

# **Environmental Health Services Strategic Business Plan**

## **Vision**

**Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.**

### **COUNTY MISSION**

**Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.**

### **DEPARTMENT MISSION**

The mission of the Pinal County Environmental Health Services is to provide environmental protection, consumer food safety, sanitation, mosquito surveillance & control, and public nuisance investigation & abatement services to residents and visitors of Pinal County so they can enjoy healthy communities and a safer environment.

### **ISSUE STATEMENTS**

#### **Issue 1: Additional Staff**

The increasing demand for additional qualified staff resulting from continued growth in the county will, if not addressed, result in:

- A lessened overall public health effort as existing human resources are called upon to tackle an increasing workload
- Lower quality of service as the work to employee ratio increases
- Increased likelihood of not meeting state delegated responsibilities and statutory mandates
- Decreased timeliness
- Lower staff morale, potential “burnout”, possibility of increased employee turnover
- Potential workflow delays in other departments & customer processes

## **Issue 2: Government Relationships**

The increasing need to establish, maintain and improve relationships with other County Departments, state agencies, the public, municipalities and other jurisdictions within Pinal County will, if not addressed, result in:

- Higher probability of occurrences of misinformation and miscommunication
- Potential increase in costs for customers & taxpayers
- Increased potential for violations of Environmental Health Rules & Regulations
- Possible increase in dissatisfaction & frustration of customers
- Possible increase in employee stress and decrease in morale

## **Issue 3: Technology**

The increasing need and desire of the public and other customers for technologically based business processes including e-commerce, 24/7 customer information and continuity of service will, if not addressed result in:

- Possible increase in customer dissatisfaction with current business practices
- Inability to respond to customers in a timely manner
- Providing services that are increasingly customer “non-friendly”
- Increase and continuing inefficiencies

## **Issue 4: Complaint Response/Resolution**

The growing population combined with a higher public demand for expedited Environmental Health complaint response and resolution will, if not addressed result in:

- Less healthy communities
- Greater risks of food-borne illness
- Greater possibility of Public lack of confidence in the departments ability to protect public health & the environment
- Possible litigation
- Not responding in a timely manner
- Increased complaint resolution times
- Lack of accountability for the responsible parties out of compliance

## **Issue 5: Specialized Services**

The increasing trend of public demand for expanded and specialized services will, if not addressed, result in

- Increased potential for customer complaints & dissatisfaction
- Cause potential public confidence & credibility to decrease
- Inability to respond to environmental public health issues in a timely manner

## STRATEGIC GOALS

### **Strategic Goal 1: E-Business** (Issues 3, 4)

By 2013 customers will experience a greater ability to conduct e-business within Environmental Health as evidenced by:

- 50% of customers are making payments by electronic means (credit, debit, electronic check)
- 90% of all documents (fillable & printable) are available online
- 35% of applications are submitted electronically
- 50% of complaints are submitted electronically
- 100% increase of people using online educational services by 2010

### **Strategic Goal 2: Customer Focused Service Delivery** (Issues 2, 5)

By 2013 customers will experience benefit from the establishment of a customer focused, integrated organization and service delivery system that fosters teamwork and collaboration as evidenced:

- 80% of the Arizona Department of Environmental Quality sewer collection system review and approval functions will be delegated to Pinal County excluding incorporated areas
- 75% of customer satisfaction survey responses indicating satisfaction with services provided
- 98% of permits to Operate issued in 5 business days of payment
- By 2011 Environmental Health will complete a needs assessment to identify any new services desired by the public

### **Strategic Goal 3: Compliance and Enforcement** (Issues 1, 2, 4)

By 2012 the Public will experience a higher rate of compliance and enforcement as evidenced by:

- 90% of valid complaints received will be investigated within 5 business days
- Standard Operating Procedure's will be in place for compliance & enforcement
- 85% of permitted food establishment with no critical violations noted at the time of routine inspection.

## CROSS-CUTTING ISSUES

**Issue:** #3 – Technology; #4 – Compliant Response/Resolution

**Goal:** #1 – Ease of Conducting Business

**Cross-Cutting With:** IT

**Need(s):** There is a need to update how business is done with regards to information exchange and electronic forms of payment.

