



Environmental Services
Department

Citizens' Department Brief





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Foreword by Steven Goode

Environmental Services Department Director

We truly believe that the County's vision of "Citizens serving Citizens" is what we embody daily. The mission of the Environmental Services Department is to provide safe food, water, waste disposal and vector borne disease reduction controls to the people of Maricopa County so that they may enjoy living in a healthy and safe community. We promote public safety for the over 4 million citizens and the thousands of visitors to Maricopa County through working with our community to ensure a safe and healthy environment. We accomplish this mission through many activities; a number of which will be featured in this report.

Environmental Services is a multi-national award winning organization which endeavors to offer outstanding customer services, cutting-edge programs and processes, and transparent and open communications and activities which are demanded by our community. We take a great amount of effort in being responsive to our citizens and community leaders.

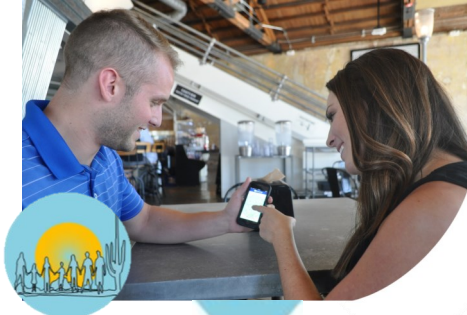
Thank you for your interest in the Maricopa Environmental Services Department.

Steven Goode

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WHO WE ARE

Maricopa County
Environmental Services Department



Working with our community to ensure a safe and healthy environment

We are recognized as the regional environmental leader in developing and fostering innovative programs that serve our community.



We provide education materials, bilingual resources for operators and conduct public service announcements aired on local TV stations throughout the year.



Did you know?

Over the past year the Department's complaint line staff received over 40,000 notifications from concerned citizens.

Innovatively Transparent

We launched a mobile app that provides restaurant inspection results within a one-mile radius of the user's location.



Improved Monitoring

We expanded our mosquito lab to test for additional disease-causing viruses, including Zika virus.

Successful Collaborations

We won a national award for our Stormwater program, which collaborated with schools to support a poster contest for students in our community.

OUR TEAM

Maricopa County
Environmental Services Department



Our staff is hard at work ensuring safe food and water, proper waste disposal, and reduction of mosquito-borne diseases.

252 Employees dedicated to the safety of our residents and our environment



Did you know?

The Department employs 3 field inspectors who act as Spanish and Chinese language liaisons to assist regulated facilities where language and cultural barriers exist.



In a show of support of both the San Bernardino County Environmental Health Division and the families affected by the terrorist attack this year, staff members joined and donated funds for a memorial tree and memorial plaque which is displayed at our Environmental Health Eastern Regional Office.

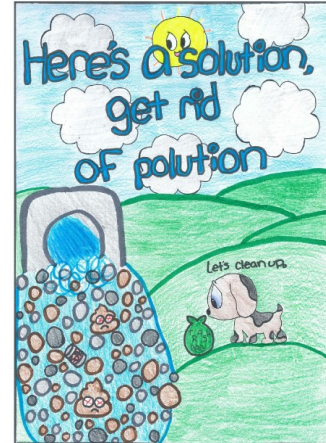
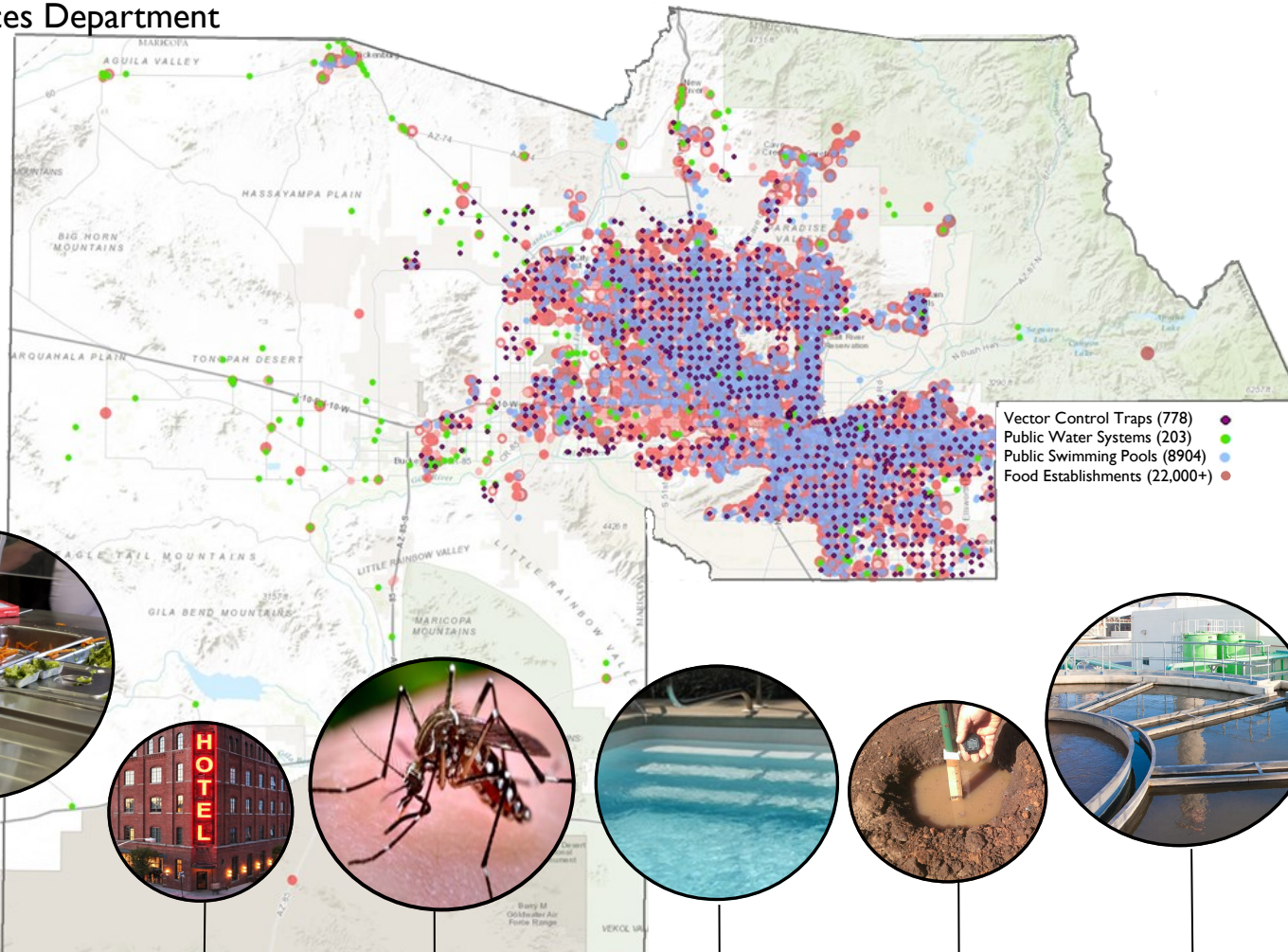


