prepared for a visit from an inspector. Require restaurants to post their grades at the main entrance. Visible from outside, so customers can decide, before they enter, if the restaurant has earned their business.

more frequent inspections, more inspectors

Be more strict - if a business is cited for the same -.5 or higher deduction violation two times in a row - they should receive a B at least.

I feel it should be mandatory for all cooks, food prep, etc. to wear hair nets and hats, gloves, and face masks. This should be done at all times and gloves should be changed immediately after contacting anything other than the food.

1. Instead of one overall score, I would prefer to see a system that rates the establishment in 2 or 3 categories such as cleanliness of facility, cleanliness of staff, proper food handling and preparation practices. Currently, a posted score of 93% is a vague report of overall conditions. This score may be the result of several minor infractions that would not affect my decision to dine at the facility, or it may be the result of one or two more serious infractions which would definitely persuade me not to dine. With the current system I feel that one overall number is too broad/vague, especially when I see intermediate scores like 93%. 2. Make easily accessible a hotline where consumers can report gross infractions observed or provide feedback. If I visit a restaurant and there is no soap in the bathroom - I am fairly certain that employees aren't washing their hands after relieving themselves. It can be awkward to confront the manager, especially at smaller facilities that are only staffed by one or two people. Thanks.

When reading the grades given by inspectors, they do not seem to be consistent. Some infractions may be assigned more or less points, depending on who your investigator is. It is difficult for the public to discern what violations we should be concerned about. It's easy to avoid establishments with roaches or other vermin, but if the chicken is sitting above raw veggies in the cooler, but not leaking on them, I would be far less concerned. Also a worker leaving a drink on a preparation surface is less concerning to me than mold in the ice maker.

Make the inspections more stringent. I continue to be amazed when multiple problems are found and restaurants are still given an A rating.

Isn't preventing food borne illness part of protecting the public health? What's the difference?

It's already pretty great.

Require establishments with drive-thrus to display their sanitation grades at the microphone where orders are placed rather than at the window where the food is picked up. The customer should be able to see the sanitation grade before ordering.

DO it more often and be stricter



**How can Wake County improve its food safety inspection program?**

more frequent unannounced inspections!!

Stiffer penalties when major problems are found during an inspection.

Increase the number of inspections, particularly surprise inspections. Also, I suggest having a forum where the public can leave comments on experiences (good and bad) they've had at some restaurants, and can express concerns about places they've had bad experiences in.

Change the ranges for the letter grades - really, anything below and 85% should be a "C" or less; the "A" range should be 94-100%! Also, things like mold in the ice machine and on drink nozzles should be penalized more heavily than it seems to be.

more training classes

Post food sanitation rating outside at drive-in order station.

I like the reviews that are done on WRAL tv. I think we need more information of that nature on bad reviews, more visibility.

Hire more employees to get the total number of inspections in on time.

Rating are too liberal- an "A" still allows very serious violations and a "B" can be truly VERY POOR!!

Have restaurants post ratings at business entrance. List the findings, also

Exclude the 2-point class from the total inspection score. It has no bearing on the actual inspection and can mislead consumers into thinking that a restaurant with a 90, which would show up as an A, could really be an 88 for the inspection plus the 2 points for the class. Very deceptive, when in reality, the restaurant should be displaying a "B". Or somehow denote on the inspection certificate that the score includes the 2 points for the class.

Inspect more frequently. Have well trained inspectors.

More in-house training on proper food handling/ catering protocol

Make information as to how the scores are determined available to the public. (e.g. what are points deducted for) Also, what is the policy for reinspection should a low grade awarded. My understanding is that if a low grade is given, then the establishment has an opportunity for reinspection sooner than would otherwise be required in order to avoid having a low grade for a long time. Also, I would like to be able to find the details for the specific score (not necessarily posted on site, but available on line) to understand specific issues with a particular site.

Stricter grading. Not giving facilities 2 points for taking the food safety course, but require the course as a condition of getting an A score. If they haven't taken the course, then the highest they can score is a B.

More inspectors, so more frequent inspections can be done. Close those that scores fall below 80.

I don't recall seeing a date of last inspection on the cards in the restaurant.

Be consistent and on time for inspections. Late inspections produces drifting of staff behavior.