**Issue:** #1 – Additional Staff; #2 – Government Relationships; #4 – Compliant Response/Resolution

**Goal:** #3 – Enforcement

**Cross-Cutting With:** County Attorney's Office

**Need(s):** There is much expertise needed in the legal arena for successful and efficient processing of enforcement actions

**Issue:** #2 – Government Relationships

**Goal:** n/a

**Cross-Cutting With:** Sheriff's Office, Public Health

**Need(s):** Education for food handlers within the Sheriff's Office is needed in order to make sure reasonable standards are being met and maintained.

## DEPARTMENT ORGANIZATION

### **1. Administrative Program**

- 1.1. Human Resources, page 9
- 1.2. Reserved, page 9
- 1.3. Training, page 10
- 1.4. Records Management, page 11
- 1.5. Vehicle Management, page 12
- 1.6. Financial Services, page 13
- 1.7. Department Director, page 14

### **2. Vector Program**

- 2.1. Surveillance and Control, page 15

### **3. Environmental Health and Food Protection Program**

- 3.1. Food Protection Activity, page 16
- 3.2. Non-Food Establishment Activity, page 17
- 3.3. Smokefree Arizona, page 18

### **4. Aquifer Protection Program**

- 4.1. Aquifer Protection Activity, page 19

### **5. Business Services Support Program**

- 5.1 Business Services Support Activity, page 20

### **6. Enforcement Program**

- 6.1 Enforcement Activity, page 22
- 6.2 Public Nuisance Control Activity, page 23

## PROGRAMS

### *Administrative Program*

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

- Key Results**
- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
  - 75% of tested trained employees who demonstrate improved skill knowledge through pre/post training testing or supervisor/manager evaluation
  - 100% of records managed in compliance with legal and policy requirements
  - 95% of department vehicles with preventative maintenance performed as scheduled
  - 95% of department vehicles operated more than 10,000 miles per year
  - 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods.
  - 100% of Key Results achieved
  - 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Environmental Health Services Department.

### *Vector Program*

**Purpose Statement** The purpose of the Vector Program is to provide education, assessment surveillance and complaint response services to the People of Pinal County so they can experience a reduced exposure to vector borne diseases.

- Key Results**
- 90% of valid complaints investigated within 5 days of receipt
  - 5% reduction in mosquito borne confirmations from previous year

## ***Environmental Health and Food Protection Program***

**Purpose Statement** The purpose of the Environmental Health and Food Protection Program is to provide assessment and education services to the regulated community and their patrons so they operate their businesses in a compliant manner and create a healthy environment for the public to enjoy

### **Key Results**

- 80% of food establishment inspections with no critical violations noted at the time of routine inspection
- 10% increase in public pools that are in compliance at the time of routine inspection
- 80% of facilities in compliance with the Smokefree AZ Law

## ***Aquifer Protection Program***

**Purpose Statement** The purpose of the Aquifer Protection Program is to provide Permitting and Approval services to the residents and the regulated community so they can obtain the required permits in a timely manner to comply with applicable environmental rules and regulations and to protect our water resources.

### **Key Results**

- 100% of approval to issue permits within designated timeframes

### ***Business Services Support Program***

**Purpose Statement** The purpose of the Business Services Support Program is to provide Information, Reports & Permits to the Public & regulated community so they can obtain permits, reports, and requested information in a timely manner.

- Key Results**
- % of permits issued within specified timeframes
  - 98% of Permits to Operate issued in 5 business days of payment
  - 100% of Construction Authorizations issued with 5 business days of Plan Review Approval
  - 100% of Discharge Authorizations issued with 5 days of inspection approval
  - 98% of Public Records Requests completed in 5 days

### ***Enforcement Program***

**Purpose Statement** The purpose of the Enforcement Action Program is to provide unresolved environmental health law violation resolution services to the Public so they can experience a safer and healthier environment.

- Key Results**
- 100% of Superior Court compliance actions resolved.

# ACTIVITIES

## 1. Administrative Program

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### Section 1.1: Human Resources Program

**Activity Purpose Statement** The purpose of the Human Resource Activity is to provide employee selection, evaluation and support services to department management so they can hire, manage and retain a qualified and diverse workforce.

