



*Maricopa County*  
**Environmental  
Services  
Department**



2018 | ANNUAL  
REPORT



## Annual Report Director's Message

Thank you for your interest in the Maricopa County Environmental Services Department. Our mission is to develop and foster innovative environmental health protection programs for the safety of our residents and their environment. We strive to be an approachable and engaged partner to our many stakeholders. We accomplish this by providing continuous education, transparency and exceptional customer service to the general public and our permit holders. This year, Environmental Services was honored to be recognized nationally as a leader in environmental health programs.

In May, Maricopa County was awarded the 2018 Samuel J. Crumbine Consumer Protection Award for Excellence in Food Protection. This national award is given annually to a single environmental health jurisdiction that demonstrates unsurpassed achievement in providing outstanding food protection services to their community. The award encourages innovative programs and methods that reduce or eliminate the occurrence of foodborne illnesses, recognizes the importance of food protection at the local level and stimulates public interest in foodservice sanitation.

The National Association of Counties (NACo) presented the department with a 2018 Achievement Award for our Enforcement Intervention Program. This program established specialized food safety training for food establishments experiencing repetitive violations. The program has achieved a 41% reduction of permit revocations and reduced Priority violations by 58%.

As we continue to strive for customer service excellence, in the fall of 2018, the department embarked on a counter consolidation project with the Air Quality and Planning & Development departments. Our main customer counter is now co-located at the Development Services Center located at 501 North 44th Street in Phoenix. This venture aims to streamline the County's permitting processes and to enhance inter-departmental communication. Our focus in 2019 will center on continued enhancements to our customer experience, including expansion of our online application and permitting options.

Darcy Kober, Director  
Environmental Services Department





# SERVING OUR COMMUNITY



## 2018 Samuel J. Crumbine Award Recipient

The Crumbine Award is a national recognition for unsurpassed achievement in providing food protection services to our community

### Food Safety:

- 3,034 new food establishments were approved (3.6% increase from year prior)
- Language liaisons had over 1500 opportunities to provide food safety education to Spanish and Chinese-speaking customers
- 932 citizen reports of environmental-related illnesses were received and investigated within 24 hours
- Over 60,000 annual food safety inspections of restaurants and grocery stores



National Association of Counties Achievement Award for reducing permit revocations by 41% through education





# CREATING HEALTHY ENVIRONMENTS



## Aquatic Health and Safety:

- 16,842 health & safety inspections of public & semi-public swimming pools
- Approved plans for 167 new aquatic facilities and 870 remodel projects

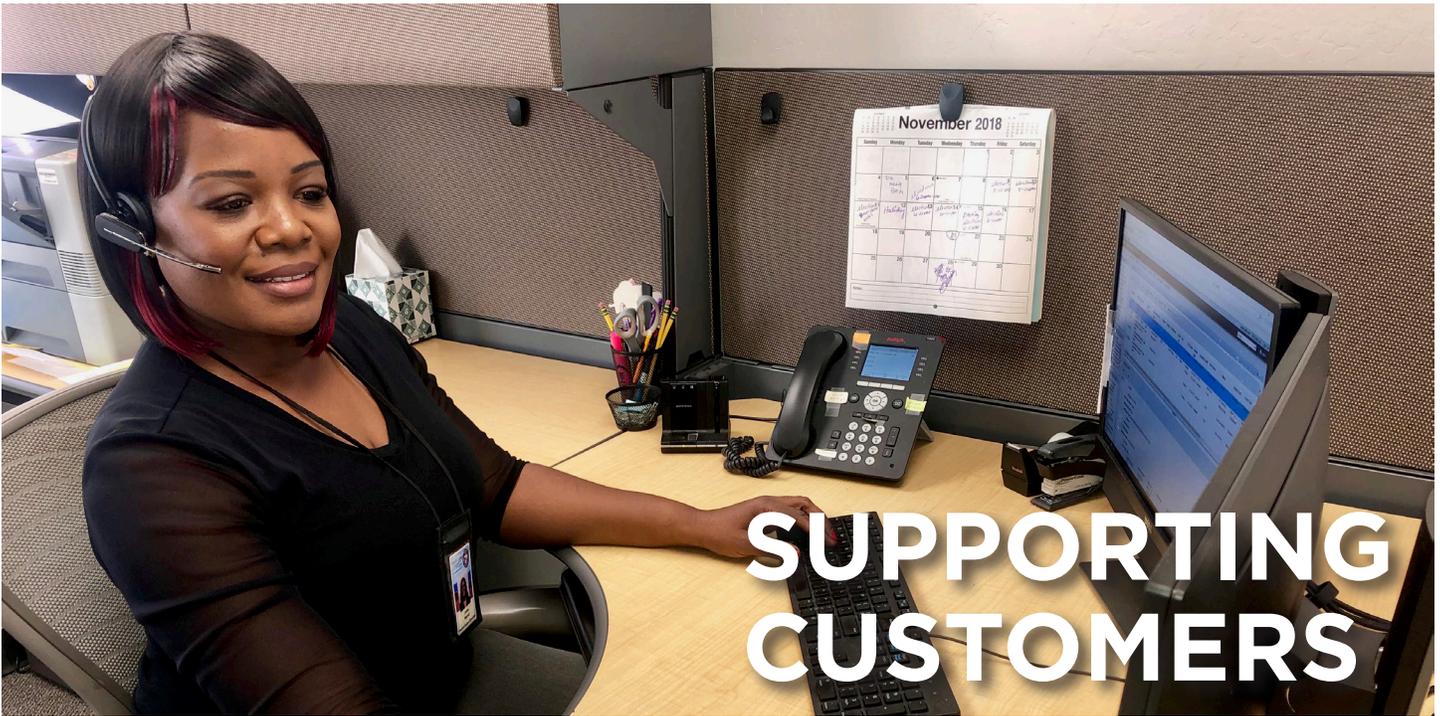
## Drinking Water and Wastewater Treatment:

- 50% of onsite wastewater plans are now submitted electronically via [esd.maricopa.gov](http://esd.maricopa.gov)
- 53% increase in onsite wastewater plan reviews for construction
- 23% increase in building permit reviews for onsite wastewater requirements
- 32% increase in approvals for municipal water distribution and sewer collection infrastructure
- Inspected 86 drinking water treatment plants and 66 wastewater reclamation facilities

## Mosquito Control:

- 39,216 mosquito surveillance traps set
- 655 green pools treated to prevent mosquito breeding
- 417 residents picked up fish to be used for mosquito control on their properties
- 63,084 mosquito samples processed in the lab
- 27,395 PCR samples performed
- 270,003 acres treated for mosquitos
- 161 - St. Louis Encephalitis positive mosquitoes
- 183 -West Nile Virus positive mosquitoes





### Waste Resources and Recycling:

- 68,000 tons of waste tires recycled / processed
- 3,600 tons of materials diverted from landfill disposal thru recycling and beneficial re-use
- Completed a combined 200 regulatory required inspection and environmental sampling activities
- WRR-Maintenance Branch covered 80 acres of landfill cap surface with recycled/chipped green organic waste

### Stormwater:

- A total of 362 - 3rd to 6th grade students representing 14 different schools participated in the Stormwater Pollution Prevention Poster contest.
- 51 sq. miles and 2,282 individual sites / structures were inspected for compliance with stormwater regulations

### Customer Service:

- Administrative staff attended to nearly 15,000 walk-in customers and received over 26,000 phone calls
- Staff addressed over 40,000 citizen complaints related to environmental health issues in the community