Giving a score is not enough. The restaurants should have to post what the findings were, how many points were deducted for each finding, and a history of the last 3 inspections with the finding. It should be posted if they are getting +2%. Which is bogus. Manager training does not improve sanitation. A 97 could be a couple very minor infractions, or one or two major infractions with +2%. I would like to know which to better judge the sanitation of the restaurant. Also with findings the Restaurant should be able to list what was done to correct the issue, and date it was done.

Don't give "extra points" for taking a class without reinspection.

Do inspections more often.

THANK you for having this program...it is perhaps the more important Wake County function for my family and !! Seriously, the 1st thing we do at any new restaurant is check out the scorecard! Thanks!

Hire More Inspectors



**How can Wake County improve its food safety inspection program?**

Continue to require strict codes for food handling/preparations in restaurants. Do unannounced spot inspections. Require waitress/waiter to handle food properly. Require clean utensils/tables/floors/etc. For buffets, I would like to see a better way for people to pick up utensils. Germs ARE EASILY passed from person to person as they handle the SAME utensils at the bar (PLEASE ADDRESS)!!!

1. Ensure that all inspectors grade establishments consistently. Having worked for many years in food service I have seen multiple inspectors find widely divergent rating of the same establishment and/or conditions. 2. By implementing an inspection process that ensures safe food handling, preparation and storage from intake to delivery to the end consumer, and not rating a restaurant solely based on static conditions.

SORRY TO SAY NEED TO HIRE MORE PEOPLE TO INSPECTION MORE OFTEN. IF INSPECTIONS WERE DONE MORE OFTEN, THEY WOULD STAY CLEANER!!

Educate operators and their employees

Get rid of the extra 2 points they get for management taking a course. Post scores in the restaurant's window. Fine owners who fall below 93% on a regular basis. Gloves, gloves, gloves.

They need to get to the restaurants more than once a year - I have seen health grades over a year old - I have seen school health grades over a year old - Wake County needs more inspectors to get all the restaurants inspected

provide a separate listing (posted on your website and media websites) of all establishments with scores less than 85

I believe some violations should have stricter consequences. It is scary to think about how many violations a restaurant can have, but still post a 95+ sanitation grade. That is why I refuse to eat in facilities that show a lower score than 94-95.

Helping owners and workers in facilities aware of proper food handling procedures and cleanliness procedures. Proper food temperatures maintained all the time.

inform the public more and the owners of the restaurants

Better coverage of restaurants, I have reported at least 2 restaurants that have slipped through the inspection process over the last year in the Cary / Morrisville area. The Wake Co. database search engine could use some improvement. Make restaurants post the grade on the front door. Many hide the grade card. Keep up the good work you are doing. Thanks.

They are doing a good job now, but it concerns me when a facility has roaches, mold, unsafe food handling and unclean conditions can still have a 90 or above. Wait staff with long hair hanging in their face concerns me also. This should count off as it does for the kitchen staff.

I don't know.

BY MAKING SURE ALL THE INSPECTORS INSPECT IN THE SAME WAY. BY NOT BEING TO PICKY ABOUT THE SMALL THINGS.

I am impressed by the inspection program. Not all counties / states require prominent posting of scores, nor perform such frequent inspections. Thanks

Sanitation scores should be visible from outside of the restaurant, posted in the front window or on the front window. Restaurants with drive-thru's should also have to post their score at the drive-thru menu. Please review the state of California's sanitation score posting requirements.

It seems it is too easy for a restaurant to get re-graded when they receive a bad grade. May just be appearances, but it seems they should have to work harder to get a better score. Also, the grade cards in the restaurants should be bigger, maybe colored (not white paper), so they are easier to spot.



**How can Wake County improve its food safety inspection program?**

Develop policies that deal with employees who are sick and working...such as colds and flu. Often see employees sneezing and coughing in their hands and then handling money and items that are scanned.

Be more consistent in their inspections, some restaurants I can go to right now have not been inspected for over 8 months.

surprise inspections. Don't let them know when you are coming or returning. If they get less than an "A" rating a mandatory sanitation course has to be completed or they get shut down.

Greater penalties for repeated low scores. Authority to shut down an establishment after 3 inspections with each inspection scoring below 90.