<b>Activity Services</b>	<ul style="list-style-type: none"> <li>• Candidate Selection Recommendations</li> <li>• Job Postings</li> <li>• Policy Interpretations</li> <li>• Employee Relations Management</li> <li>• Employee Interviews</li> <li>• Grievance hearings</li> <li>• Employee Inquiry Responses</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Appraisals/ Evaluations</li> <li>• Employee Assistance Referrals</li> <li>• Employee Orientation Sessions</li> <li>• Exit Interviews</li> <li>• Personnel Reports</li> <li>• Police and Procedure Updates</li> <li>• Employee Awards</li> <li>• “Silent Whistle” Investigations</li> </ul>
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**Family of Measures**

Results

- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date  
(# of employee appraisals submitted by due date/total # of appraisals)

Outputs

- 18 of employee appraisals submitted on/by due date

Demands

- 18 of employee appraisals anticipated to be submitted

Efficiencies

N/A

**Activity Manager(s)**

- Reg Glos
- Atul Shah
- Tina Goswick

**Activity Budget** \$x,xxx,xxx

## Section 1.2: Reserved

## 1. Administrative Program

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### Section 1.3: Training Activity

**Activity Purpose Statement** The purpose of the Training Activity is to provide department specific skill development and safety training services to the department's employees so they can safely perform the duties required.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Training Sessions</li><li>• Safety Training Sessions</li><li>• Employee Handbooks</li></ul>	<ul style="list-style-type: none"><li>• Training Assessments</li><li>• Training Records</li><li>• Training Schedules/Arrangements</li></ul>
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**Family of Measures**

Results

1. 75% of tested trained employees who demonstrate improved skill knowledge through pre/post training testing or supervisor/ manager evaluation (# of trained employees that demonstrate improved skill knowledge/ total number of employees trained)

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Outputs

1. 38 of training sessions attended

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Demands

1. 38 of training sessions anticipated to be required

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Efficiencies

1. Training Activity expenditures per training session attended

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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"><li>• Reg Glos</li><li>• Ralph Bustamante</li><li>• Atul Shah</li><li>• Tina Goswick</li></ul>
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**Activity Budget** \$x,xxx,xxx

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## **1. Administrative Program**

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### **Section 1.4: Records Management Activity**

**Activity Purpose Statement** The purpose of the Records Management Activity is to provide record retention, disposal and retrieval services to departments so they can access, provide, retain and dispose of records in a timely manner and as legally required.

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**Activity Services**

- Record Archives
- Record Disposals
- Record Disposition Authorizations
- Records Destruction List
- Records Inventory
- Records Requests Responses

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**Family of Measures**

Results

1. \*100% of records managed in compliance with legal and policy requirements  
( # of records managed in compliance with legal and policy requirements/ total # of records managed)

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Outputs

1. \*# of records in compliance with legal and policy requirements (how do we measure this)

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Demands

1. \*# of records anticipated to be in compliance (how do we measure this)

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Efficiencies

1. \$ Records Management Activity expenditure per record in compliance

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**Activity Manager(s)**

- Reg Glos

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**Activity Budget** \$x,xxx,xxx

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## ***1. Administrative Program***

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### ***Section 1.5: Vehicle Management Activity***

**Activity Purpose Statement** The purpose of the Vehicle Management Activity is to provide maintenance scheduling, reporting and vehicle requirement definition services to the department so they can have cost effective, safe vehicles that meet the department's needs.

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**Activity Services**

- Vehicle Maintenance and Repair Service Schedules
- Vehicle Utilization Reports
- Maintenance Records
- Fleet Credit Card Usage Reports
- Vehicle Usage Assessment

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**Family of Measures**

**Results**

1. 95% of department vehicles with preventative maintenance performed as scheduled  
(# of department vehicles with preventative maintenance performed as scheduled/ total department vehicles)
2. 95% of department vehicles operated more than 10,000 miles per year  
(# of department vehicles operated more than 10,000 miles per year/ total department vehicles)

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**Outputs**

1. 14 of department vehicles operated

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**Demands**

1. 14 of department vehicles anticipated to be operated
2. 1 of department vehicles operated more than 10,000 miles a year

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**Efficiencies**

1. \$ Vehicle Management Activity expenditure per vehicle operated

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**Activity Manager(s)**

- **Ralph Bustamante**
- **Tina Goswick**

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**Activity Budget** \$x,xxx,xxx

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## 1. Administrative Program

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### Section 1.6: Financial Services Activity

**Activity Purpose Statement** The purpose of the Financial Services Activity is to provide financial, budget information and purchasing services to department managers so they can ensure appropriate allocation, acquisition, utilization and control of County resources and stay within their budget at the activity level.

