

MARICOPA COUNTY

ENVIRONMENTAL SERVICES

FISCAL YEAR

2023

ANNUAL REPORT

Working to provide safe food, water, waste disposal, and vector-borne disease controls so people in Maricopa County may live in a healthy and safe community.

DIRECTOR'S MESSAGE

The Maricopa County Environmental Services Department issues permits and delivers services to provide safe food, water, waste disposal, and vector-borne disease reduction to the people of Maricopa County. Over Fiscal Year 2023, the Department faced challenges, including historically high demand for permitting services resulting from strong economic growth in the region, navigating a tight labor market that has made recruitment and retention a top priority, and investigating locally acquired dengue infections transmitted by mosquitoes. We have responded to these challenges by continuing to identify ways to achieve increased efficiency in our processes, leveraging technology where possible, and developing innovative approaches to address emerging concerns.

Looking to the future, the Department is continuing to work towards accomplishing several significant projects over the new fiscal year. They include launching a new data management and inspection system, finalizing new delegation agreements with the State of Arizona, evaluating our programs to improve our services, and continuing to work with our community to ensure a safe and healthy environment.



Blanca Caballero
Director

SUPPORTING OUR CUSTOMERS

Virtual Permit Counter

Online Permitting Services provide a convenient option when conducting business with MCESD and other County Permitting departments.

For more information, visit:
[Maricopa County Permitting Services](#)

Online Payments

Permit fees paid online
increased by 18.8%



FY 2022
31,216

FY 2023
37,083

CREATING HEALTHY ENVIRONMENTS

Customer Service Center

Administrative staff answered nearly

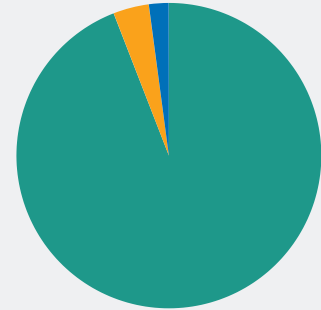
120,000
customer calls

Complaint staff addressed over

41,000
citizen complaints
related to environmental health issues



Plan & Permit Submittals



- Digital Submissions (94.1%)
- Mail (3.8%)
- Over the Counter (2.1%)



Department Plan Reviews
increased by 2.4%

Inspection Types

- food
- septic systems
- solid waste vehicles
- treatment plants
- drinking water systems
- public swimming pools
- semi-public swimming pools
- trailer parks
- public school grounds
- public accommodations
- public water systems
- stormwater construction

Department-wide
Inspections

85,753

Special Events Permits (temporary & seasonal)

Increased by 69.2%

FY 2022	FY 2023
1,963	3,321

Inspections by Category

56,211
food inspections

17,402
pool inspections

SERVING OUR COMMUNITY



Active Managerial Control (AMC) training classes are provided to assist food service operators in enhancing their food safety practices and policies. Training classes are also offered to assist customers with mobile food units.

44	virtual trainings	574	attendees
25	in-person trainings	375	attendees
1	hybrid training	50	attendees

Stakeholder Outreach

Language Liaisons provided food safety information on

3,707 translation & education services to Chinese and Spanish-speaking customers.



Stormwater Outreach

2,825 promotional items distributed

1,217 students engaged

202 poster contest submittals



Environmental Related Illness (ERI)



12 ERI Site Investigations

813 ERI complaints received & investigated within **24 hours**



Mosquito Control

255,471 acres treated for mosquitoes

56,588 mosquito samples tested for vector-borne disease

43,158 mosquito surveillance traps set

490 green pools treated



FINANCE

Revenue Sources



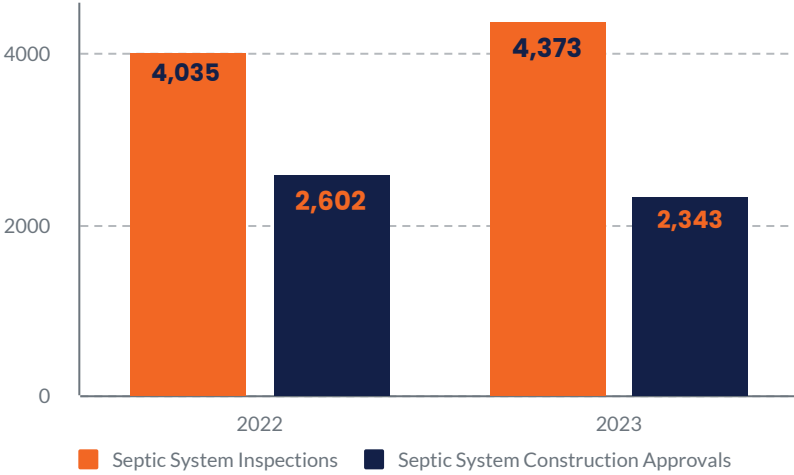


Septic system inspections increased by

↑ 8.4%

New septic system approvals decreased by

↓ 9.9%



Plan Reviews Completed

- food
- septic systems
- treatment plants
- public/semi-public pools
- public school grounds
- public accommodations
- drinking water systems
- public water systems
- stormwater plans



Permits Issued

2,059 septic system discharge authorizations

940 subdivision permits



Solid Waste Transfer Stations

Provided recycling and trash disposal to over

71,000 Maricopa County residents

who live in rural locations, where municipal trash services are not available.



Tire Recycling



74,720 tons of waste tires processed and recycled