

PROGRAM FACT SHEET

Arizona Department of Environmental Quality
Water Quality Division

Mission:

“The mission of the Water Quality Division is to protect and enhance public health and the environment by ensuring safe drinking water and reducing the impact of pollutants discharged to surface and groundwater.”

Services:

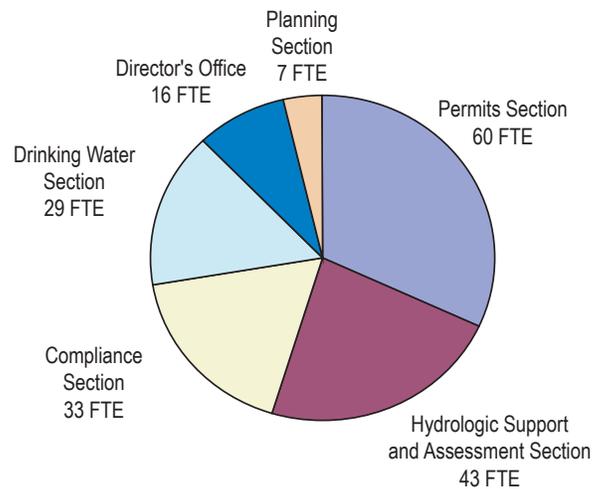
The mission of the Division is to protect and enhance public health and the environment by ensuring safe drinking water and reducing any impacts of pollutants to surface and groundwater. The Division strives to protect the public and water quality by developing water quality management plans, establishing water quality standards, anticipating problems through ongoing water quality monitoring and assessment, and responding to emergencies. Additionally, it regulates discharges from a variety of sources, including wastewater treatment plants, landfills, mining operations, industrial facilities, irrigated agriculture, and urban runoff. Finally, the Division promotes voluntary programs to protect the aquifers for drinking water use.

Facilities:

The Division's staff is primarily located on the 5th floor at 1110 West Washington in Phoenix; the building is a private lease-to-own facility at an annual cost of approximately \$3.6 million for the entire Department. In addition to the Central Phoenix Office, the Division has some staff working on issues who report to assistant directors located in the Northern Regional Office (NRO) located in Flagstaff and the Southern Regional Office (SRO) located in Tucson. The NRO is located in a privately owned facility where the Department rents space on an annual lease of \$80,600 for 4,600 square feet. The SRO is located in a state-owned building at 400 West Congress that the Department rents from the Department of Administration on an annual lease of \$116,000 for 5,700 square feet. The Department does not break down these building costs by division.

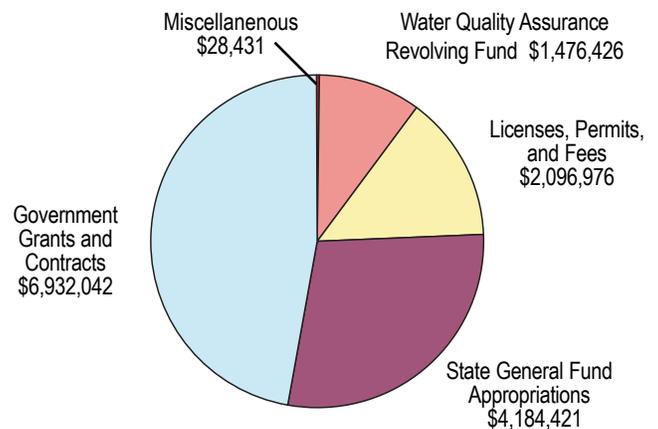
Program staffing:

188 (as of January 2004) includes 20 vacancies



Program revenue:

\$14.7 million (fiscal year 2003, actual)



Special equipment:

The Division uses standard office equipment, such as furniture, desktop computers, and laptop computers. The Division also has 15 vehicles (5 SUVs, 5 pick-up trucks, 4 vans, and 1 sedan) that it uses mostly for compliance/enforcement inspections and monitoring and field investigations. In addition, the Division has specialized equipment, such as global positioning system (GPS) units for determining the latitude and longitude of a particular location, flowmeters to measure the water flow of streams, turbidimeters to measure water clarity, and a pontoon boat with motor for collecting water samples from large reservoirs.

Core goals:

- To provide value to Arizona's citizens, meet customer needs, and promote Arizona's interests.
- To provide clean and safe water.
- To provide clean and safe drinking water by increasing the percentage of water attaining designated uses.
- To protect clean and safe water by protecting groundwater and surface water.
- To ensure that nonpoint sources of pollution are reduced to meet water quality standards in 30 percent of the State's watersheds.

Adequacy of performance measures:

Although the Division's performance measures appear to be generally aligned with its mission, auditors identified opportunities to improve the Division's performance measures.

First, the Division should consider adding output measures that quantify such things as the following:

- Number of Notice of Violation (NOVs) issued;
- Number of new Community Water Systems (CWS) certified;
- Percentage of CWS out of compliance; and
- Percentage of CWS in compliance.

Additionally, the Division should consider adding outcome measures that quantify the following:

- Percentage of Notices of Opportunity to Correct (NOC) resolved within the statutorily allotted time; and
- Percentage of NOVs resolved within the statutorily allotted time.

Source: Auditor General staff compilation of unaudited information obtained from the Department's Web site, Arizona Financial Information System (AFIS) Accounting Event Transaction File for the years ended June 30, 2002 and 2003, the Office of Strategic Planning and Budgeting's Arizona Master List of State Government Programs 2002-2005, and other information provided by the Department.