More information on where to find on line the sanitation scores.

Keep up the good work! I would be nice to have continuing education programs for supervisors/team leaders offered through Wake County.

count more points off for problems

A's are just too easy to get, I think the process needs to make an A really mean something good.

I don't know

Hire more safety employees to pop inspections

I am not sure if the restaurant gets an advanced notice that the inspectors are coming or not(?) I think that they (restaurant) should get NO type of advanced warning that the inspectors are coming.

hire more staff

Encourage more restaurants to become smoke free. Maybe bonus points? If restaurants do have a smoking section it would be nice if the sections were truly separate. Especially in fast food not enough attention is paid to the dinning area, eating surfaces are rarely clean.

Penalties for repeat violators. The 2 extra points for schooling should be separated from rest of score.

Perform unannounced inspections. Report findings to the media. Penalize/shut down vendors with scores less than 80%.

Inspect as often as you possibly can do so!

inspect restaurants more than once a year whether they are good or bad

I feel that the scoring method should be more transparent. For example, giving extra credit for someone on site having completed the food safety program should NOT be so heavily weighed. And the scoring should be subcategorized.

By doing everything you can when foods are imported into this country that are used in their establishments.

Work to publicize food inspections even further, particularly the poorest ones. If there is slime mold in an ice bin, require that to be posted on the side of the ice bin so people can see it. Make sure people know the importance of these inspections.

By deciding on a detailed inspection and communication plan and executing flawlessly against that plan.

more inspections; list reasons why facility received the score; ensure clean bathrooms! So many are filthy-black grout in tile; soap dispensers that are empty; dirt on the walls. Keep employees from smoking near entries to the facility.

provide additional training and education to food service workers and the public about the direct causes of food borne illness

Report on cleanliness of staff.

Inspection and reinspection should be conducted unannounced and spaced out more frequently.

By mailing food sanitation results



<b>How can Wake County improve its food safety inspection program?</b>
Increase the frequency of inspection and do not provide advance notice of said inspections
1. focus on food service establishments that have been problem sites in the past. 2. continue food safety training programs for food service workers
use numbers instead of letter grades
Don't include points in the posted score that do not relate to the actual sanitation of the facility. Have the scores posted at the entrance to the facility. The score is sometimes difficult to find inside the facility.
Why aren't the Wake people on the news on WRAL when they do the restaurants? Also, why don't you shut them down when there's bugs?
Does anyone inspect the grocery store shelves? I've seen food with old brown nasty labels and bulging tops on the shelves of Raleigh stores. That doesn't seem right! Every restaurant around my house has a high A posted. My mom's a school teacher. Everyone getting A's means the tests are too easy.
Tougher scores - A's seem to be way too frequent.
Grade harder! I moved here from another state and restaurants are really dirty compared to there. You give way too many high grades. I don't trust it when every place has a 94.5. Also, I don't think the pools are inspected enough. I swim at a gym and the pool seems dirtier than it should be if it's being inspected regularly (cloudy water.) I know that's not food, but aren't you people all the same?
Provide a subscription service that would allow residents to learn when restaurants in their area (or restaurants they frequent) are graded below A.
More frequent inspections.
Signs should be posted on main door to the restaurants so that patrons can see score before entry. A 3 by 4 sticker on the door should suffice.
More surprise visits when the restaurant isn't prepared. Either that or someone under cover to see how it is when not expected.
For restaurants with drive through windows it would be VERY helpful if the establishment was forced to post their grade at the order window, and not the pick up window. Once you are at the pick up window you have to pay because you have ordered, even if you realize the score is low. There is no way to change your mind, and use the knowledge of the score, at that point.
Stop grade inflation. When I see a score of "101" out of "100", I start questioning every score and wonder what the value is.
Your rating system appears to be too lenient. I have never seen or rarely a "C" and listening to the conditions found, there should be a lot more "C"s and even some failures posted.
more frequent inspections, stiff fines/penalties for not displaying sanitation grade
I think that when facilities are given a low grade, they should have to display it for 30 days. Even after they have passed the secondary inspection.
Check restaurants more often, surprise inspections
Not sure, perhaps convince someone to hire more staff?
To inspect those things of major importance for public health and consumption of food and not penalize for such things as a small crack in a floor due to a foundation settling. I feel that those who receive low scores fix things for re-inspection but probably go back to their "old ways" quickly afterwards. Therefore, inspections more frequently would possibly motivate establishments to keep sanitation practices consistent with required standards.