<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Grant Reports</li><li>• Grant Applications</li><li>• Grant Programmatic Progress Reports</li><li>• Payment Authorizations</li><li>• Employee Reimbursement Authorizations</li></ul>	<ul style="list-style-type: none"><li>• Year-end Accounting Records</li><li>• Cash Receipts</li><li>• Budget Proposal</li><li>• Spending Requests</li><li>• Appropriation Adjustments</li><li>• Expenditure Projections</li><li>• Performance Reports</li></ul>
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**Family of Measures**

Results

1. 90% of non-construction payment authorizations (requisitions) entered into the system within three business days of receipt of goods.  
(# of payment authorizations entered on the date of receipt of goods/total payment authorizations)

Outputs

1. 30 payment authorizations received within three business days of physical receipt of item(s)

Demands

1. 100 payment authorizations (requisitions) anticipated to be entered into the system

Efficiencies

1. \$ Financial Services Activity per payment authorization entered within three business days

**Activity Manager(s)** • Reg Glos

**Activity Budget** \$x,xxx,xxx

## 1. Administrative Program

**Purpose Statement** The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County department so they can cost effectively manage their resources to achieve the planned results.

### Section 1.7: Department Director Activity

**Activity Purpose Statement** The purpose of the Department Director Activity is to provide results oriented leadership and management services to Pinal County residents and businesses so they can benefit from effective and efficient County services.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Reports</li><li>• Direction</li><li>• Employee Supervision Meeting</li><li>• Inquiry Responses</li><li>• Strategic Business Plans</li><li>• Issue Resolutions</li><li>• Special Projects</li></ul>	<ul style="list-style-type: none"><li>• Budgets</li><li>• Department Structures</li><li>• Policies/Procedures</li><li>• Employee Evaluations</li><li>• Program Evaluations</li><li>• Recommendations</li><li>• Leadership</li></ul>
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**Family of Measures**

Results

1. 100% of Key Results achieved  
(# of key results achieved/total # of key results)
2. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Environmental Health Department.  
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)

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Outputs

1. \*# of customers responding to the department survey

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Demands

1. \*# of customers expected to respond to the survey

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Efficiencies

1. \$ Department expenditures per customer served

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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"><li>• Reg Glos</li></ul>
<b>Activity Budget</b>	\$x,xxx,xxx

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## 2. Vector Program

**Purpose Statement** The purpose of the Vector Program is to provide education, assessment surveillance and complaint response services to the People of Pinal County so they can experience a reduced exposure to vector borne diseases.

### Section 2.1: Surveillance and Control Activity

**Activity Purpose Statement** The purpose of the Surveillance and Control Activity is to provide education, assessment surveillance and complaint response services to the People of Pinal County so they can experience a reduced exposure to vector borne diseases.

**Activity Services**

- Mosquito Adulticide Treatments
- Mosquito & Bird Ramp Test Results
- Door Hanger Treatment Notifications
- Mosquito Surveillance Sessions
- Larvacide Treatments
- Mosquito Complaint Investigation Findings

#### Family of Measures

##### Results

1. 90% of valid complaints investigated within 5 business days  
(# complaints addressed within 5 days/# of complaints received)
2. 5% reductions in mosquito-borne confirmations from previous year  
(Total # of current confirmations – total # of previous year confirmations)/total # of previous year confirmations)

##### Outputs

1. 569 complaints received
2. 501 traps set

##### Demands

1. 560 of complaints anticipated
2. 550 potential traps to be set

##### Efficiencies

1. \$ expenditure for the Surveillance & Control activity per complaint
2. \$ expenditure for the Surveillance & Control activity per trap

**Activity Manager(s)**

- **Ralph Bustamante**
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**Activity Budget** \$x,xxx,xxx

### **3. Environmental Health and Food Protection Program**

**Purpose Statement** The purpose of the Environmental Health and Food Protection Program is to provide assessment and education services to the regulated community and their patrons so they operate their businesses in a compliant manner and create a healthy environment for the public to enjoy.

