



STRATEGIC PLAN



2021-2025

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The **2021-2025 Strategic Plan** establishes department goals and identifies the actions to be taken to address Maricopa County's most immediate air quality issues. Further, this plan aligns the work of department staff and resources to ensure positive impacts on strategic air quality improvement goals.

Historic year-over-year average concentrations of pollutants have been significantly reduced countywide, confirming the benefit of the department's long-standing practice of working with the regulated and non-regulated community, using tools like education, outreach, business assistance, inspections, and focused enforcement to incentivize and promote compliance.

Through this plan and future updates, the department will realize continued and measurable progress toward reaching air quality improvement goals.

MISSION • VISION • VALUES



The **MISSION** of the Air Quality Department is to improve the air of Maricopa County so customers, residents, and visitors can live, work, and play in a healthy environment.



The **VISION** of the Air Quality Department is to collaborate with customers, residents, and visitors to improve the air quality of Maricopa County and build and promote a healthy environment and economy.



OUR VALUES

Working closely with our customers, residents, and visitors to provide clean air through innovation, collaboration, and technology.

Serving our external and internal customers through timely, open, and honest communication.

Maintaining a diverse and well-trained workforce that is respected for its expertise, positive attitude, integrity, and dedication to air quality.

Being accountable as stewards of the public's resources and the environment. We all share responsibility for the air we breathe.

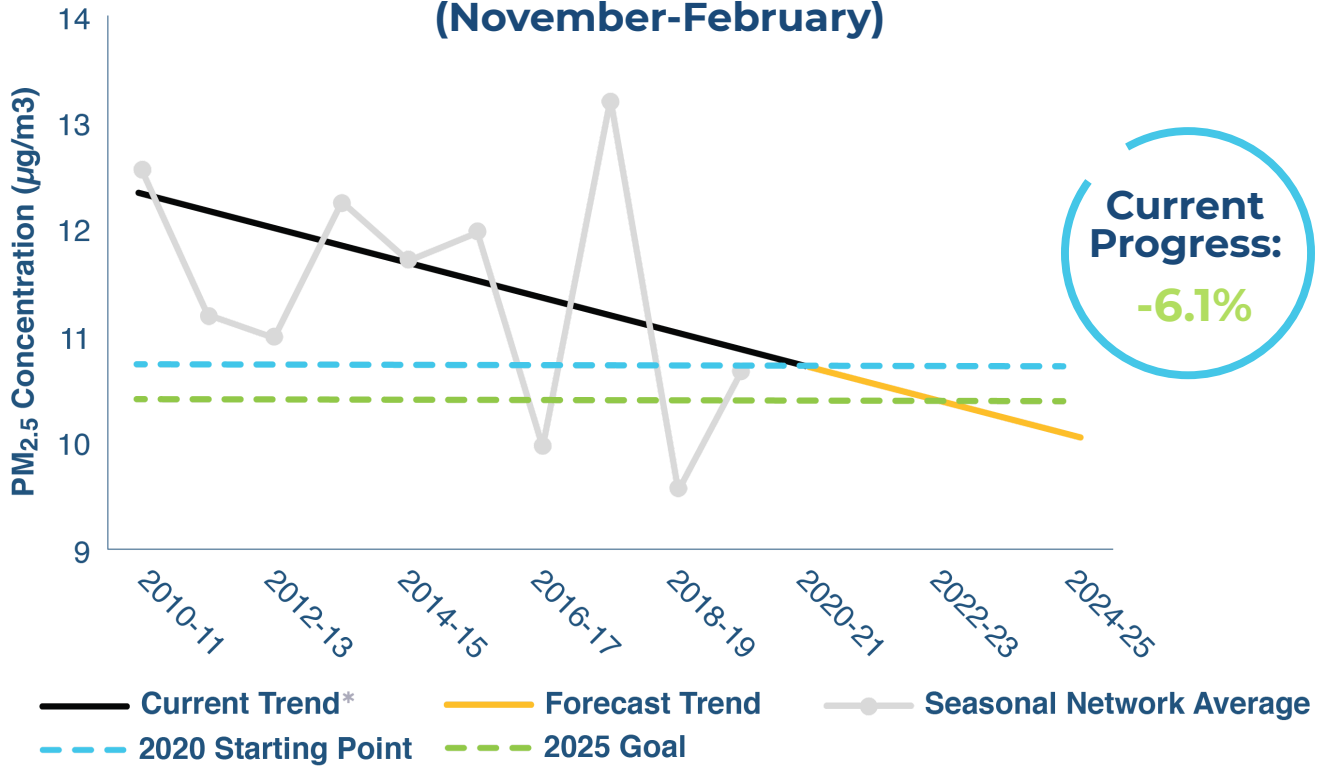
DEPARTMENT GOALS

1

By 2025, Maricopa County residents and visitors will experience cleaner air, as evidenced by decreases in the average annual concentrations of air contaminants from 2020 levels:

REDUCE SMOKE -3%

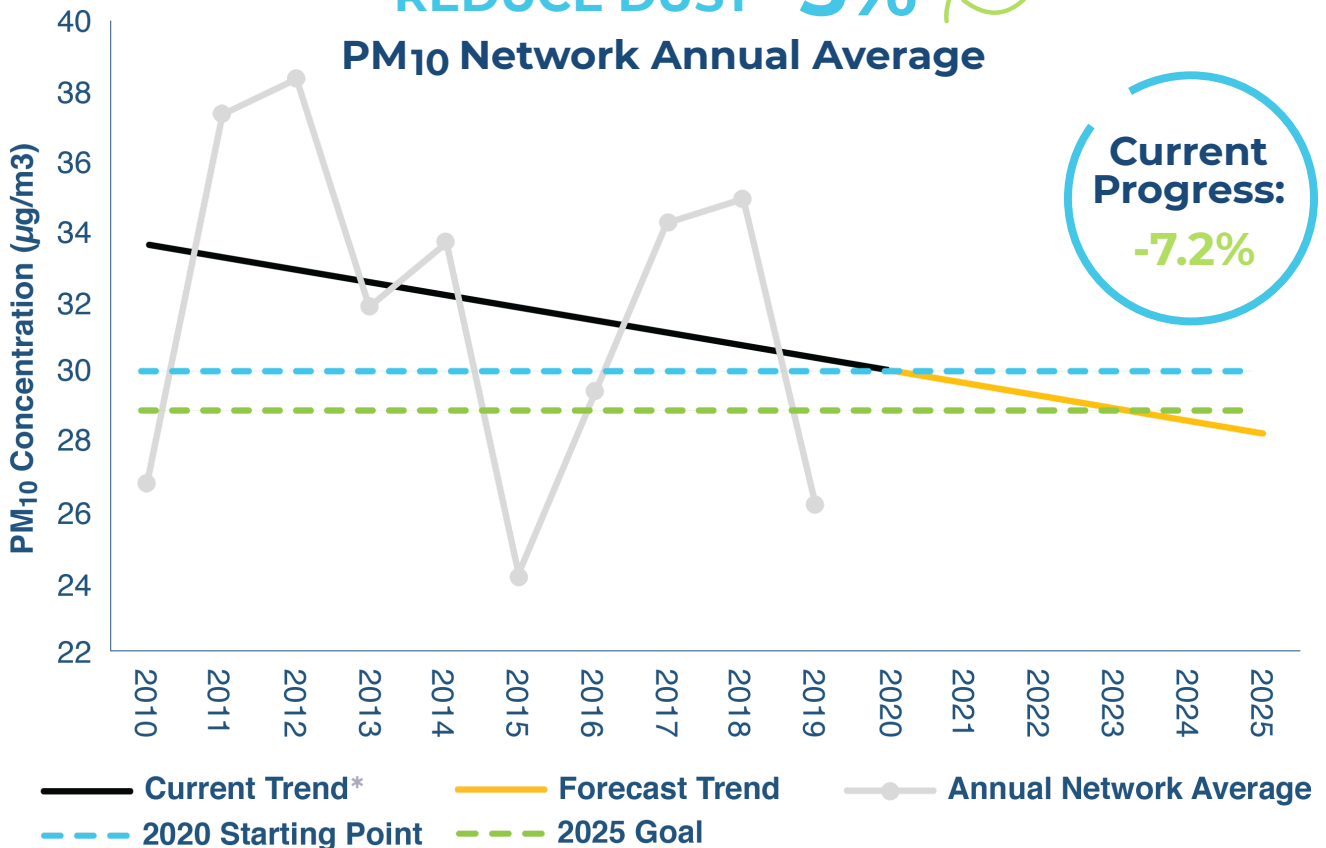
PM_{2.5} Network Burn Season Average (November-February)



*Note: the trendline in this graph is based upon data originating in the 2007-2008 season.