<b>How can Wake County improve its food safety inspection program?</b>
<p>Make drive throughs post their rating at the menu or before rather than on the window. Sometimes I order food and then either think I wouldn't have ordered it if I had known it was in the low 90s or refuse the food if it is below 90. If I am in a restaurant and I see it is below 93 I leave, but I don't feel that I have that option so much at a drive through. Also, I would like posted on the card if they got 2 points for taking the class. That doesn't make the restaurant any cleaner. I think, though I may be wrong, that just means they know what they should do, not if they do it or not.</p>
<p>Nothing noted</p>
<p>close anyone who comes in under 90%. Hire more inspectors.</p>
<p>This is what I heard from people which could be completely wrong. Food inspector score depend on the meal you serve him. If you give him nice free meal he will give for nice free score. As I said that could be completely wrong. I heard that because of schedule inspector visit restaurant people prepare themselves for inspection. What I would like to suggest is public should do this job also a volunteer. If consumer and inspector inspect together the result can improve. It can be done by different way. One person from public will get free meal as well inspector get also. The person selected one can't be picked next.</p>
<p>Any restaurant scoring below a 90 at any point should be made to have their management and staff takes classes to obtain ServSafe certification. My youngest son received this certification last year at Cary High school and it has been helpful at home in our own kitchen. I think that Wake County does a good job in making these scores and the violations accessible to the public. That is one of the best ways to ensure accountability. I really appreciate knowing the sanitation grades. If a restaurant is dinged a little for a cook not wearing a hairnet, that concerns me less than when one is dinged for having a dirty walk-in with meat juices dripping on fresh produce, so being able to read the reports is helpful to me as an informed consumer. I like the more detailed reports. Keep up the good work!</p>
<p>Less subjective. Not based solely upon the inspector.</p>
<p>Require restaurants to post grade cards at the front door so that they are visible outside the restaurant.</p>
<p>I would like to see them add other checks to the inspections. For example, I have seen someone handle keys and then food, and was told this was okay (by this county). I would also really really like for them to ask restaurant workers to not touch the portion of the cup that you drink out of-so many workers grab cups at the top-or at fast food restaurants grab at the top and then place down on the counter-with the drinking part on the counter. Having waitresses handle cups after cleaning another table is not acceptable. Also, they should not touch the glass with the pitcher while refilling glasses, nor should restaurants refill cups. They should always use clean cups to prevent contamination. Also, restaurants should not place silverware and glassware on the table to sit all day-silverware should be wrapped. If a restaurant takes the food safety portion that gives them 2 extra points, it should be clearly stated as a separate marking on the certification. Thank you.</p>
<p>Difficult to comment. I have no insight into the rigor of the inspection process, resolution of cited issues, and ultimately, the potential (realistic) health risk represented by a low inspection score</p>
<p>Stronger shut down rules. On TV when they are in the low numbers we don't understand why they are still serving food.</p>



**How can Wake County improve its food safety inspection program?**

Be fair and reasonable with restaurants that have a good history of cooperation and, when they get a bad rating due to something such as high temperatures in the kitchen due to extremely hot weather, do a reinspection even if their rating is in the low A range. This happened to an excellent restaurant we frequent and it hurt their business because you did not reinspect the restaurant as you would have done had they received a B. This is a restaurant that normally scores in the High A range.

Educate thru seminars and hand outs along with the option of employee training events at the request of owners & managers to train and inform.

increase inspections tightened up the grading system

It is too easy to post an A. Make the grading harder and shut down more unclean restaurants.

My principal awareness of the food safety program is when I learn about temporarily closed facilities that have had an employee or food supply health issue, usually in the local press. Though I have no financial interest in any restaurant or food supply business, I am concerned to know that the inspection process focuses on important, critical considerations when ratings are given (rather than minor technical infractions which - while they may represent "best practices" - don't represent an immediate threat to the public.

Ensure rating criteria are consistent and based on clear guidelines for point deductions.