#### **Section 3.1: Food Protection Activity**

**Activity Purpose Statement** The purpose of the Food Protection Activity is to provide plan review, inspection, education and complaint response services to the Regulated Facilities and the Public in Pinal County so they can operate in compliance with the Arizona Food Code Regulations and experience a reduced risk of Foodborne Illnesses.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Complaint Investigation Findings</li><li>• Plan Review Letters (approval to Construct, Request for Additional Information, Approval with Stipulations)</li><li>• Inspection Reports</li><li>• Long Term Corrective Action Agreements</li><li>• Food Service Classes</li><li>• Rating Cards</li></ul>	<ul style="list-style-type: none"><li>• Preoperational Inspection Report</li><li>• Approval to Operate (Food Establishments, School Cafeterias, Temporary Food Booths, and Mobile Food Units)</li><li>• Family Daycare Home Inspection Reports</li><li>• Emergency Response Reports (Fires, Power Outage, Flood, Pandemic, Evacuation)</li></ul>
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**Family of Measures**

Results

1. 80% of food establishment inspections with no critical violations noted at the time of routine inspection  
(# of routine food establishment inspections with no critical violations noted/# of routine food establishment inspections performed)
2. % of critical violations reported during routine inspections  
(# of critical violations noted on all routine food establishment inspections/total # of routine food establishment inspections performed)

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Outputs

1. 1212 routine inspections performed
2. 88 received complaints responded to

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Demands

1. 1700 routine inspections anticipated
2. 182 complaints anticipated

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Efficiencies

1. \$ per inspection

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**Activity Manager(s)**

- **Ralph Bustamante**

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**Activity Budget** \$x,xxx,xxx

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### ***3. Environmental Health and Food Protection Program***

**Purpose Statement** The purpose of the Environmental Health and Food Protection Program is to provide assessment and education services to the regulated community and their patrons so they operate their businesses in a compliant manner and create a healthy environment for the public to enjoy.

### ***Section 3.2: Recreation, Lodging, and School Activity***

**Activity Purpose Statement** The purpose of the Recreation, Lodging, and School Activity is to provide Plan Review, Inspection and Education services to Owners, Operators and Patrons so they can use & operate the establishment in a manner that minimizes exposure to Environmental, Health and Safety Hazards.

**Activity Services**

- Approval To Construct Letters
- Approval of Construction Letters
- Plan Review Approval Letter (Motel)
- Approval to issue Permit To Operate (Public/Semi Public Pool, Hotel/Motel, Campgrounds, Childrens Camp, Mobile Home Parks, RV Parks)
- Inspection Reports (Public/Semi Public Pool, Schoolgrounds, Hotel/Motel, Campgrounds, Childrens Camp, Mobile Home Parks, RV Parks)

**Family of Measures**

Results

1. 90% of inspected schools that are in compliance at the time of inspection  
(# of school ground inspections with no violations noted/# of school ground inspections performed)
2. 10% increase in public pools that are in compliance at the time of routine inspection  
(# of public pools that are in compliance at the time of routine inspection/total # of public pools inspected)

Outputs

1. 1044 required inspections performed
2. 263 pools inspected
3. 10 received other non-food facility complaints responded to

Demands

1. 1318 required inspections anticipated
2. 263 pools anticipated to be inspected
3. 10 other non-food facility complaints anticipated

Efficiencies

1. \$ expenditure for the Non-Food Establishments activity per inspection

**Activity Manager(s)**

- **Ralph Bustamante**
- **Atul Shah**

**Activity Budget** \$X,xxx,xxx

### 3. Environmental Health and Food Protection Program

**Purpose Statement** The purpose of the Environmental Health and Food Protection Program is to provide assessment and education services to the regulated community and their patrons so they operate their businesses in a compliant manner and create a healthy environment for the public to enjoy.

#### Section 3.3: Smokefree Arizona Activity

**Activity Purpose Statement** The Purpose of the Smokefree Arizona Activity is to provide Education and Inspection services to business owners, residents & visitors of Pinal County so they can achieve and maintain compliance and enjoy a smoke free environment in Public Places and Places of Employment.

