

**Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"**

2016 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: LIGHTS, CAMERA, ACTION! SAFE MEALS FOR MOVIE STARS

DATE OF IMPLEMENTATION/ADOPTION: JULY 1, 2013
(Must have been implemented at least one year - on or before July 1, 2015)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No



EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The motion picture and television (MPT) mobile caterers are charged with providing
2 safe and healthy meal selections to the production cast and crew. Our challenge in
3 Environmental Health (EH) was to take into consideration the uniqueness of the MPT
4 mobile catering industry and determine how to sensibly permit and inspect its caterers.
5 Traditionally, MPT caterers were issued a single Mobile Food Facility permit for on-site
6 mobile food trucks. The industry, however, operated beyond the scope of the permit by
7 setting up buffet style food service, and often utilized unpermitted mobile storage
8 vehicles. The permit requirements were confusing for the MPT caterers and did not take
9 into account the unique needs of serving food to this population. To protect the health
10 and wellbeing of the people in the entertainment industry during the filming sessions,
11 Environmental Health began meeting routinely with the industry leaders to listen to their
12 needs and concerns. In tandem with County Counsel and the Board of Supervisors, a
13 working group with a new approach to permitting and inspecting successfully developed
14 and implemented a workable solution.
15

BENEFITS TO THE COUNTY

| (1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE | (2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS | (3) ACTUAL/ESTIMATED ANNUAL REVENUE | (1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT | SERVICE ENHANCEMENT PROJECT |
|---|--|---|--|--|
| \$ | \$ | \$ | \$ | <input type="checkbox"/> <input checked="" type="checkbox"/> |

ANNUAL = 12 MONTHS ONLY

| | | |
|--|-------------------------|--|
| SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Los Angeles County Department of Public Health 313 N. Figueroa Street, 8 th Floor Los Angeles, California 90012 | | TELEPHONE NUMBER 213-240-8156 |
| PROGRAM MANAGER'S NAME Terri Williams, Deputy Director Environmental Health | | TELEPHONE NUMBER 626-430-5374 EMAIL twilliams@ph.lacounty.gov |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Catherine Mak  | DATE 7.6.2016 | TELEPHONE NUMBER 213-989-7240 EMAIL cmak@ph.lacounty.gov |
| DEPARTMENT HEAD'S NAME AND SIGNATURE Cynthia Harding  | DATE 7/6/16 | TELEPHONE NUMBER 213-240-8156 |

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1st FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has **Challenges:**

Filming a movie or a television show is a very fast paced and demanding business in which keeping to a schedule is paramount. The cast and crew of a movie or television shoot may number in the hundreds and must be fed on the set due to time constraints. They must be fed as efficiently as possible, as filming cannot take place until all cast and crew are fed.

The industry that feeds the cast and crew at filming sites is known as the motion picture and television (MPT) mobile caterers. This industry has traditionally utilized mobile food facilities that travel from location to location. Mobile food facilities within the State of California must be permitted and adhere to State and local regulations. These regulations prohibit any food to be served outside of the vehicle and the food must be handed through a small window to each customer one person at a time. This system simply does not work for an industry that must serve hundreds of people in a very short period of time. The regulations also require all food storage and preparation to be completed within the confines of the food vehicle. This is also difficult for an industry that prepares elaborate food menus for its clientele.

To meet the demands of the film industry, the MPT mobile caterers often worked outside the scope of the permit. It was common for food to be prepared outside the vehicle and served buffet style. Additionally, unapproved vehicles were used to store food and equipment. These practices violated health and safety codes.

The motion picture and television catering operators were operating outside the scope of the mobile food facility permit due to the specific needs of serving this industry and there were no policies in place to approve such known operations. The food vehicles were inspected in the commissary where they were stored at night. Since no food preparation was taking place during this period of time, food safety practices could not be evaluated. The Department of Public Health’s (DPH) Environmental Health (EH) division responded to complaints on location that often led to closure of the operation due to unsafe operating practices. In all, the lack of on-site routine inspections contributed to unsafe operating conditions.

Furthermore, it was often challenging to locate the food vehicles during filming. The MPT mobile caterers often did not comply with regulations requiring information of the exact operating location. Even if the location of the film shoot was disclosed, that location can change at a moment’s notice.

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EH was regulating an industry with special needs, without expressed regulations that considered these needs. This led to difficulties for both the industry and EH.