Create a simple definition chart for the general public that explains the letter and score given to the restaurant. Like letting people know that a low score may be harmful to the consumer. Etc

Possibly more frequent inspections, and an additional number if there are points for food safety courses (i.e. 97 + 2). Sometimes the additional points have nothing to do with the safety / cleanliness of the restaurant. I do applaud those restaurants for taking the courses, but once they know how to prepare and serve food safely, do they always do that???

More consistent scoring practices. Common sense should prevail in certain situations.

I don't know enough about this to provide a response.

Make the places post the reason their score is lower than a 95 (or whatever the cut off may be). I have asked several places and don't know if I always get the correct answer as their score may be pretty low but they say it is just because the cooler is not working right or something like that.

Limit re-inspections. Many restaurants do poorly on the surprise inspection, only to do well on the expected re-inspection shortly thereafter. Once they have the higher grade, they can go back to their old practices. Without the re-inspections, they would have to live with the poor grade till the next scheduled inspection.

More frequent follow-ups to facilities that have received low grades (less than A).

The extra points given for the "food safety" training insures that the score does not represent true conditions. Food safety training should be encouraged and rewarded bur SHOULD NOT RESULT in points being added to the inspection score!

I think they are over worked and under paid.

Make it more realistic. Currently any score less than 90 is literally unacceptable. It should be more like a report card. (90-100 A Excellent) 80-89 B Good, 70-79 C Acceptable, Lower than 70 unacceptable.

Have a basic checklist on the Grade Card for major reasons why the facility scored lower than an "A", or for serious offenses, even if in "A" range (such as raw chicken cross contamination with cooked food or pre-prepared foods).

Do a better job of education on the grading. Most people are familiar with school grades, but they go A to F, not A to C. What do the grades correspond with. Also, when a grade is posted, some indication of a reinspection pending should be indicated. Lastly, I would like to see the last three grades on the certificate, with the last one being bigger, but all visible.



<b>How can Wake County improve its food safety inspection program?</b>
Make sure the inspections are random and unannounced.
Increase point penalties for some pretty awful violations. Things like roaches should be -20% in my opinion.
Insist on postings AS YOU WALK IN to an establishment
Most of what I see on inspections is nothing I worry about. Wet pots and pans stacked, sanitizer too strong or not strong enough, etc... I would like to see more points deducted for actual possible food contamination. It seems like most inspection reports are more concerned over floors and ceilings with broken tiles than actually looking at kitchen cleanliness sometimes. More points should be deducted for using dirty dishes and food surfaces being dirty and mold anywhere. Actual food in the kitchens and storage areas should be looked at closer. I don't care about a rusty screw on a refrigerator door.
Inspect each restaurant more often.
I don't know why some restaurants that have a sanitation score less than 85 - 95% are allowed to stay open. Especially when these places have scored low more than once in recent food inspections.
Mandate that Grade Card be prominently placed near the entrance and in a similar location for all establishments. -these are sometimes hard to find.
(1) Not inform restaurants of inspection date. (Do you?) (2)Temporarily force closure of restaurant when rating is B or below, especially if this is a repetitive grade. (3) Universal location for inspection grade. (4) Inform public of purpose and what score means in general. Also, indicate on the sanitation rating, what the deductions were. For example, 2 point deduction for dirty countertop or whatever. (5) More frequent unexpected visits to restaurants or foodservice facilities that scores B or below.
I think they need to be stricter!!! When I listen to the problems on TV that some of the restaurants are having I can't believe they score as high as they do. I also look at the people that I can see preparing and handling the food, I think the restaurants need to be stricter on who they hire but I know they are just desperate to have help.
We are from Florida which has about zero food safety inspections. Wake County is doing a great job and the first thing we look for when entering a restaurant is the sanitation score.
I think you're doing a great so continue doing what you're doing and continuing to educate the public is crucial. Thank you!!!!
Hire inspectors with years of experience of actually working in restaurant kitchens so that they have at least some idea about what they are inspecting. Make the inspectors understand that they are partners with the restaurant operators who often times have much more experience in the field than the inspectors do. Use programs taught at culinary schools as the primary education qualifying persons to be health inspectors as opposed to university based biology degrees. Should I be hired as a building inspector just because I took a shop class? Protecting the public through a quality genuine partnership (read: working with, not against) with restaurant staffs should be the only agenda of the inspectors.
Larger point deductions for critical violations...if a restaurant is seriously risking public health because of improper behaviors/unsafe food, then a lower score needs to reflect this. I don't know if restaurants receive advance notice of an inspection, but I think inspections should be 100% surprise/no advance notification.
Inspect more often! Keep it up!!!!!!!!!!!!!!
Make more frequent inspections. Don't give 2 bonus points for attending the food safety class. I would not eat at a restaurant with a 90, because that really means an 88.



