



# Modernizing Produce Safety Inspections

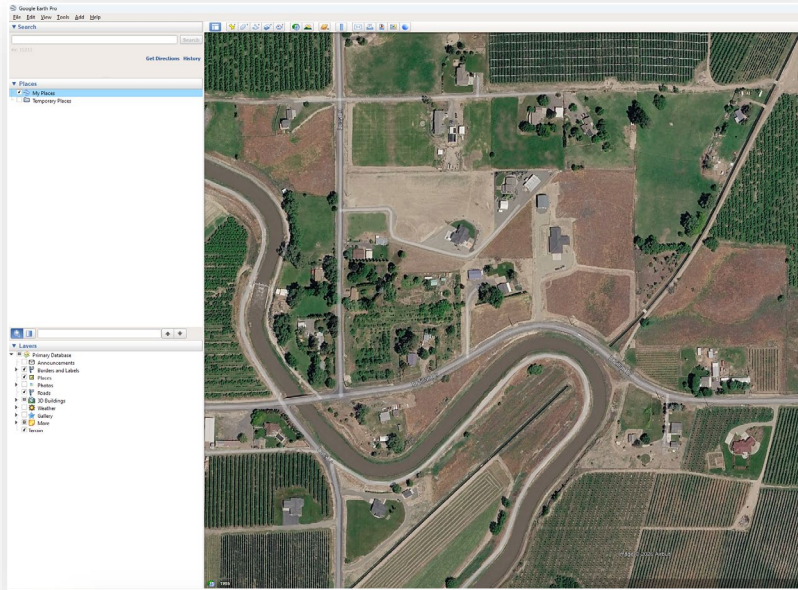
AFDO 2026 Produce Track: Innovation Harvest – State  
Success Stories to Grow in Your Own Program

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Washington  
State Department of  
Agriculture

# Using Geography to Drive Scheduling



Map all assigned locations to provide a clear visual picture of where operations are located



Group farms by region, crop, scheduling window, or any other useful category

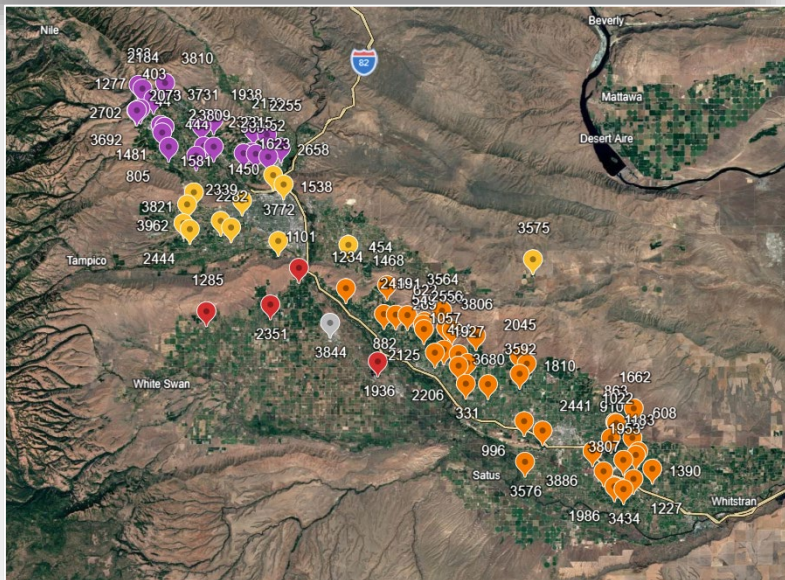


Use folders and color-coded pins to organize workload



Build smarter travel routes and realistic inspection schedules

Turn location data into a repeatable planning tool



# Scheduling Produce Inspections



Hundreds of produce safety inspections are scheduled across Washington each year

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Scheduling relied on thousands of phone calls, emails and manual follow up

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The process was time-consuming, difficult to scale, and challenging to manage consistently

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A self-service solution was needed to streamline scheduling while maintaining staff control over availability, workload, travel planning and inspection data collection



# Introducing Microsoft Bookings

The screenshot displays the Microsoft Bookings interface. At the top, there is a search bar with the text "Search (Ctrl+E)". Below it, the "Bookings" header is visible. The main area shows a calendar for the week of May 18-22, 2026. The calendar grid has columns for each day and rows for time slots from 8 AM to 6 PM. Several bookings are visible, including "PSR - Initial Inspections" and "PSR Inspection" events with assigned staff members. A left-hand navigation pane contains links for "Back to all booking pages", "Calendar", "Booking page", "Customers", "Staff", "Services", "Queue", and "Business information". Below these links, there is a "FILTERS APPLIED" section showing "Services 26 of 33" and a list of staff members with their status (e.g., "No staff assigned", "Castro, Luisa (AG...)").