REDUCE DUST -5%

PM₁₀ Network Annual Average

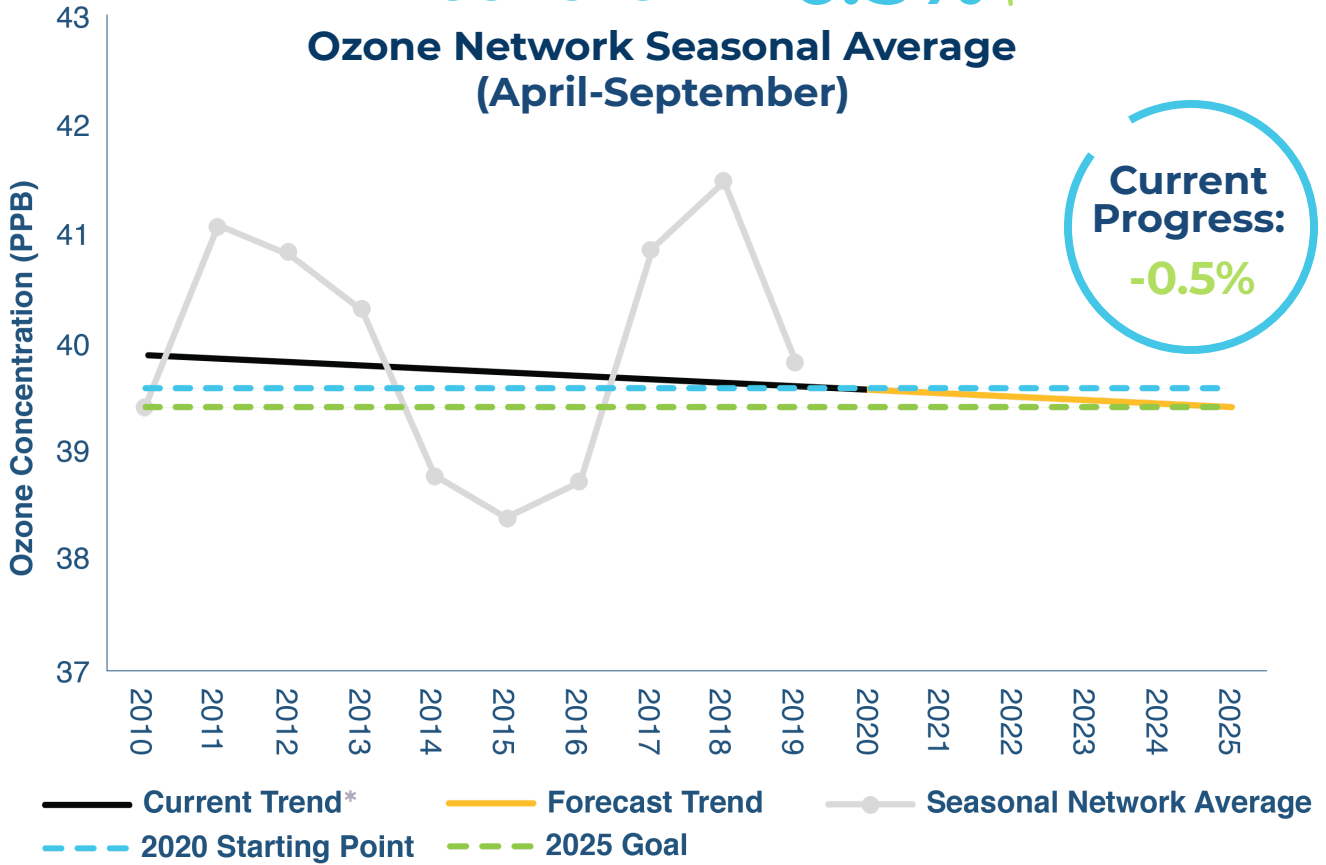


*Note: the trendline in this graph is based upon annual data originating in 2008.

REDUCE OZONE -0.5%



Ozone Network Seasonal Average (April-September)



*Note: the trendline in this graph is based upon data originating in the 1997 season.

- 2 By 2025, Maricopa County residents and visitors will experience cleaner air, as evidenced by increasing compliance rates with general permit requirements from 79% to 85%.

79% 85%
INCREASE COMPLIANCE RATES

- 3 By 2025, Maricopa County customers will realize increased access to government services as evidenced by 100% of MCAQD permits being submitted and paid for online.

100%
ONLINE

- 4 By 2025, Maricopa County residents and visitors will experience increased awareness of air quality issues and take steps to help improve air quality, as evidenced by at least a 2% increase in the commitment to take action to reduce ozone and particulates as indicated by campaign survey results.

2%
INCREASE ACTION

ACTIVITIES AND RESULTS

All department personnel and resources are directed toward implementation of **activities** to achieve our goals. Each activity focuses on key **results** that directly benefit customers, residents, and visitors of Maricopa County.

Pollution Reduction Assistance



provides repair, retrofit, and replacement services to home, vehicle, and equipment owners so they can use their property with reduced impact to air quality.

Maximizing the number of eligible residents who participate in a pollution reduction program

Alternative Commuting



provides commuter data, plan development, and ongoing support services to employers, schools, and other organizations so they can administer effective strategies to reduce single occupancy vehicle trips.

Reducing the number of single occupancy vehicle trips measured by employers in Maricopa County

Air Monitoring



provides air quality data and analysis services to customers, residents, and visitors so they can make informed decisions on their daily activity levels.

Continuing to provide timely and accurate air monitoring data to customers and maximizing the time air monitoring data systems are available to the public

Engagement and Outreach



provides air quality information in English and Spanish to educate and empower customers, residents, and visitors to take action to improve air quality and protect their health.

Continuing to reduce average concentrations of smoke, dust, and ozone countywide

Compliance Assurance



provides education, regulatory, permitting, inspection and enforcement services to the regulated community to assist them in compliance with air quality rules and regulations.

Increasing the percentage of the regulated community who are in compliance with air quality rules and regulations



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