<b>How can Wake County improve its food safety inspection program?</b>
Restaurants shouldn't receive 2 extra points for taking a class, especially if the restaurant scores low. I've noticed some restaurants that have an 88 B get an 90 A when they don't deserve an A. It's misleading to consumers. If a restaurant has serious valuations full points should be taken instead of half.
Any restaurant with a score below 80 should be closed until it corrects the problem and fined \$2500. Any restaurant with 2 consecutive scores below 85 should be fined \$1000.
To list reason for deficiency in a restaurant's grade at restaurant; include safe food handling practices in food column in newspapers for home cooking as well as restaurant cooking-raise sanitation and food handling awareness--or website
The point values for some of the violations are too low. Most ratings of 85 or lower should close the doors of the business until corrected.
change the grade system A excellent B good C fair D poor E Bad F do not eat. I have had food illness twice because of the poor preparation of two different restaurants with sanitation grades in the lower 90.
I know that monthly might be difficult, but definitely minimum quarterly. One suggestion: Do not allow points gained from training to be used to raise a score a letter score - i.e.. B to A. Suggestion: I find it difficult to use the online website to review the scores in Wake County. It would be nice if you could incorporate GIS mapping so that it would be easier to drill down to a particular restaurant in a particular area. I may have forgotten the specific name of the restaurant, but I will remember the area. Overall, I am satisfied with the program - I rely on it whenever I eat out. My thanks to everyone working in the program.
Strict enforcement of all restaurants. Easier public input of violators on line. Fines for repeated violators. Give them a C if they allow smoking.
Make sure inspections are done randomly, I was at a restaurant recently that new the health inspector was coming before they even pulled in the parking lot. Make sure all establishments are graded fairly based on the same criteria. If facility has items that are an issue bring them to the establishments attention and give time to correct, do not remove points immediately. Example is the building items that have been the same for years, suddenly it may be a problem and we lose points even though it was exactly the same the last 4 inspections and nothing was said.
I THINK ANY FOOD SERVICE FACILITY SHOULD BE Closed DOWN UNTIL THEY SCORE 90 OR ABOVE. I then think that they should be reinspected as soon as they contact the Safety Inspection Program. Wow! This would improve food safety and keep food facilities on the ball.
keep posting the grade I would normally see them on the News when the have Inspected some and the give the name score and the location of the food mart or restaurants or store, that help me make my decision on where or not my family eat there or not I have to be careful with what go's into my body because I have health problems.
Inspections should be truly random with NO prior notice to the facility to be inspected.
Just keep doing a good job.
inspections more often and posting the findings publicly. Why the grade is what it is.
List restaurant bad scores and reason in the newspaper
Do something like the WRAL-TV news segments that highlight the ratings you give.
Would be nice to know brief details about issues that caused the rating.
Have specific closing consequences if a restaurant has low scores two consecutive times. Make there be consequences for sub par standards.