**Bookings Calendar Data:**

Time	Mon 18	Tue 19	Wed 20	Thu 21	Fri 22
8 AM					
9 AM	PSR - Initial Inspections (May 18 - May 22) Equiua, Maria	PSR Inspection (May 18 - May 20) - Katherine Ian Glasser	PSR - Initial Inspections (May 18 - May 22) Dillon Luebber	PSR Inspection (May 18 - May 20) - Katherine Heather Blain	PSR - Initial Inspections (May 18 - May 22) Luis J Perez
10 AM					
11 AM					
12 PM	PSR - Initial Inspections (May 18 - May 22) Derek Schoening	PSR Inspection (May 18 - May 20) - Katherine Katie Gunkel	PSR Inspection (May 18 - May 20) - Katherine Reynolds Phoebe Oglesby	PSR - Initial Inspection (May 11 - May 15) Renee Caudle	
1 PM					
2 PM					
3 PM					
4 PM					
5 PM					
6 PM					

# Implementation Timeline

At-a-glance



# What Happens When Someone Books

AGR-Produce Safety Inspection Scheduler

Hi John Deer

**Your Booking is confirmed.**

## Bookings details

Service Name

TEST PSR Inspection (3/2/26 - 3/6/26) - Katherine Reynolds

With

Reynolds, Katherine (AGR)

When

Thursday, March 5, 2026

1:00 PM - 3:00 PM

(UTC-08:00) Pacific Time (US & Canada)

[Reschedule](#)

Confirmation Email

# What Happens When Someone Books

AGR-Produce Safety Inspection Scheduler

Hi Pete's Pigeon Farm,

**You have an upcoming booking.**



## Appointment reminder

This email serves as a reminder of an upcoming Produce Safety Rule inspection scheduled with the Washington State Department of Agriculture (WSDA) Produce Safety Program.

An assigned inspector will contact you approximately 72 hours prior to the inspection to confirm details.

Thank you.

Washington State Department of Agriculture  
Produce Safety Program

## Booking details

Service Name	PSR Inspection - Katherine Reynolds - Pete's Pigeon Farm
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Reminder Email

# Information Collected at Booking

**Edit service**

- Basic details
- Availability options
- Assign staff
- Custom fields**
- Notifications

Default scheduling policy  Default scheduling policy, availability, notifications and staff settings

Publishing options  Show this service on the booking page

**Customer information**

- Customer email  Required
- Phone number  Required
- Customer address  Required
- Customer notes  Required

**Custom fields**

16 required and 0 optional custom fields selected.

[Add a custom field](#)

- Selected  Required  
Farm name\*
- Selected  Required  
Legal business name (as registered with Secretary of State and Department of Revenue)\*
- Selected  Required

[Discard](#) [Save changes](#)

Standard  
Booking Fields

**Edit service**

- Selected  Required  
Owner / Operator name\*
- Selected  Required  
Owner / Operator phone number\*
- Selected  Required  
Owner / Operator email address (primary / secondary)\*
- Selected  Required  
Physical address (street, city, state, zip)\*
- Selected  Required  
Is your operation located on reservation land?\*
- Yes
- No

[Discard](#) [Save changes](#)

**Edit service**

- Selected  Required  
Mailing address (street, city, state, zip)\*
- Selected  Required  
Crops in production? (i.e., apples, cherries, etc.)\*
- Selected  Required  
Approximately how many acres are currently in production?\*
- Selected  Required  
Does 100% of your produce go to processing? (scientifically validated kill step)\*  
 Yes  
 No
- Selected  Required  
Approximate average annual gross revenue (past 3 years)?\*  
 Above \$500k