**Activity Services**

- Non Compliance Referral
- Arizona Department of Health Services Inspection Report
- Pinal County Inspection Report
- Signs
- Educational Presentations

**Family of Measures**

Results

1. 90% of facilities in compliance with the Smokefree AZ Law  
(#of facilities in compliance/# of facilities inspected for Smokefree Arizona Violations)
2. % of verifications performed
  - a. at permitted establishments - 98%  
(# of verifications performed at permitted establishments/# of verifications performed)
  - b. at non-permitted establishments - 2%  
(# of verifications performed at non- permitted establishments/# of verifications performed)

Outputs

1. # of verifications performed
  - a. Overall - 1148
  - b. at permitted establishments - 1122
  - c. at non-permitted establishments – 26

Demands

1. # of verifications expected to be performed
  - a. Overall - 2410
  - b. at permitted establishments - 1734
  - c. at non-permitted establishments – 676

Efficiencies

1. \$ expenditure of the Smokefree Arizona Activity per verification at permitted establishments
2. \$ expenditure of the Smokefree Arizona Activity per verification at non-permitted establishments

**Activity Manager(s)** • **Ralph Bustamante**

**Activity Budget** \$x,xxx,xxx

#### **4. Aquifer Protection Program**

**Purpose Statement** The purpose of the Aquifer Protection Program is to provide Permitting and Approval services to The Residents and the Regulated Community so they can obtain the required permits in a timely manner to comply with Applicable Environmental Rules and Regulations and protect our water resources.

#### **Section 4.1: Aquifer Protection Activity**

**Activity Purpose Statement** The purpose of the Aquifer Protection Activity is to provide Permitting and Approval services to The Residents and the Regulated Community so they can obtain the required permits in a timely manner to comply with Applicable Environmental Rules and Regulations.

**Activity Services**

- Approval to issue Construction Authorizations
- Approval to issue Discharge Authorizations
- Septic Clearances
- Approval to issue Liquid Waste Hauler Permits
- Approval to issue Refuse Hauler Permits
- Complaint Investigation Findings (Environmental Nuisances)
- Well Site Endorsements (Arizona Department of Water Resources)
- Conceptual Approval for Subdivision (Form 113-S)
- Frequency Variance Approval (ADEQ)
- Notice of Transfer (of ownership)

#### **Family of Measures**

##### Results

1. 100% of approval to issue permits within designated timeframes  
(# of approval to issue permits received within required timeframe/# of approval to issue permits given)
2. 20% of the Arizona Department of Environmental Quality sewer collection system review and approval functions will be delegated to Pinal County excluding incorporated areas.  
(number of review and approval functions delegated to Pinal County by ADEQ/ Total number of review and approval functions)

##### Outputs

1. 361 of approvals to issue permit given within timeframe
2. 221of received complaints responded to

##### Demands

1. 361 of approvals to issue permits anticipated
2. 221 of complaints anticipated

##### Efficiencies

1. \$ expenditure of the Aquifer Protection Activity per permit

**Activity Manager(s)** • **Atul Shah**

**Activity Budget** \$x,xxx,xxx

## 5. Administrative Support Program

**Purpose Statement** The purpose of the Administrative Support Program is to provide Information, Reports & Permits to the Public & regulated community so they can obtain permits, reports, and requested information in a timely manner.

### Section 5.1: Business Services Support Activity

**Activity Purpose Statement** The purpose of the Business Services Activity is to provide Information, Reports & Permits to the Public & regulated community so they can obtain permits, reports, and requested information in a timely manner.

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<b>Activity Services</b>	<ul style="list-style-type: none"><li>• Media Interviews</li><li>• Newspaper Reports</li><li>• Invoices (Annual Renewal)</li><li>• Consultations (Face to Face, Phone, Email)</li><li>• List of Qualified Individuals</li><li>• Meetings (Internal/External)</li><li>• Vector Treatment Notifications</li><li>• Water/wastewater Inspection Reports</li><li>• Complaint Investigation Findings (Environmental Nuisances)</li><li>• Letters (Request for More Information, Notice of Deficiency)</li><li>• Permits to Operate</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Monthly Recap Reports</li><li>• AZ Dept. of Health Services Reports (Annual &amp; Monthly Food Bourne Illness Reports)</li><li>• AZ Dept. of Environmental Quality Reports (Annual &amp; Monthly)</li><li>• Educational Materials (Brochures, Magnets, Thermometers )</li><li>• Public Record Requests</li><li>• Online &amp; Hardcopy Documents (Temporary Event Information Packets, Mobile Food Unit Information, Applications, Educational Information)</li><li>• Pest Management Plan</li><li>• Pest Management Year End Report</li></ul>
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### Family of Measures