<b>How can Wake County improve its food safety inspection program?</b>
Although quarterly would be good, possibly doing 2/year for those scoring 94% or above (not counting the 2 points for attending the course) and 4/year for those scoring below that. This might be better utilization of personnel. I'm not aware of a website that lists foodservice facilities and their last three ratings, but that would be very helpful for those of us who eat out frequently. Thanks for the opportunity to have input.
By shutting down restaurants/food servers that score below a 95% until they fix their violations. Also to not give the "fake" 2 pt score for attending a class. It would also be better if they adjusted their scoring system to be more realistic. From what I have seen if you have below a 95% the food facility has real problems. In real life people see a 95% as great and it isn't. Also there should be a better way for patrons to communicate to Wake County if they get ill after a meal and inspect that facilities immediately. Thanks for the survey! My family dines out frequently and this is a big issue to us.
Provide an RSS feed for new inspections and safety alerts. Provide email notification for safety alerts and of new inspections based on advanced search criteria. Add a map of Wake County, indicating zip codes, that a user could select as part of search criteria. This map would also display results of search.
Educate public on content, importance, and meaning of the inspections and score.
Possibly closer, more thorough inspections...?
Having restaurants increase their scores by 2 points merely by taking a class is misleading in terms of their overall sanitation levels. If they scored a B, it should display a B, with a note about their training participation. I didn't realize the scores were posted anywhere by in the restaurants themselves. I'm extremely glad we have these inspections in place. It's very worthwhile and appreciated. When I travel to other states, I'm disappointed when I can't see an inspection scores. Keep up the great work!
Provide results of inspections on the web.
Inspect more often
More frequent & random inspections. Have a toll-free phone line for customers to report poor practices.
Focus on education
You need to hire more inspectors (qualified, of course)
Do spot checks to see how many of the people working in restaurants actually wash their hands.
On-going trained for inspectors and establishing reliability among inspectors (and among inspectors and inspector supervisors) is critical to the success and reliability of the program. Once you have that, it is critical that the timeline be followed consistently. Of course, you have to have enough inspectors to cover the territory. Unless they are properly trained, and supervised, and held accountable, the entire system is useless.
Inspect more often
Inspect more often
operate a WEB site that lists the scores of all restaurants and keep it accurate. Then people can be proactive in selection. This should also make restaurants take note that their scores are out there fro the public to view
Operate a toll-free hotline or website notification form for customers to report observed violations, such as insect infestations, improper employee handling of food, etc. Provide an email subscription service for notification of County inspection results that fall below an "A" rating.



<b>How can Wake County improve its food safety inspection program?</b>
Make it mandatory that all kitchen staff wear hairnets. Also, those with communicable diseases such as flu, colds, runny noses should stay home. I really feel that inspections should be done at least quarterly. Although local tv stations report on restaurant food grade and the information is on the web, I believe that more individuals check the grade in or before entering the restaurant.
Because I believe the program should accomplish each of the objectives in Question #7, and because of the ever-growing number of foodservice facilities in Wake County, the only answer is to increase staffing.
Close down the ones that do not score above say, 90, until they can bring up their numbers
Explain how an establishment's score can be over 100. This has always confused me!
Provide a hotline or e-mail address for reporting violations. For example, I ate a restaurant last week. A waiter was sitting in a toilet stall when I entered the rest room. He flushed, glanced at the sinks, and left without washing his hands.
More frequent inspections.
Make sure that the rating is posted in so you can see it as soon as you walk in. I cannot find it in some places. The health inspectors do a thorough job. Places below 90% are terrible
Provide a simple way to receive feedback when citizens get ill after eating food in a restaurant, as a flag to make an impromptu inspection.
More frequent visits to keep the restaurants clean!
Those restaurants who consistently score low should be shut down. Low scorers should be inspected more frequently.
1. Better publicize what the scores mean (many people equate these with grades received in school, and perhaps think that 80% isn't so bad). 2. Ensure that every facility posts its score card in a highly visible, easy-to-find, CONSISTENT location so that customers can immediately find it.
More frequent inspections
I recently contracted food poisoning on the weekend and found no one on the weekend to report it to. That would been the opportune time to go inspect the restaurant rather than wait 3 or more days to be able to report the incident.
Provide a way for the public to electronically notify the County when a restaurant's food causes illness. There have been times when it was obvious that a specific meal cause me or a family member to become ill. If enough people become ill and can easily report the problem to the County, the particular issue causing the illness can be quickly addressed and protect the public in a better way.
Educate the restaurant staff on good practices. Not just the manager but the person that works with my food. WCPSS or Wake Tech should offer a certificate to service workers good for 5 years that will add fractional bonus points to inspections similar to serve safe.
Educate public about what a 97% score typically indicates, like what types of violations a facility can have an still get a 97%.
Are restaurants fined or closed for being below a certain grade? Seems like a good idea for those places that are not following the food safety practices. Maybe a restaurant with a rating below 90 shouldn't even be open until they fix the problem and bring the grade up upon reinspection.
I don't think points should be taken away for certain things; such as a shared dumpster that is below grade, or light levels in a preparation area being too low.
Instead of just scores, also list reasons why the business did not get a 100
do more surprise inspections at different times of day and night- monthly would be great!
I think you are doing a great job.