WHERE WE WORK

Maricopa County Environmental Services Department



From field inspections to state-of-the-art laboratories, our team works throughout Maricopa County's 9,200 square miles to collaborate with industry leaders, educate the public, regulate public services and protect our vital natural resources.

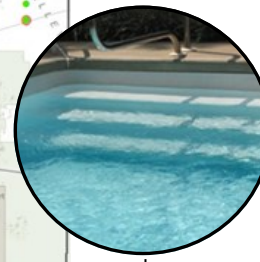


2016 poster contest 1st place winner:
Mykaela Wilson, 6th grade, Lake Pleasant
Elementary School

Did you know?

Stormwater runoff is now one of the leading causes of water pollution in the United States. Storm drains do not remove any pollutants such as: dirt, trash, oil, grease or chemicals that enter our waterways.

Our team educates the public, businesses, students, and construction site employees on stormwater pollution prevention.



Protecting Your Drinking Water

Our team of vigilant specialists monitor public water systems to prevent waterborne disease outbreaks and chemical exposures, and alert the public of possible health risks.

Preventing Foodborne Illness

Inspections, regulatory trainings, and classes are only some of the ways we work each day with food handlers in Maricopa County. Our award-winning food safety program is known for being proactive, thorough and on the Cutting Edge to keep your food safe.

Ensuring the Safety of Hotels, Pet Shops & Schools

Routine inspections in school grounds and public lodging allow you to rest assured that these facilities are complying with health and safety codes.

Combating Mosquitoes & Pests

In addition to monitoring hundreds of sites every day for adult mosquitoes and the diseases they may carry, we also work with individual property owners and city officials to help eliminate mosquito breeding areas.

Securing Your Public Pools & Spas

Not only do our inspectors check disinfectant levels, pool barriers, signage and self-latching gates, but also ensure that lifesaving equipment is available to protect the public.

Managing Septic System Installation

Before new developments begin construction, our department reviews activities that could impact existing septic systems to prevent contamination of our water resources.

Reviewing Water & Sewer Plans

Our department provides the expertise to ensure that hundreds of construction plans meet standards for water and sewer infrastructure.

Safeguarding Your Waste Disposal

In order to ensure that your community remains clean and sanitary, our department oversees permits for chemical toilets, construction waste landfills, potable water haulers and a variety of refuse haulers.

By the NUMBERS

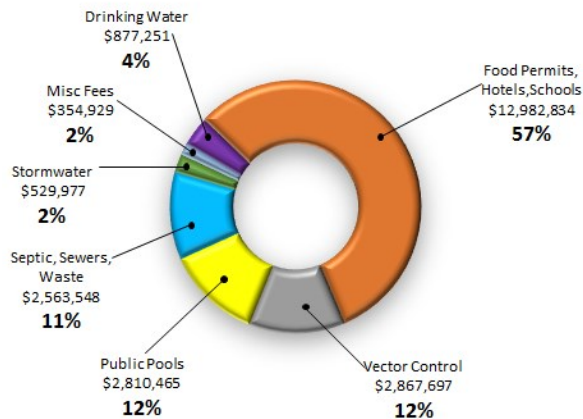
Maricopa County

Environmental Services Department

Financial Information

Fiscal year revenues in 2016 exceeded expenditures by \$885,548. Overall revenues by permit funding sources decreased by less than 1% from the previous fiscal year.