#### Results

1. % of permits issued within specified timeframes
    - 98% of Permits to Operate issued in 5 business days of payment (# of Permits to Operate issued/# of payments received)
    - 100% of Construction Authorizations issued with 5 business days of Plan Review Approval
    - 100% of Discharge Authorizations issued with 5 days of inspection approval
  2. 10 % Number of complaints submitted electronically  
(# of complaints submitted electronically / total number of submitted complaints)
  3. 75% of all documents (fillable & printable) are available online  
(# of Environmental Health documents available online/# of documents used by Environmental Health)
  4. 50% increase of people using online educational services from previous year  
(# of people using online educational material last year - # of people using online educational material this year/ number of people using online educational material last year)
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#### Outputs

1. 2118 of various types of Environmental Health Permits issued
  2. 376 of Public Records Requests Received (from 10/1/07 – 6/30/08)
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**Demands**

1. 2353 of various types of Environmental Health Permits anticipated
2. 376 of Public Records Requests anticipated.

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**Efficiencies**

1. \$ expenditure of the Administrative Support Activity per permit issued
2. \$ expenditure of the Administrative Support Activity per Public Record Request received

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<b>Activity Manager(s)</b>	<ul style="list-style-type: none"><li>• <b>Reg Glos</b></li><li>• <b>Tina Goswick</b></li><li>• <b>Ralph Bustamante</b></li><li>• <b>Atul Shah</b></li></ul>
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<b>Activity Budget</b>	\$x,xxx,xxx
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## 6. Enforcement Action Program

**Purpose Statement** The purpose of the Enforcement Action Program is to provide unresolved environmental health law violation resolution services to the Public so they can experience a safer and healthier environment.

### Section 6.1: Enforcement Action Activity

**Activity Purpose Statement** The purpose of the Enforcement Action Activity is to provide unresolved environmental health law violation resolution services to the Public so they can experience a safer and healthier environment.

#### Activity Services

- Legal Consultations (Remedies)
- Enforcement Action Letters (Cease & Desist, Notice of Violation)
- Substantial Unresolved Environmental Health Resolution Services
- Expert Legal Avenues for unresolved Environmental Health Law Violation Services
- Enforcement Action for Environmental Health Issues
- Legal Remedies for Unresolved Environmental Health Issues
- Administrative Hearings
- Property Liens
- Formulized Enforcement Processes
- Consistent Application of Rules & Regulations
- Legal Services
- Impose Fines
- Civil Penalties
- Unresolved Mitigation Service
- Unresolved Environmental Issues Mitigation

#### Family of Measures

##### Results

1. 100% of Superior Court compliance actions resolved.  
(# of Superior Court actions resolved/# of Superior Court actions requested)

##### Outputs

1. 1 enforcement actions processed
2. 4 Cease and Desist Orders issued

##### Demands

1. 3 of enforcement actions anticipated
2. 6 Cease and Desist Orders anticipated to be needed to be issued

##### Efficiencies

1. \$ expenditure of the Enforcement Activity per enforcement case

#### Activity Manager(s)

- Reg Glos

#### Activity Budget

\$x,xxx,xxx

## 6. Enforcement Action Program

**Purpose Statement** The purpose of the Enforcement Action Program is to provide unresolved environmental health law violation resolution services to the Public so they can experience a safer and healthier environment.

### Section 6.2: Public Nuisance Control Activity

**Activity Purpose Statement** The purpose of the Public Nuisance Control Activity is to provide complaint inspection and investigation services to the public so they can experience a healthier and safer environment.

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**Activity Services**

- Nuisance inspections
- Investigations
- Follow-ups
- Consultations
- Compliance Reports
- Notices of Violation

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**Family of Measures**

Results

1. 95% of Public Nuisance complaints investigated within 5 business days  
(# of Public Nuisance complaints investigated within 5 business days/total # of Public Nuisance complaints)

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Outputs

1. 1100 public nuisance complaints received
2. \*# of public nuisance complaints investigated within 5 days

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Demands

1. 1100 of public nuisance complaints anticipated to be received

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Efficiencies

1. \$ expenditure of the Public Nuisance Activity per complaint investigated

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**Activity Manager(s)**

- Reg Glos

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**Activity Budget**

\$x,xxx,xxx

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