**How can Wake County improve its food safety inspection program?**

One way would be to better educate the public of what inspectors look for when inspecting a restaurant. They should be listed from the highest priority/concern to the lowest priority/concern, maybe even different categories; such as eating area cleanliness, bathroom cleanliness, kitchen & food storage cleanliness, buffet tables cleanliness, etc. Another recommendation would be the issuance of increasing stiff financial penalties for repeated violations within a certain period of time. And when they do get subjected to such higher fines, the public should be readily informed about it.

Make all restaurant ratings available online along with the reason why a low rating is given.

The biggest need is for better educating the food handlers about sanitation practices. Once the plastic glove is on the hand, I see all manner of touching unsanitary surfaces (underarms, counters, trays, packages in public access bins, etc.) then handling food directly. This practice is an outbreak waiting to happen.

We LOVE the program - we were appalled that it was not in use in NY when we visited this past holiday. More frequent inspections would be beneficial, which would probably require Wake County to hire more inspectors and more employees to enter the data.

surprise visits during heavy traffic times because that's when food handlers, management, etc. tend to be most exposed and most willing to take inappropriate 'short cuts' instead of doing the right thing relative to food safety.

Need to inspect and provide safe handling practices to churches. I get really nervous about the way food is handled, stored and served at church dinners, breakfasts, fish fries, luncheons etc that are prepared and provided by church members. Example if boiled potatoes were put out and served, is it safe for them to be put in a refrigerator and served at a later date? How long is it safe to store food? How about food that was cooked and then served? How about all those bottles condiments that were put out? How about other non-profit groups that serve meals?

If they are not already, make inspections a complete surprise.

Hire more inspectors so this can be done more frequently....new eateries are popping up all over the county. We do not need a really serious 'situation' involving illness or worse to make that happen!

Increase fines for consistent violators.

Increase inspections. I used to work in a restaurant and know that things slide after an inspection and improve again when the next one is anticipated. If they were more random, it would keep them clean all the time.

I saw a restaurant whose posted sign was about 6 months old. Due to the age, I wondered how this could tell me whether they were currently following sanitary practices.

conduct the inspections more often and fine restaurants who have bad scores

Increase funding for more inspectors

Posting scores in more visible areas would be helpful. Sometimes they place them in place where it is difficult to find. Placing them on the front doors/windows and on the drive-thru window would be more conspicuous.

By using the information obtained from surveys like this and incorporate that into the education program.

More consistency & less objectivity in grading - take the same point deduction for the same infringement in all facilities.

I would rely on the food safety inspectors to know.

If the score is below 80 close the place down! OR at least make them post a sign that says why their score is that bad!



<b>How can Wake County improve its food safety inspection program?</b>
Encourage continuing education for business owners and or employees.
publish in more locations
I believe every store should be required to have someone on duty at all times with a ServSafe certificate. Not just +2points if someone has one. It should be required. I very much like the letter grade and the number posted. If one restaurant has a low A grade (I usually check online to see what they got marked off for) I usually find another with a higher mark. I think it is a good system, but I see a lot of 90-92's and I think it should be higher, and if the stores hired more people knowledgeable in sanitation practices, it would help a lot. Thank you for having the survey1 I appreciate the opportunity to give feedback.
Inspections need to be random and unannounced. When they know you're coming they clean up their act (and their kitchen). Unannounced inspections would be one way to limit this practice.
More inspectors. Hot line for those who observe unsanitary conditions.
tell what make the score what it is. I here the rules are quite variable. Like is it true that if a light bulb in a specific place is out; that makes for a deduction.
Follow-up more with low rating restaurants and if low for three times, shut them down!
I think that there need to be more inspections done.
Increase the fee charged to restaurants for the service. The program benefits restaurants just as much as it benefits the consumer.
Be sure to report the results of this survey, and contrast that with what the current practices are. For example, question 6 above.