[Discard](#) [Save changes](#)

**Edit service**

- Above \$300k
- \$250k-\$500k
- Under \$250k
- Selected  Required  
Primary point of contact for inspection (name, phone, email)\*
- Selected  Required  
Where should the inspector meet you at the start of the inspection?\*
- Selected  Required  
Are there any biosecurity or access requirements inspectors should be aware of?\*
- Selected  Required  
Do you participate in a third-party food safety audit? (i.e. Global GAP)\*  
 Yes  
 No

[Discard](#) [Save changes](#)

# Key Takeaways: Why This Scales

- Uses existing tools instead of requiring custom software
- Combines geography, time windows, and automation to reduce administrative workload
- Service-specific links help prevent scheduling errors
- Pilot testing is essential before scaling
- The model is repeatable, adaptable, and can be used by other programs or agencies



# Certificate of Inspection

## Washington State Department Of Agriculture

### Certificate Of Inspection

David Minor  
Intact Test Entity /DBA Major Orchards  
123 State Street Olympia, 98504, Washington, Thurston United States

Farm ID: 3800

This produce farm was inspected on 02/12/2026 by the Washington State Department of Agriculture's Produce Safety Program in accordance with Washington's Produce Safety Rule Implementation Act (Chapter 15.135 RCW).

Certificate No:PSR-00004  
Issued By: David Erho  
Issued Date: 03/12/2026  
Expiration Date: 03/12/2029



Program Manager  
Produce Safety Program  
Washington State Department of Agriculture Program



Washington  
State Department of  
Agriculture



WASHINGTON  
DEPARTMENT OF  
AGRICULTURE

TELEPHONIC  
INTERPRETER

# USER GUIDE

We are pleased to work with the [Washington Department of Agriculture](#). We look forward to providing your department with 24/7/365 on-demand, as-needed, telephonic interpretation in over 350 different languages.

This guide is designed as a training resource for all users.

If there's any other information you need from us, to facilitate your customer calls, please let us know. We're at your service!



# Collaborating With Extension on FTR Training



RLTS NCS Learning Resources ConnectED Alliances  
Projects

Access Enrolled Resources

APPLY  
NOW

The NIFA FSOP Collaborative Education and Training program is now accepting applications from regional and land grant Lead Instructors to receive grant-funded tuition to the FSPCA Preventive Controls Human Food V2.0 and Food Traceability Rule Lead Instructor trainings.

Eligible candidates include:

1. U.S. based university faculty and academic staff
2. Extension specialists within the Land Grant networks
3. Instructors with community-based organizations, local food hubs, or non-profits who have worked closely with the FSMA Centers under the NIFA grants (e.g., have participated on FSOP grant projects).

*Students are not considered eligible candidates.*

Please complete the appropriate application if you are interested in being considered for the program:

Human Food V2.0  
Lead Instructor

Food Traceability Rule  
Lead Instructor

Human Food or Traceability Lead Instructor training



WASHINGTON STATE UNIVERSITY  
EXTENSION

## FSPCA Food Traceability Rule (FTR) Training for the Food Industry

Secure your spot today — Class sizes are limited!

Discounts available for early registration!

[Visit our website](#) or use the registration links below.

The FSPCA Food Traceability Rule (FTR) Training for Food Industry Participants is a foundational, industry-focused course designed to help participants understand and comply with the U.S. Food and Drug Administration's final rule on requirements for additional **Traceability Records for Certain Foods** (Food Traceability Rule, FTR) under the Food Safety Modernization Act (FSMA).

### What You'll Learn

This course provides practical knowledge and tools to help you:

- Understand FTR recordkeeping requirements
- Identify which requirements apply based on your role in the supply chain
- Learn how traceability data is created and shared across the supply chain
- Develop and implement an effective **Traceability Plan**
- Explore approaches to building traceability programs, including supply chain coordination and data management considerations

WSU FTR Training for Food Industry



[ProduceSafety@agr.wa.gov](mailto:ProduceSafety@agr.wa.gov)



360-902-1848



[agr.wa.gov/produce](http://agr.wa.gov/produce)

**What Questions Do You Have?**