PERMIT FUNDING SOURCES



Food Inspections



In FY 2016, staff conducted over 60,000 food inspections at the following businesses and facilities:

- 8,000 Restaurants
- 5,000 Convenience Stores
- 2,000 Grocery Stores
- 1,400 School Food
- 1,200 Caterers
- 1,200 Processors
- 360 Healthcare/Assisted Living



Over 3,000 environmental health inspections were conducted at hotels, schools, and pet shops.



Mosquito Disease Testing

- 37,249 Surveillance traps
- 53,148 Samples processed
- 20,908 Tests conducted
- 270 Square miles treated
- 119 Samples found positive for disease
- 84 Human cases
- 3 Deaths

Did you know?

Mosquito Fish are available, free of charge, to any Maricopa County resident that contacts our Vector Control office.



- 54,000** Unannounced food inspections and inspection results posted on our website and mobile app.
- 2,400** School food services and another 667 inspections for school grounds conducted.
- 21,000** Mosquito-eating fish put to work to stop mosquitoes from breeding. Residents came to our office to get fish for their homes and we added fish to unmaintained pools.
- 240** Hotels inspected for clean linens, bedbugs, and proper sanitation.
- 8,904** Public Swimming Pool facilities inspected.
- 11** Number of Public Water Systems regulated that serve over 50,000.



Protecting Our Communities

Here are some highlights from our programs:

Drinking Water:

Audited water quality standards from 200+ public drinking water systems and analyzed reports testing for the presence of harmful chemicals and bacteria from millions of drinking water samples.

Outbreaks & Illness Investigations:

The Environmental-Related Illness team worked with federal, state, and local public health agencies to investigate 5 illness outbreaks. The team also responded to 900 reports of illness from citizens.

Waste Haulers:

There are 2,193 permits for waste haulers and 23 permits for Chemical Toilets. County-wide there are 19 refuse collection agencies.

Public Swimming Pools:

17,900 inspections were completed on 8,900 public pools and spas.

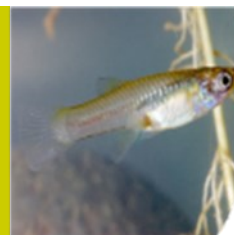
Water & Wastewater:

900 subdivision and infrastructure projects were approved.

1,250 construction authorizations and 893 discharge authorizations were issued for onsite wastewater systems.

Septic Systems:

There are over 100,000 septic systems in Maricopa County. Proper wastewater management limits public and vector borne access to sewage, contamination of ground and surface water.



Accomplishments

Served 7,600
walk-in customers
Wait time:
Less than 10 minutes

Over 100,000 septic system
records are now available online
for county residents in a
department database.

We held numerous
meetings with industry
representatives and the
public for community input.

A poster done by Vector
Control for the American
Mosquito Control Association
has served as an illustrative
educational tool by CDC.



Stormwater 2016 NACo Award

National Recognition & Award Winners

A report by the CDC highlighted
that we are one of the counties
with a higher number of public
swimming pools, and conduct the
highest number of pool
inspections in the nation.



Mobile App 2016 NACo Award



Looking ahead to 2017

Maricopa County Environmental Services has learned many lessons through 2016. We faced new challenges and conquered them through innovation, through your input and our strong work ethic, with the goal of always striving for excellence.

As a department, we addressed the need for continued professional education for our staff. We moved forward with many initiatives brought forward by our employees which ensure enhanced service and availability. Acknowledging the fact that our programs affect our community and our field staff directly, active communication is vital to keeping our programs thriving.

We are pleased with our successes and strive to keep benefiting the citizens of Maricopa County through our forward-looking progressive initiatives. Our desire is to continue to partner with businesses to ensure that we provide high quality customer service while ensuring that the public health is protected.

Environmental Services Department Locations

MAIN OFFICE

1001 N. Central Ave., Suite 150
Phoenix, AZ 85004
602 506-6616

PHOENIX CITY HALL

Permit Intake

200 W. Washington St., 2nd floor
Phoenix, AZ 85003
602 526-6120

VECTOR CONTROL

3220 W. Gibson Ln.
Phoenix, AZ 85009
602 506-0710

MOBILE FOOD & SPECIAL EVENTS

1645 E. Roosevelt
Phoenix, AZ 85006
602 506-0381

WESTERN Food Inspections

16140 N. Arrowhead Fountain Center Dr.
Suite 105
Peoria, AZ
85382
623 939-5788

EASTERN Food Inspections

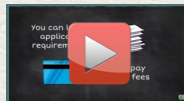
106 E. Baseline Rd.
Mesa, AZ
85210
602 372-3000

NORTHERN Food Inspections

15023 N. 75th St.
Scottsdale, AZ
85260
602 483-4703

To learn more, visit us online

ESD.Maricopa.gov



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Environmental Services Department