Solutions:

EH recognized that Mobile Food Facility operators who provided food service to film locations faced challenges in providing meal service to a large number of employees during the limited time available for a meal break. In 2012, EH management met with the MPT Mobile Catering Association for open dialogue and exchange. EH listened to the needs and concerns of the industry including its frustrations in wanting to comply with health permit requirements while meeting the demands of the production industry. Working group meetings ensued and EH, with input from the industry, identified a sensible path to obtaining permit and subsequent inspection of this specialized industry. Standards for motion picture catering operations were revised, and a Motion Picture Catering Operation (MPCO) permit was developed.

It is now understood that a mobile food facility permitted with the MPCO permit must meet all requirements set forth in the State and local codes **with the exception** that the Motion Picture Catering Operation can include two mobile storage vehicles (MSV) as well as outdoor food preparation and service areas. MSV and outdoor food preparation and service areas are allowed only in conjunction with the MPCO permit. It is further understood that a MSV is equipped with a fully enclosed cargo area to transport and store food and food equipment for use by a MPT catering operation at a site with a permit for filming on location issued by the appropriate city or county entity or at a licensed film studio. Outdoor food preparation and service areas consist of food preparation in a fully enclosed structure consisting of a solid top/canopy, four walls extending from floor to ceiling, and a floor. Outdoor cooking equipment is also allowed. Employee/customer service areas containing buffets or self-service stations are provided with a solid top/canopy extending over the entire area.

To ensure work was completed in a safe manner, EH developed guidance documents for the industry, including: a letter explaining the newly developed permit; Permit and Operating Requirements for Motion Picture Catering Operations; and General requirements for MSV. EH also developed an Agreement that must be obtained in conjunction with the Motion Picture Catering Operation Public Health Permit. Prior to obtaining the MPCO Permit each operator must agree to the prerequisites set forth in the Agreement.

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LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): Use Arial 12 point font
HEALTH AND MENTAL HEALTH

EH again met with the Motion Picture and Television Mobile Catering Association members to explain the new permit requirements and to address questions and issues of concern. Training was offered to the industry to ensure full understanding of the food service requirements.

A Board Letter was submitted to the Board of Supervisors, and the Board approved revision to the County Ordinance to include the MPCO permit. EH began issuing the MPCO permits in July 2013.

Benefits

Prior to developing the MPCO permit, the MPT mobile catering industry operated outside the scope of the food vehicle permit, transporting food and equipment in unapproved storage vehicles and serving food outside in an unapproved manner. Working with industry to understand their operational needs, EH was able to develop the MPCO permit. The industry is now able to work efficiently under the scope of the MPCO permit to provide safe food service for the cast and crew of the motion picture and television industry.

EH developed a close working relationship and partnership with the industry and a good rapport with the operators. This facilitated increased compliance from the industry, which ultimately leads to increased food safety.

Prior to instituting the MPCO permit, it was extremely difficult to locate the mobile food vehicles. As a stipulation to obtaining the MPCO permit, the operator must now disclose where the food vehicle will be operating. If the location of the film shoot is changed, the operator must notify EH. Due to the newly established good working relationship and trust built while developing the MPCO permit, the industry operators readily comply with this location disclosure requirement.

All MPT catering operations are now inspected on a routine basis. These routine inspections lead to increased food safety for the cast and crew and noticeably fewer complaints.

EH succeeded in working with industry to safely and healthily satisfy the daily meal requirements of motion picture and television staff. The County ordinance is in place to protect and promote health and safety for LA County.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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FOR COLLABORATING DEPARTMENTS ONLY

(For single department submissions, do not include this page)

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|--|--|
| DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS COUNTY COUNSEL 500 WEST TEMPLE STREET, 6TH FLOOR, LOS ANGELES, CA 90012 | |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <i>for - Lisa Log</i> JESUS CASTILLO EMAIL: _JCASTILLO@COUNSEL.LACOUNTY.GOV_ | DEPARTMENT HEAD'S NAME AND SIGNATURE <i>Mary Wickham</i> MARY WICKHAM EMAIL: MWICKHAM@COUNTY.LACOUNTY.GOV_ |
| DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS | |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE EMAIL: _____ | DEPARTMENT HEAD'S NAME AND SIGNATURE EMAIL: _____ |
| DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS | |
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